

July 01, 2026

To,

BSE Limited

Corporate Relationship Department
25th Floor, Phiroze Jeejeebhoy Towers,
Dalal Street, Fort,
Mumbai - 400 001.
BSE Scrip Code: 524000

National Stock Exchange of India Limited

The Listing Department,
Exchange Plaza,
Bandra- Kurla Complex, Bandra (East),
Mumbai - 400 051.
NSE Symbol: POONAWALLA

Subject: Business Responsibility and Sustainability Report for the financial year 2025-26 pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“SEBI Listing Regulations”)

Pursuant to Regulation 34(2)(f) of the SEBI Listing Regulations, we are enclosing herewith a copy of the Business Responsibility and Sustainability Report for the financial year 2025-26, along with the Assurance Statement provided by BDO India Services Private Limited

The Business Responsibility and Sustainability Report will form part of the Annual Report for the financial year 2025-26.

The Annual Report is also available on the website of the Company at www.poonawallafincorp.com

This is for your information and record.

Thanks & Regards,

Yours Faithfully,

For **Poonawalla Fincorp Limited**

Shabnum Zaman
Company Secretary
ACS: 13918

Enc: A/a

Poonawalla Fincorp Limited

CIN: L51504PN1978PLC209007

Corporate Office: Unit No. 2401, 24th Floor, Altimus, Dr. G. M. Bhosale Marg, Worli, Mumbai, Maharashtra - 400018 **T:** +91 22 47733220

Registered Office: 201 and 202, 2nd floor, AP81, Koregaon Park Annex, Mundhwa, Pune - 411 036 **T:** +91 20 67808090

E: secretarial@poonawallafincorp.com | **W:** www.poonawallafincorp.com

Business Responsibility & Sustainability Reporting (BRSR)

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L51504PN1978PLC209007
2.	Name of the Listed Entity	Poonawalla Fincorp Limited ("PFL/the Company")
3.	Year of incorporation	December 18, 1978
4.	Registered office address	201 and 202, 2 nd floor, AP81, Koregaon Park Annex, Mundhwa, Pune - 411036 Maharashtra, India
5.	Corporate address	2401, 24 th Floor, Altimus, Dr G.M. Bhosale Marg, Worli, Mumbai- 400018 Maharashtra, India
6.	E-mail	secretarial@poonawallafincorp.com
7.	Telephone	020- 67808090
8.	Website	www.poonawallafincorp.com
9.	Financial year for which reporting is being done	01-04-2025 to 31-03-2026
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 162,56,35,316 (As on March 31, 2026)
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Shabnum Zaman Company Secretary Telephone - 020- 67808090 Email address - secretarial@poonawallafincorp.com
13.	Reporting boundary <i>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).</i>	Standalone basis
14.	Name of the assessment or assurance provider	BDO India Services Private Limited
15.	Type of the assessment or assurance obtained	Reasonable Assurance (BRSR Core Indicators) Limited Assurance (BRSR Indicators other than Core Indicators)

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 (FY2025-26)
1	Financial and insurance Service	Financial and Credit leasing activities	100

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

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Financial and related services	K Group: 649	100

Our product portfolio comprises loans against property, instant consumer loans, mid-market loans, business loans, pre-owned car loans, prime personal loans, gold loans, education loans, professional loans, consumer durable loans, machinery and medical equipment loans, commercial vehicle loans and shopkeeper loans.



III. Operations

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

Location	Number of plants	Number of offices	Contact Centre	Total
National	504* (Branches)	3**	6	513
International	0	0	0	0

*Consisting of 104 Retail branches and 400 Gold Loan branches

**Including Corporate office and Registered office

19. Markets served by the entity:

a. Number of locations:

Locations	Number
National (No. of States)	20 states
International (No. of Countries)	None

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

The Company, being an NBFC, does not export any products/services. Thus, this question is not applicable.

c. A brief on types of customers

Financing needs in India have risen in sync with the significant economic growth over the past decade. NBFCs have played a major role in meeting this need, complementing banks and other financial institutions. NBFCs help fill gaps in the availability of financial services with respect to products as well as customer and geographic segments.

The Company focuses on two well defined customer segments of consumer and MSME. For these segments the Company offers a wide array of products and services to cater to their specific ever-evolving needs.

Product Portfolio

As of March 31, 2026, we have a diversified suite of 13 loan products, as detailed below:

Loan against property: Loan against property provide long-tenure, collateralized financing for working capital and business requirements, primarily catering to self-employed entrepreneurs and MSMEs with healthy credit bureau profiles.

Instant consumer loan: We offer digitally originated, instant personal loan designed for rapid, paperless access to credit for salaried and self-employed customers with stable credit histories.

Mid-market loan: Mid-market loans are provided to corporates and NBFCs to support their growth capital, capital expenditure, working capital, supply chain financing, acquisition financing and other requirements.

Business loan: Business loan primarily serve working capital and long-term business needs of self-employed entrepreneurs and MSMEs with formal and cash-flow-visible profiles.

Pre-owned car loan: Pre-owned car loans are offered primarily to customers with stable credit histories, for purchase of second-hand vehicles.

Prime personal loan: Prime personal loan target financially strong, salaried professionals from established corporates, offering quick-to-approve loans. Borrowers are required to have an established and stable credit history and are typically located in Tier 1 and Tier 2 cities.

Gold loan: Gold loans are collateral-backed loan delivered through dedicated gold loan branches, targeted at retail customers in Tier 2 and Tier 3 households.

Education loan: Education loans provide financing for higher education, primarily Indian students who are pursuing master's degrees (including engineering, business, computer science, medicine and law) at leading universities abroad. Education loans are primarily unsecured loans and are to be used by students for funding tuition fees, living costs, student visas, travel expenses, insurance premiums and study materials, among others.

Professional loan: Professional loans primarily cater to professionals from diverse backgrounds, offering financing to expand their practices and meet their working capital needs. Professional loans are unsecured loans.

Consumer durable loan: Consumer durable loans entail digital, instant, equated monthly instalment financing for appliances, electronics and home upgrades, targeted at Tier 2 and Tier 3 households with existing credit profiles.

Machinery and medical equipment loan: Machinery and medical equipment loans finance equipment purchases for businesses, including MSMEs and healthcare practices. Machinery and medical equipment loans are secured loans, collateralized by the underlying machinery and medical equipment.

Commercial vehicle loan: Commercial vehicle loans finance used commercial vehicles for transport businesses, catering primarily to small fleet operators in Tier 2 and Tier 3 cities. Commercial vehicle loans are secured loans, collateralized by the underlying commercial vehicle.

Shopkeeper loan: Shopkeeper loans provide working capital to small retail shops and micro-retailers using cash-flow and transaction history-based underwriting. Shopkeeper loans are unsecured loans.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	5860	5110	87.20%	750	12.80%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	5860	5110	87.20%	750	12.80%
Workers						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA



b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
#Differently abled employees						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	0	0	0	0	0
Differently abled workers						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA

#The Company embraces diversity and does not discriminate against anyone based on their race, gender, religion, beliefs, disability, marital status, age, gender identity, or any other factor.

21. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	2	20%
#Key Management Personnel	5	1	20%

#The Company has 5 KMPs out of which 3 are Directors.

22. Turnover rate for permanent employees and workers:

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	19.90%	2.50%	22.40%	14.35%	2.14%	16.49%	10.00%	1%	11%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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

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	#Rising Sun Holdings Pvt Ltd	Holding	NA	No
2	##Jaguar Advisory Services Private Limited	Joint venture	48.89%	No

#Rising Sun Holdings Pvt Ltd held 63.93% as on March 31, 2026

##Refer note no. 18 of the standalone financial statement.

VI. CSR Details

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

(ii) Turnover (Rs in Crores) 6,795.65

(iii) Net worth (Rs in Crores) 10,297.56

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:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes E-mail at csr@poonawallafincorp.com (https://poonawallafincorp.com/contact-us.php)	0	0	0	0	0	Community grievances are redressed through implementing agency
#Investors (other than shareholders)	Yes (https://poonawallafincorp.com/investor-info.php)	0	0	None	2	1	Action Taken Report for one complaint was submitted on SEBI SCORES, which has since been resolved and closed.
Shareholders	Yes (https://poonawallafincorp.com/investor-info.php)	9	0	None	8	1	Action Taken Report for one complaint was submitted on SEBI SCORES, which has since been resolved and closed.
Employees and workers	Yes https://poonawallafincorp.com/documents/20121/0/POSH+Policy+%281%29.pdf/e22462b7-6f3d-33d7-6490-59e10651055f Employee Grievance Redressal Guideline Email at: redressal@poonawallafincorp.com	1	0	None	0	0	None
##Customers	Yes https://poonawallafincorp.com/documents/d/poonawalla-fincorp/grievance-redressal-policy	19,871	2,150	Pending complaints as on March 31, 2026 is being addressed in April, 2026	2,901	387	Pending complaints as on March 31, 2025 have been suitably addressed in April, 2025
Value Chain Partners	No	0	0	None	0	0	Vendors route their grievances through the business team that they engage with, there have been no substantial grievances reported in this reporting period. SPOC details and dispute resolutions clause is available in the master service agreement.
Other (please specify)	NA	NA	NA	NA	NA	NA	NA

#Holders of Non-Convertible Debentures

##The increase in volume is owing to increase in AUM, new product offerings and added customer awareness.



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

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

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	Innovation and Digitisation	Opportunity	Poonawalla Fincorp's business model is built on an AI-first, digital-first strategy, with 24x7 digital lending journeys and 76 AI-led projects (42 Successfully Delivered and 34 Underway) across underwriting, collections, and customer service.	Not Applicable	Positive: Digitisation drives lower cost-to-income ratio, faster disbursements, higher cross-sell ratios, and AUM growth (69.4% YoY in FY2025-26) 5-6x AUM growth over next 5 years FY2024-25.
2	Privacy and Data Security	Risk	Poonawalla Fincorp collects and processes sensitive customer data including Aadhaar, PAN, bank statements, and account aggregator data as part of its loan sanction process. The Digital Personal Data Protection Act, 2023 and the RBI Cybersecurity Framework impose binding obligations on the Company.	A dedicated Cybersecurity and Data Protection framework is implemented in line with RBI guidelines, including multi-factor authentication, end-to-end encryption, regular vulnerability assessments and penetration testing, employee data security training, and a cyber incident response plan reviewed by the Board Risk Management Committee. Digital Personal Data Protection Act, 2023 compliance programme is underway.	Negative: A data breach or non-compliance could result in penalties under the DPDP Act, RBI enforcement action, litigation costs, and customer attrition.
3	Customer Centricity	Opportunity	As an NBFC serving retail borrowers and MSME clients, Poonawalla Fincorp's financial performance is directly linked to the quality of customer experience.	Not Applicable	Positive: High customer satisfaction supports AUM growth, lower customer acquisition cost, and higher cross-sell ratios.

The Risk Management Committee has additional role and responsibility to address the ESG risks which is integrated to the enterprise risk management as per SEBI (Listing Obligations and Disclosure Requirements) Regulation, 2015.

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.

- PRINCIPLE 1:** Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.
- PRINCIPLE 2:** Businesses should provide goods and services in a manner that is sustainable and safe.
- PRINCIPLE 3:** Businesses should respect and promote the well-being of all employees, including those in their value chains.
- PRINCIPLE 4:** Businesses should respect the interests of and be responsive to all its stakeholders.
- PRINCIPLE 5:** Businesses should respect and promote human rights.
- PRINCIPLE 6:** Businesses should respect and make efforts to protect and restore the environment.
- PRINCIPLE 7:** Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
- PRINCIPLE 8:** Businesses should promote inclusive growth and equitable development.
- PRINCIPLE 9:** Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	It has been the Company's practice to upload all policies on the internal portal for the information and implementation by the internal stakeholders and some of these policies are also available at the following website. (Company Policies, Committee Details and Other Governance Details of PFL (https://poonawallafincorp.com/investor-governance))								
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, the Company strives to influence its value chain partners to participate in responsible and sustainable business conduct depending upon their means and resources. For this purpose, the Board of PFL has approved various policies such as Code of Conduct for Direct Selling Agents (DSAs), Direct Marketing Agents (DMAs), and Debt Recovery Agents (DRAs), Whistle Blower Policy, Supplier Code of Conduct etc. These policies enable participation of value chain partners in fair and ethical conduct of their business.								
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) mapped to each principle.									
Principle 1 to 9	PFL is an ISO/IEC 27001:2022 certified organization and operates a formal Information Security Management System (ISMS) in compliance with the requirements of ISO/IEC 27001:2022. This certification enhances trust and confidence in PFL's processes, systems, and services, and demonstrates strong governance, information security and risk management practices.								



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>For FY 2025-26:</p> <ol style="list-style-type: none"> 1. Implementation Supplier's Code of Conduct, Human Rights Policy & Health and Safety Policy. 2. Environment restoration through Tree Planting Initiative –more than 5,000 trees in FY 2025-26. This initiative is expected to play a vital role in carbon offsetting, enhancing urban air quality, and reducing heat stress. <p>For FY 2026-27:</p> <p>The Company aims to plant over 5,000+ trees in FY2026-27, reaffirming its commitment to environmental sustainability and community development. This initiative is expected to play a vital role in carbon offsetting, enhancing urban air quality, and reducing heat stress.</p>								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<ol style="list-style-type: none"> 1. Implemented Supplier's Code of Conduct, Human Rights Policy & Health and Safety Policy. 2. Environment restoration through Tree Planting Initiative –more than 4,000 trees have been planted in FY 2025-26. This initiative creates a lasting environmental impact, generating approximately 350 workdays for local communities. As these trees mature, they are expected to offset over 85,000 kg of CO₂ annually, contributing to urban sustainability, improving air quality, and fostering a greener future. 								

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)

We are proud to present a comprehensive summary of our progress in environmental, social, and governance (ESG) initiatives. Our commitment to transparency and accountability continues to guide our ESG journey, with governance serving as a fundamental element.

On the environmental front, we have taken meaningful steps to reduce our ecological footprint. These includes adopting sustainable waste management practices, promoting responsible consumption of water and energy among our stakeholders and successfully planted more than 4,000 trees in FY 2025–26, creating approximately 350 workdays for local communities. These plantation are expected to offset over 85,000 kg of CO₂, annually, while enhancing urban resilience through improved air quality and reduced heat.

Socially, we remain committed to fostering a diverse, equitable, and inclusive workplace. Our inclusive policies and targeted training programs are designed to ensure fair opportunities and enable all employees to thrive. Customer-centricity remains a key focus. Additionally, our active involvement in corporate social responsibility efforts reflects our dedication to uplifting the communities in which we operate.

Our governance architecture is designed to uphold high standards of transparency, accountability and stakeholder protection. We operate under a well-structured Board comprising an appropriate mix of executive, independent, non-executive and non-independent directors. The Board is supported by Board committees, including the Audit Committee, the Nomination and Remuneration Committee and the Risk Management Committee, among others. Our policies and controls encompass credit policy, related party transactions, fit and proper criteria, whistle-blower mechanisms, information security and data privacy. This risk-first and governance first approach, combined with experienced leadership, fosters a culture of integrity, disciplined risk management, and sustainable growth, while enhancing the resilience and credibility of our business model.

As we look ahead, we remain steadfast in our pursuit of continuous improvement in our ESG performance. We deeply appreciate the unwavering support of our employees, customers, partners, and stakeholders. Together, we are shaping a Sustainable, Predictable and Productive Business.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	Arvind Kapil Managing Director & Chief Executive Officer DIN: 10429289								
9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.	Yes The Company's business responsibility and sustainability performance is reviewed by the Board of Directors. The Corporate Social Responsibility (CSR) Committee of the Board is responsible for decision making on CSR and sustainability related issues.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/ Any other Committee									Frequency (Annually/Half yearly/Quarterly/Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes (Principle 1,2,3,4,5,6,7,8,9) Committees of the Board									As a practice, all the Board approved policies of the Company are reviewed annually or as per need basis and placed before the Board of Directors. Further, all the policies (excluding board approved policies) are reviewed periodically or on a need basis by Function heads, business heads, senior management personnel. During this assessment, the efficacy of these policies is also reviewed and necessary changes to policies and procedures are implemented.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes The Company is in compliance with the extant regulations, as applicable.									The Company ensures compliance with all applicable statutory requirements. Various board-level committees have been constituted, which meet periodically to monitor compliance objectives and review performance.								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	No PFL conducts regular internal assessments to identify areas for improvement and refine its processes. Additionally, it leverages external experts for deeper evaluation when needed.																	
--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

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

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

The Company works closely with collective trade and industry associations as and when required.



Sr. No	Principle No. and Definition	List of Policies
1	Principle 1: Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable	Code of Business Ethics, Code of conduct and Discipline rules, Code of Practices and Procedures for Fair Disclosure, Code of Internal Procedure and Conduct for Prohibition of Insider Trading, Code of Independent Director, Compliance Policy, KYC and Anti-Money Laundering (AML) Policy, Policy for Determination of Materiality of Events, Policy on Dealing with Related Party Transactions, Breach of Integrity and Whistle Blower/Vigil Mechanism Policy, Remuneration Policy, Corporate governance policy, Fair Practice Code, Grievance Redressal Policy, Outsourcing Policy, Investor Grievance Policy, Environmental and Social Governance Policy & Governance Framework, Code of Conduct for Direct Selling Agents (DSAs)/Direct Marketing Agents (DMAs)/Debt Recovery Agents (DRAs), Supplier Code of Conduct.
2	Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe	Cyber Security Policy, Information Security Policy, Information Technology Management Policy, Risk Management Policy, Policy on process for disposal of E-Waste Items, Business Continuity Policy, Environmental and Social Governance Policy & Governance framework.
3	Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chain	Breach of Integrity and Whistle Blower/Vigil Mechanism Policy, Policy on prevention and Redressal of Sexual Harassment, Rewards and Recognition Policy, Leave Policy, Diversity and Inclusion Policy, Learning and Development Policy, Employee Education Policy, Code of Business Ethics, Talent Acquisition Policy, Human Rights Policy, Health Safety Policy, Supplier Code of Conduct.
4	Principle 4: Businesses should respect the interests of and be responsive towards all its stakeholders	Corporate Social Responsibility Policy, Environmental and Social Governance Policy & Governance framework, Grievance Redressal Policy, Investor Grievance Policy.
5	Principle 5: Businesses should respect and promote human rights	Diversity and Inclusion Policy, Policy on prevention and Redressal of Sexual Harassment, Code of Business Ethics, Code of Conduct for Direct Selling Agents (DSAs)/Direct Marketing Agents (DMAs)/Debt Recovery Agents (DRAs), Compensation Policy, Human Rights Policy.
6	Principle 6: Businesses should respect, protect and make efforts to restore the environment	Environmental and Social Governance Policy & Governance framework, Risk Management Policy, Policy on Process for Disposal of E-Waste Items.
7	Principle 7: Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	Environmental and Social Governance Policy & Governance framework, Compliance Policy, Corporate Governance Policy.
8	Principle 8: Businesses should promote inclusive growth and equitable development	Corporate Social Responsibility Policy, Environmental and Social Governance Policy & Governance framework.
9	Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner	Interest Rate and Penal/Other Charges Policy, Fair practice code, Information Security Policy, Cyber Security Policy, Information Technology Management, Grievance Redressal Policy, Environmental and Social Governance Policy & Governance framework.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	6 Refer weblink: https:// poonawallafincorp. com/ documents/20121/0/ Familiarization- program- FY25-26+%281%29. pdf/da464113- 946c-af95-e0f4- 1e14637b425c	<p>A. Sessions on business and performance, regulatory updates and compliance were presented in the quarterly meetings.</p> <p>B. Sessions were conducted on below mentioned topics by the external consultant.</p> <p>Corporate Governance:</p> <ol style="list-style-type: none"> 1. Evolving global corporate governance landscape and key challenges 2. Board Committees and Board Culture 3. Code of Conduct, Vigil Mechanism & Conflict of Interest, Fraud and Related Party Transactions. 4. Prevention of Sexual Harassment (POSH) 5. Overview of Prohibition of Insider Trading (PIT) Regulations, 2015 6. Overview of Regulation 30 of SEBI LODR, 2015 7. ESG & Stakeholder Management 8. Data Privacy/Data Leakage Prevention/Cyber security <p>C. #Sessions conducted by Centre for Advanced Financial Research and Learning (“CAFRAL”). The topics covered were:</p> <ol style="list-style-type: none"> 1. KYC & AML Risk Management: Emerging Regulatory and Compliance Issues 2. Supervisory Observations on KYC & AML Compliance - Use Cases 3. Central KYC Registry & Compliance by REs: Role and Responsibilities 4. Combatting Financial Crime: FIU Perspective 5. KYC & AML Framework: Risks and Strategies Including Few Case 6. Studies of Recent Frauds, Financial Crime, Trade Based Money Laundering (TBML). <p>Impact: The programme delivered several critical insights into regulatory perspectives. The program conducted by CAFRAL provided a comprehensive overview and enhanced the Board of Directors understanding of the KYC/AML framework including various measures and associated risks and compliance.</p>	90%

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Key Managerial Personnel	10	<p>A. Corporate Governance:</p> <ol style="list-style-type: none"> 1. Evolving global corporate governance landscape and key challenges 2. Board Committees and Board Culture 3. Code of Conduct, Vigil Mechanism & Conflict of Interest 4. Fraud and Related Party Transactions (RPT) 5. Prevention of Sexual Harassment (POSH) 6. Overview of Prohibition of Insider Trading (PIT) Regulations, 2015 7. ESG & Stakeholder Management 8. Data Privacy/Data Leakage Prevention/Cyber security <p>B. Road to Compliance Courses (Consisting of 9 sessions):</p> <ol style="list-style-type: none"> 1. KYC 2. AML 3. INFOSEC 4. Data Leakage Prevention 5. POSH 6. Understanding of Prohibition of Insider Trading 7. Data Leakage Prevention 8. Code of Conduct 9. Safety & Well Being <p>Impact: The learning initiatives supported alignment with the organisation's overall strategic objectives while enhancing employee awareness of evolving regulatory requirements. The programs enabled timely adoption of changing compliance expectations and customer-centric imperatives, particularly in areas such as data privacy, information security, and responsible handling of customer data.</p>	100%
Employees other than BoD and KMPs	12,252 (Session count)	<p>During FY 2025-26, the organisation implemented structured learning and development initiatives aimed at strengthening regulatory compliance, functional capability, digital enablement, leadership effectiveness, and employee well-being. Training programmes were delivered through a mix of digital, virtual, and blended learning formats to ensure consistent coverage across employee categories.</p> <p>Key learning interventions included mandatory and awareness programs on Prevention of Sexual Harassment (POSH), Code of Conduct, Insider Trading, Digital Personal Data Protection (DPDP) Act, cybersecurity and information security, risk management, and sustainability awareness. Capability-building initiatives covered Analysing Training Needs Analysis (ATNA), LaunchPAD, Reboot, Microsoft Copilot enablement, digital and data skills, leadership and behavioural competencies, productivity enhancement, workplace wellness, and function-specific training across operations, credit, products, customer service, and support functions.</p> <p>Impact: Functional skilling and upskilling initiatives enabled faster onboarding and readiness of new hires, supporting early productivity and effective role transition. Function-specific training programs contributed to improved operational efficiency, reduced turnaround time (TAT), enhanced customer satisfaction scores, and lower incidence of process lapses and errors, thereby strengthening overall service delivery and compliance outcomes.</p>	99.5%
Workers	Not applicable		

#Sessions were attended by Non-executive Directors including Independent Directors.

During FY 2025–26, presentations were made to the Board of Directors and its Committees at regular intervals on various matters. The Board was periodically apprised, in its capacity as well as through its committees, of developments relating to economic and regulatory changes, among other relevant subjects. Pursuant to the requirements of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, all newly appointed Directors are required to undergo a structured induction and familiarisation programme. The familiarisation programme, inter alia, includes an overview of the Company's operations and business structure, codes and policies, roles and responsibilities of Directors, duties and liabilities, as well as updates on significant developments and ongoing events of the Company.

The same is available on the website at <https://poonawallafincorp.com/documents/20121/0/Familiarization-program-FY25-26+%281%29.pdf/da464113-946c-af95-e0f4-1e14637b425c>

The Board of Directors and Key Managerial Personnel were apprised of their roles and responsibilities, with particular emphasis on corporate governance. They were also provided updates on developments in information technology, cybersecurity, digitalisation initiatives, evolving regulatory requirements, and customer centricity. The Company places strong emphasis on induction and continuous learning. Induction training was accorded priority for all employees and included coverage of nine core principles focused on governance standards and the Code of Business Ethics. In addition, annual Code of Conduct training was made mandatory for all employees, along with virtual modules on compliances. Employees are required to achieve the prescribed pass percentage in compliance training modules, failing which they must retake the relevant modules. The Company also conducts functional, competency-based, and behavioural training programmes, along with specialised training interventions tailored to the specific requirements of various functions.

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

	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Principle 1	None	0	None	None
Settlement			N.A.		
Compounding fee			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					
Punishment			Nil		

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Not applicable as there have been no such cases.	

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

Yes.

The Company has Code of Business Ethics, the coverage of this code includes aspects related to Conflict of Interest, customer relations, business interest, gifts to an individual or relatives or associates or third parties or political donations. Please find further details at https://poonawallafincorp.com/documents/20121/0/17+PFL_Code+of+Business+Ethics+Version+No.+6.0+4.pdf/d586355e-6ecb-1eb6-fc01-9fbb9cf316c2.

It is crucial to note that the Company will take appropriate action against any associates whose actions are found to violate the codes of the Company.



The Company also has a defined Code of Conduct & Discipline Rules (COC) to deter wrongdoings and to foster and maintain the standard of business conduct for employees, trust and confidence in the professionalism and the integrity of the employees. This COC is applicable to all employees across functions, geographies and grades. The abovementioned COC aims to maintain the standard of business conduct and ethics and serve as guidelines to report fraud, unethical or illegal practice. The Company adopts highest governance standards, and its employees adhere to the robust COC. The employees are also required to comply with relevant legal, regulatory, and internal compliance requirements in letter and spirit. If an employee is found guilty, upon an enquiry, disciplinary action may be taken as per COC.

The Company has also adopted Breach of Integrity and Whistle Blower/Vigil Mechanism Policy, the same is available at <https://poonawallafincorp.com/documents/20121/0/Breach-of-Integrity-and-Whistle-Blower-Vigil-Mechanism-Policy.pdf/9a6df317-9c89-59d2-b11c-64e10bd753cc>

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Directors	No Directors/KMPs/employees were involved in bribery/corruption both, in FY 2025 -26 and FY 2024-25 to the best of our knowledge. Hence, no action was taken by any law enforcement agency.	
KMPs		
Employees		
Workers	Not applicable	

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

	FY 2025-26 Current Financial Year		FY 2024-25 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

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.

Not applicable, since no fines, penalties or actions were imposed by regulatory, law enforcement or judicial authorities on cases related to corruption and conflicts of interest. The Company has established policies, processes and monitoring mechanisms to ensure compliance, which are regularly reviewed and updated. The implementation of these policies is ensured through regular training, communication and awareness-building sessions.

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Number of days of accounts payable	1.81	2.48

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:

Parameters	Metrics	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	As we are a non-banking financial company, this is not applicable.	
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total sales		
Concentration of Sales	a. Sales to dealers/distributors as % of total sales		
	b. Number of dealers/distributors to whom sales are made		
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors		
Shares of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	00	00
	b. Sales (Sales to related parties/Total Sales)	00	00
	c. Loans and Advances (Loans and Advances to related parties/Total Loans and Advances)	00	00
	d. Investments (Investments in related parties/Total Investments made)	0.001%	0.001%

Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes.
2	<ol style="list-style-type: none"> Environmental Parameters covering Scope 1 and Scope 2 emissions, Water consumption and management, Waste Management Social Parameters covering employee wellbeing and safety, Gender Diversity, Fairness in Engaging with Customers and Suppliers Governance Parameters covering Openness of Business, 	We have covered value chain partners comprising 75% of its purchases and sales (by value) which are individually contributing to 2% or more of its purchases and sales (by value) respectively.

PFL encourages its value chain partners to undertake ESG capacity building session and ensure that value chain partners are aware of the latest norms and regulations. PFL has in place ESG Assessment framework for its value chain partners. The Company has undertaken assessments covering value chain partners individually comprising 2% or more of its purchases and sales by value and limiting it to value chain partners (upstream and downstream) covering 75% of its purchases and sales respectively. As part of this framework, awareness sessions were also organized for its value chain partners by consultants.

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, we have implemented processes to avoid/manage conflict of interests involving members of the Board. The details are mentioned below:

- Chairmanship of the Board is a non-executive position and separate from that of the Managing Director and Chief Executive Officer. Every Director on the Board is required to make disclosure of his/her interest or concern in other entities (under Section 184 of the Companies Act, 2013 ("Act")) as also



the parties to which such Director is related to (as under Section 2(76) of the Act and other applicable laws). Such disclosure is required to be made as and when a Director attends first Board Meeting after his/her appointment on the Board and thereafter at every first Board Meeting held in a financial year as well as within thirty days of any change in the disclosure previously given by such director.

- ii. Director, if interested or concerned in any transaction(s) or arrangement(s) to be entered into by the Company, does not participate in the discussion and passing of the resolution thereon.
- iii. We have also put in place necessary mechanisms and have formulated a Policy on Related Party Transactions, keeping in view the requirements under Regulation 23 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI Listing Regulations) and the provisions of the Act. This Policy provides a framework to ensure proper identification, approval and reporting of Related Party Transactions.
- iv. All transactions with Related Parties of the Company are previously approved by the Audit Committee of the Company. The Audit Committee also grants omnibus approvals for Related Party Transactions of a recurring nature. Related Party Transactions, if not in the ordinary course or not at arm's length, are placed before the Board based on the Audit Committee's recommendation for its consideration and approval. If such transactions (which are placed before the Board of Directors) breach the threshold limits prescribed under Section 188 of the Act or if any transaction with a Related Party is material in nature as prescribed under Regulation 23 of the SEBI Listing Regulations, such transactions are also put up before the shareholders for their consideration and approval.
- v. At the Audit Committee, only the Independent Directors who are members of the Audit Committee, consider and approve the transactions with related parties. At the Board, only those Directors who are not parties to the transaction(s) or arrangement(s) in subject or those who are not interested or concerned therein, participate to consider them. The interested Directors neither participate nor do they vote on the resolution of Related Party Transaction. While seeking Shareholders' approval, no Related Party of the Company, whether party to a particular transaction or not, votes to approve such transaction.
- vi. The Company has laid down a Code of Conduct for all the Board Members and Senior Management Personal of the Company including a Code of Conduct for Independent Directors.

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.**

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	As we are a non-banking financial company, capital expenditure and Research and development expenses are not directed towards technologies that improve environmental and social impacts.		
Capex	The Company has invested in digital journeys for instant personal loan, digital Business loan. This would enable a straight through processing of these loans. Company has also invested in building the leasing (lease rental discounting) capabilities to launch new leasing business line. In addition, Company has revamped the customer service CRM framework.	The company has invested in a new website and mobile application to offer instant personal loan, education loan, consumer durable loan, EMI Card. Additional Loan servicing journeys including chatbot has also been provided to enhance customer service. Customers can now avail an instant personal loan in just 5 minutes by completing the end-to-end digital process.	-

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year	Details of improvements in environmental and social impacts
	<p>This will ensure automated workflow and TAT based automated escalation of customer complaints. The company has also implemented a new industry leading visualization solution that offers enhanced insights. The Company's new customer service 'AI Solution enables' allows AI to respond to customer calls thus increasing efficiency while increasing standardization of response and consistency. This constitutes 3.57% for IT capex investments.</p>	<p>The framework on the new website enhances overall customer experience, leverages best in class content management system, enables uptake in website traffic through search engine optimization. Company has invested in various new technologies like Digital Experience Platform, AI based customer engagement and communications, personalization, Digital Collections Platform, etc.</p> <p>The Company has also set up an IT Command Center for 24x7 monitoring of IT Infrastructure, Applications and Digital Services. The company is also implementing Enterprise Data Lake platform, that has helped with data harmonization and identity resolution which will enable the use of multiple AI based algorithm for generating various kinds of reports, MIS, and Dashboards. Use of analytics will enhance customer penetration through digital platforms by providing various insights at data level.</p>	

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

No.

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

As a Non-Banking Financial Company (NBFC), the Company does not engage in manufacturing activities and therefore has limited direct consumption of raw materials or inputs. However, the Company ensures that its financial services are delivered in a sustainable and responsible manner, with due consideration to efficient resource use and environmental impact.

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.

As a Non-Banking Financial Company (NBFC), the Company does not manufacture physical products. Its primary offerings are financial services, which are delivered through operational processes that involve limited material consumption and waste generation. The Company's approach under Principle 2 focuses on ensuring that its services are provided in a resource-efficient, safe, and sustainable manner, with particular emphasis on reducing waste arising from service delivery.

Waste Streams Relevant to Service Delivery:

The Company's primary waste streams comprise paper waste and electronic waste (e-waste), both of which arise from administrative, customer servicing, and technology-enabled operations.

Paper Waste: Sustainable Design of Services:

Paper is the main consumable resource used in the delivery of the Company's financial services. To ensure sustainability across the service lifecycle, the Company has embedded digitalization and process optimization as core elements of its service design.

Key measures aligned to Principle 2 include:

- a) Promotion of paperless transactions by accepting customer payments through electronic modes and processing vendor payments digitally



- b) Implementation of online lead generation, digital customer onboarding, and digital customer transactions, reducing reliance on physical documentation
- c) Use of SMS and digital communication during loan processing instead of printed correspondence
- d) Adoption of an e-learning platform for employee training, removing the need for printed training materials
- e) Discontinuation of printing system-generated reports and preference for digital file processing wherever feasible
- f) Digital storage of customer and operational documents, ensuring secure, efficient, and paper-less record management

To address unavoidable paper usage, the Company has implemented a paper recycling initiative for old printouts, ensuring responsible handling of residual paper waste generated during service delivery.

Through these measures, the Company ensures that its financial services are designed and delivered with minimal material intensity, directly supporting the intent of Principle 2.

Reduction of Single-Use Materials in Service Environments:

The Company also addresses indirect waste generation that arises within offices and branches where services are delivered to customers and supported by employees. Initiatives undertaken include:

- a) Encouraging the use of eco-friendly and green cleaning chemicals at corporate offices and branches to reduce health and environmental risks
- b) Reducing paper cup usage by introducing reusable glasses and cups made from organic materials such as rice husk
- c) Replacing conventional tissue papers with recycled and recyclable paper rolls to reduce waste generation
- d) Discontinuing single-use plastic water bottles at regional offices to the maximum extent possible

Additionally, the Company operates from premises that are largely within multi-tenant facilities. Accordingly, the collection and disposal of general office waste are managed through designated waste collection points provided by the respective building management teams or in accordance with local municipal authority guidelines. This ensures that waste generated from operations is handled and disposed of in a compliant and environmentally responsible manner.

These initiatives help ensure that service delivery environments are safe for users and environmentally responsible, consistent with Principle 2 expectations.

Responsible Handling of Scrap and End-of-Life Materials:

During branch closures or relocations, scrap materials generated from service infrastructure are disposed of exclusively through Government-certified green vendors, ensuring responsible treatment and preventing unsafe disposal practices.

E-Waste: Safe and Sustainable Use of Technology:

Technology plays a central role in delivering the Company's financial services. To ensure sustainability and safety across the technology lifecycle:

The Company has established a Policy on the Process for Disposal of E-Waste Items, governing responsible handling and disposal. E-waste is disposed off through authorized third-party vendors, in compliance with applicable regulations. A Device Management Policy enables monitoring, repair, and timely maintenance of electronic devices, extending their useful life and reducing premature disposal.

These practices ensure that the Company's technology-enabled services do not result in unsafe or unsustainable outcomes at the end-of-life stage of electronic assets.

Employee Awareness Supporting Sustainable Services:

Recognizing that employee behavior directly influences service sustainability, the Company promotes awareness through:

- Regular sustainability-focused email communications
- Digital sustainability content displayed across offices
- Awareness workshops and internal engagement initiatives

This ensures consistent adoption of sustainable practices in day-to-day service delivery.

Through digital-first service design, minimization of material usage, responsible waste management, and safe handling of end-of-life assets, the Company ensures that its financial products and services are delivered in a sustainable, resource-efficient, and safe manner.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes/No).

No. Being a non-banking financial company, extended producer responsibility is not applicable to our activities.

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not applicable

Leadership Indicators

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

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

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

Name of Product/Service	Description of the risk/concern	Action Taken
NA	NA	NA

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
NA	NA	NA

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

	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other Waste	NA	NA	NA	NA	NA	NA



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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not applicable

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

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 availed	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	5110	5110	100	5110	100	0	0	5110	100	18	0.35
Female	750	750	100	750	100	750	100	0	0	9	1.20
Total	5860	5860	100	5860	100	750	100	5110	100	27	0.46
Other than Permanent employees											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

Note: All eligible employees are covered under group insurance policy except employees covered under ESIC.

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 availed	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the Company	0.11%	0.21%

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

Benefits	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
Provident Funds	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	NA	100%	NA	NA
Others – please specify	0	NA	0	0	NA	0

3. Accessibility of workplaces

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

Yes. The Company is committed to fostering an inclusive and diverse workplace that upholds the principles of equal opportunity for all individuals, including persons with disabilities. While there are currently no differently abled employees in the Company, the Company ensures that its hiring practices are free from discrimination and open to candidates from all backgrounds.

To support this commitment, the Company has proactively made accessible to most of our office premises to prospective employees with disabilities. Key accessibility features include:

- Barrier-free access through ramps and elevators to facilitate mobility.
- Braille and voice-enabled elevators to assist individuals with visual impairments.
- Dedicated restrooms designed to accommodate persons with disabilities.
- Onsite medical support, including nursing and physician consultation, to ensure employee well-being.
- Creche and medical room facilities to support employees with caregiving responsibilities and health needs.

These measures are part of the Company's broader initiative to create a safe, welcoming, and inclusive environment that eliminates barriers and promotes a sense of belonging for all employees.

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

Yes. Your Company is committed to fostering, cultivating and promoting diversity and inclusion within the organization and has in place Diversity & Inclusion Policy. We believe that creating an inclusive work environment that enables us to attract, retain and fully engage diverse talents leads to enhanced innovation and creativity. The collective sum of the individual differences, experiences, knowledge, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part our culture, brand and organization achievement. This policy has been framed as per the rules mentioned in the Rights of Persons with Disabilities Act, 2016, The Transgender Persons (Protection of Rights) Rules, 2020, and The Transgender Persons (Protection of Rights) Act, 2019. The scope of the policy extends to all permanent, temporary, contractual, and trainee employees of PFL; and all third parties, including consultants, contractors, vendors, and service providers, when acting on behalf of or representing PFL.

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%	86.79%	NA	NA
Female	100%	100%	NA	NA
Total	100%	88.52%	NA	NA



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

	(If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	<p>The Company enables employees to work without fear of prejudice, gender discrimination and harassment. It maintains a zero-tolerance approach towards any non-compliance of these principles. Prevention of Sexual Harassment Policy, serving as grievance mechanisms for its employees to report or raise their concerns confidentially and anonymously, and without fear of any retaliation.</p> <p>Employees may raise grievances/concern through the dedicated email id as mentioned in the policy.</p> <p>Further details can be obtained at https://poonawallafincorp.com/documents/20121/0/POSH-Policy.pdf/0aec60de-7381-d8eb-be20-c5544cb2d1c6</p> <p>The Company has established a 'Breach of Integrity and Whistle Blower/Vigil Mechanism Policy. Whistleblower Policy which outline the mode of communication for alleged wrongful conduct.</p> <p>Mode of Communication: Employees and other stakeholders can report concerns through the following channels:</p> <ul style="list-style-type: none"> - Email: whistleblower@poonawallafincorp.com - Written complaint sent to the mentioned postal address in the policy - Communicate to the employee or senior management team who can then forward the same to CHRO & Head AI. <p>All complaints must then be forwarded to Ethics & Disciplinary Committee for review and appropriate action.</p> <p>Further details can be obtained at https://poonawallafincorp.com/documents/20121/0/2.+PFL_Breach+of+Integrity+and+Whistle+Blower+Vigil+Mechanism+Policy_Version+No.7.0+%281%29.pdf/a4086e28-bead-0511-93e5-b630b38a9bce</p> <p>The Human Rights Policy reinforces the Company's zero-tolerance stance on discrimination, harassment, forced or child labour, and unethical treatment, ensuring dignity, fairness, and equal opportunity for all, with concerns reportable to at: hrgovernance@poonawallafincorp.com</p> <p>As part of the Employee Grievance Redressal Guideline, employees are encourage to raise their concerns by writing to the dedicated email ID: redressal@poonawallafincorp.com. This initiative reflects the organization's commitment to transparency and reinforces its focus on actively listening to and addressing employee concerns.</p> <p>Employees can report grievances through Multiple Channels including:</p> <ul style="list-style-type: none"> - Email - HR Helpdesk - AI & ML enabled MS Teams Chatbot. <p>Additionally, employees may engage with the Business HR team on a monthly basis to focus on the closure of open queries and resolution of concerns and challenges.</p> <p>The Company strives to ensure speedy resolution of grievances through these channels and ensuring confidentiality throughout the process.</p>
Other than Permanent Employees	NA

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

Category	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	NA	NA	NA	NA	NA	NA
- Male	NA	NA	NA	NA	NA	NA
- Female	NA	NA	NA	NA	NA	NA
Total Permanent Workers	NA	NA	NA	NA	NA	NA
- Male	NA	NA	NA	NA	NA	NA
- Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2025-26 Current Financial Year					FY 2024-25 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees										
Male	5110	5029	98.41	4782	93.58	3183	3079	96.73	2835	89.07
Female	750	741	98.80	697	92.93	411	397	96.59	371	90.27
Total	5860	5770	98.46	5479	93.49	3594	3476	96.72	3206	89.20
Workers										
Male										
Female										Not applicable
Total										

The Company re-skilled its employees and provided career growth opportunities, micro-learning, onboarding cum integration, succession planning, talent management and access to real time dashboards.

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

Category	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (A)	No. (B)	% (B/A)
Employees						
Male	4053	4053	100	3183	3183	100
Female	516	516	100	411	411	100
Total	4569	4569	100	3594	3594	100
Workers						
Male						
Female						Not applicable
Total						

Note: 100% eligible employees as per the Company's policy were covered under performance and career development review for FY2025-26.

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

Yes. Employees are the key to the growth of any organization. Therefore, their health and wellbeing is also equally important.

- All the offices are provided with firefighting equipments and kept in working condition.
- Fire alarm systems are installed at the qualified branches as per norms.
- Mandatory e-learning module was given for employees' awareness.
- At Corporate and Head Offices:
 - Fire detection and firefighting systems are in place integrated with the building management system.
 - An emergency response team (ERT) has been formed to guide the employees in panic situations if any.
 - Fire evacuation drills are being conducted periodically. Training is also provided by an external consultant/party on how to deal with such scenarios.
 - Public announcement (PA) system is in place for any emergency situations.

Further, at Head Office Creche and medical room facilities are also available and Onsite Nursing and Physician consultation for employees.

The Company ensures that the workplace is designed with due consideration for the health and safety of its employees. A Health & Safety Policy is in place, and online e-learning modules on Safety & Well Being covering fire safety, emergency awareness, evacuation, and rescue have been implemented for further raising the awareness threshold of the environment in this regard.

Supply of treated drinking water is preferred & facilitated at all Branches/offices to promote adherence to minimum safety & quality standards.

Standard luminance level is consistently followed across Branches/offices to promote ergonomical comfortable working environment to employees.

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

Considering the nature of operations of the Company as a Non-Banking Financial Company (NBFC), the exposure to industrial or high-risk occupational hazards is inherently limited. However, the Company has implemented appropriate processes to identify and mitigate workplace-related risks primarily associated with office environments. These include periodic workplace inspections and facility audits conducted by the Administration team to identify potential safety risks such as electrical issues, housekeeping concerns, fire safety readiness. Compliance with safety norms, including fire safety systems, emergency preparedness already implemented across offices. These measures collectively ensure that workplace risks relevant to an office-based setup are adequately identified, assessed, and mitigated.

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

Yes, employees can report workplace-related hazards and concerns. Employees can raise service requests or report any physical or infrastructure-related hazards through the in-house tool. Employees may also directly escalate concerns to respective Facility or BHR teams for immediate resolution. The Company encourages prompt reporting of any unsafe conditions and ensures timely corrective actions through defined escalation and response mechanisms.

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

Yes, all employees of the Company are covered under the Company's health insurance policy. Employees and their families are covered for hospitalization through Medclaim cover and annual health check-up is also facilitated for employees. Further, first aid boxes and ambulances are also available for employees.

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

Safety Incident/Number	Category	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

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

Some key initiatives taken by the Company to prioritize employee wellness includes:

- Onsite Nursing and Physician consultation for employees:
Our onsite doctor provides timely medical assistance, offering essential first-aid support and professional consultations for common health concerns, including headaches, acidity, minor ailments, cough, cold, and seasonal illnesses. This service ensures employees receive immediate care, promoting overall well-being and a healthier, more productive workplace.
- Mental health aside from this one awareness session:
Our Group Medical Coverage (GMC) policy includes enhanced benefits for emotional and mental wellness, with a carved-out amount allocated for employees and their family members to access mental health support services. This reinforces our commitment to holistic well-being, ensuring access to professional care for stress management, counseling, and other mental health needs, fostering a healthier workplace.
- Parental Health Check up camp:
For employees who have enrolled their parents, parental health checkups are provided across India through convenient home visit services.
- Conducted Free health checkup, Dental, Skin and Hair and eye checkup camps:
Regular Health Check-up Camps were conducted across multiple branches, providing BMI screenings, basic blood tests, dental, skin & hair, and eye checkups to promote employee well-being. Additionally, many employees benefited from subsidized health check-ups, doctor consultations, and exclusive medicine offers through DoC Online.
- In the domain of health and wellness of employees:
Regular Health Awareness Programmes, including special sessions on women's physical health, encourage proactive healthcare and awareness. Paid holiday for employees to encourage full body check up on annual basis.



- Various safety initiatives are implemented across locations. All the offices are provided with fire extinguishers and kept in working condition.

Further, at Corporate Office and Head Office-

- Fire detection and firefighting system is in place integrated with the building management system.
- An emergency response team (ERT) has been formed to guide the employees in the panic situations if any.
- Fire evacuation drills are being conducted periodically. Training is also provided by external consultant/ party on how to deal with such scenarios.
- Public announcement (PA) system is in place for any emergency situations.
- Fire alarm systems are installed at the qualified branches as per norms

The Company ensures that the workplace is designed with due consideration for the health and safety of its employees. A Health & Safety Policy is in place, and online e-learning modules on Safety & Well Being covering fire safety, emergency awareness, evacuation, and rescue have been implemented for further raising the awareness threshold of the environment in this regard.

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

	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0		0	0	
Health & Safety	0	0		0	0	

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	We have not undertaken separate assessment by third party.
Working Conditions	

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

Not applicable

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. The Company provides comprehensive insurance coverage to all permanent employees, which includes:

- Group Term Life Insurance

Under the Group Term Life insurance policy, the Company provides life coverage to all employees. In the unfortunate event of an employee's demise, the nominee receives financial support through the life insurance benefit. Additionally, the Company extends future service gratuity, which is a lump-sum amount calculated based on the employee's projected service tenure up to retirement.

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

We communicate our expectations to our business partners and vendors through written service agreements which outline the need to be in compliance with all relevant 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	
	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Employees	0	0	0	0
Workers	Not applicable	Not applicable	Not applicable	Not applicable

Note- Response to E11 is 0 and therefore this is not applicable

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

Yes. The Company recognizes the importance of supporting employees through career transitions, including retirement and separation. While formal transition assistance programmes may vary, the Company is committed to facilitating continued employability and smooth career endings through the following initiatives:

- Exit Process and Counseling: Employees undergoing separation are supported through structured exit processes, which may include counseling and feedback sessions.

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 conditions	We have not undertaken any on-site assessment of these parameters for the value chain partners. However, two virtual awareness sessions were conducted for the value chain partners covering core as well as non-core indicators of BRSR.
Working conditions	

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

Not applicable

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

Essential Indicators

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

The various functional teams identify the stakeholder groups relevant to the work and discussions are conducted at senior management levels to include the groups. For example, across the value chain, some of the key stakeholders identified are customers, communities, NGO partners, suppliers and third parties etc.



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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/Quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government and regulatory authorities	No	<ul style="list-style-type: none"> - Regulatory filings - Newspaper advertisements/ publications for various regulatory matters. - Meetings - Letters - E-mails - Website 	<ul style="list-style-type: none"> - Monthly - Quarterly - Half Yearly - Yearly - Need based 	<ul style="list-style-type: none"> - Compliance with filing and other regulatory compliance. - Keep various regulatory authorities informed and up to date about the various developments going on in the organization to fulfill the compliance requirement.
NGOs and local community	No	<ul style="list-style-type: none"> - Meetings - Proposal and request for new CSR initiatives. 	<ul style="list-style-type: none"> - Need based 	<ul style="list-style-type: none"> - Community development need, focus area viz., education, health care, skill development, women empowerment etc.
Employees	No	<ul style="list-style-type: none"> - Induction programmes (Prarambh) - Rewards and recognition programmes - People engagement initiatives - Townhalls - E-mails (Internal Communications), Newsletter, Website, Notice Board - WhatsApp 	<ul style="list-style-type: none"> - New joiner Day1 till 60 days of joining - Monthly - Quarterly - Half yearly - Need based 	<ul style="list-style-type: none"> - It helps us in educating all our employees on various policies and procedures. - Keep our employees up to date on various initiatives of the organization. - Training and career development of employee. - Townhall helps building trust, prioritize transparency, integrity & promote open communication.
Customers	Not applicable	<ul style="list-style-type: none"> - Call center - Customer grievance cell - Customer helpline - Customer satisfaction survey - Branch office - Smartphone - E-mail - Website - Social media channels 	<ul style="list-style-type: none"> - Ongoing - Need based 	<ul style="list-style-type: none"> - Needs of customer - Customer experience and service quality - New products and policies, any revision in existing policies/guidelines for products, queries & services.
Suppliers	No	<ul style="list-style-type: none"> - E-mail - Phone calls - Virtual meetings - One on one meetings 	<ul style="list-style-type: none"> - Ongoing - Need based 	<ul style="list-style-type: none"> - Contract, commercial and terms and condition.
Investors	No	<ul style="list-style-type: none"> - Website - Emails - Letters - Media - Meetings/Investor Calls - Analyst Presentations 	<ul style="list-style-type: none"> - Annual and Quarterly - Need based 	<ul style="list-style-type: none"> - Financial Result - Providing relevant information, progress of the Company, business updates, various initiatives, and roadmap.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	<ul style="list-style-type: none"> - Website - E-mails - Letters - Newspaper publication - Shareholder meetings 	<ul style="list-style-type: none"> - Annual and Quarterly - Need based 	<ul style="list-style-type: none"> - Financial Result - Business Updates - Shareholders return and dividend - Updation of KYC - Unpaid/unclaimed dividend
Media	No	<ul style="list-style-type: none"> - Press releases/ Newspaper - Pamphlets - Social media channels - Website - Press Meets/media briefings - Media Events - Leadership/ Management Interviews - Industry stories. 	<ul style="list-style-type: none"> - Need based 	<ul style="list-style-type: none"> - Key developments and strategic initiatives of the Company including business expansion, financial results, leadership interviews, products and services updates, social media communication regarding products offerings during occasions/festivals, participation in industry events, media engagements and sponsorships activities.

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 proactively with stakeholders through structured internal and external platforms to ensure transparency, responsiveness, and value creation. Key updates on organizational developments, business updates, financial performance, policies, and initiatives are communicated through press releases, press meets, investors presentation, leadership interactions, internal newsletters, and the Company's website and social media platforms.

The Company actively engages with stakeholders to enhance performance and create value for the ecosystem and its own operations. The methods of consultation vary depending on the stakeholder group.

For shareholders and investors, the Company utilizes earnings calls, conferences, quarterly meetings, annual general meetings and grievance channels. While sustainability discussions have emerged recently, the focus remains on strategy and performance.

Customer consultations take place through surveys and social media, covering topics such as customer service, complaints, new products, community involvement, and more.

Employee engagement is a key priority and is supported through multiple channels, including internal communications, town halls, grievance redressal mechanisms, performance feedback processes, survey, and awareness programmes. The Company has strengthened its employee connect framework to facilitate interaction between branch employees, HR teams, and functional heads. Monthly consultations are conducted by the Business HR team to address employee queries and concerns. Additionally, an AI-based third-party platform has been introduced to further enhance employee connectivity. Stakeholder feedback received through these engagement mechanisms is reviewed by management and, where appropriate, actions are taken to improve policies, processes, and practices.



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. The Company engages with communities and beneficiaries primarily through focused group discussions, and feedback received on CSR initiatives is reviewed and implemented, where appropriate, to enhance the effectiveness of programs. An ESG and CSR Policy has been instituted, outlining the Company's commitments across identified focus areas, including social, environmental, and governance priorities.

Employee engagement through regular discussions with HR teams and functional leads has contributed to the introduction of initiatives such as employee well-being programmes and increased awareness of environmental conservation practices, including energy and water saving measures. The Company has also instituted an Equal Opportunity Policy along with other employee-related policies and practices to promote a fair, inclusive, and equitable workplace.

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

The Company follows a responsible approach to media engagement to ensure accurate and transparent dissemination of information. Any queries received from journalists or media outlets are promptly reviewed and addressed to avoid the spread of misleading or incorrect information. The Company also proactively engages with the media to keep stakeholders informed about key developments and initiatives.

The Company recognizes that unbanked and underbanked populations in urban India are vulnerable to socio-economic exclusion and exploitation. Through its Corporate Social Responsibility (CSR) initiatives, the Company aims to improve the quality of life of underprivileged individuals by addressing the needs of marginalized stakeholder groups and contributing to holistic societal development. All CSR projects are aligned with this objective. Further details on CSR initiatives are provided in the Annual CSR Report.

Principle 5: Businesses should respect and promote human rights.

Essential Indicators

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (A)	No. of employees/workers covered (B)	% (B/A)
Employees						
Permanent	5860	5673	96.80	3594	3594	100
Other than permanent						Not applicable
Total employees	5860	5673	96.80	3594	3594	100
Workers						
Permanent						
Other than permanent						Not applicable
Total workers						

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

Category	FY 2025-26					FY 2024-25				
	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	5860	NA	NA	5860	100	3594	NA	NA	3594	100
Male	5110	NA	NA	5110	100	3183	NA	NA	3183	100
Female	750	NA	NA	750	100	411	NA	NA	411	100
Other than permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Workers										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

A. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (Rs Cr)	Number	Median remuneration/salary/wages of respective category (Rs Cr)
Board of Directors (BoD)	8	0.42	2	0.50
#Key Managerial Personnel	4	3.98	1	0.75
Employees other than BoD and KMP	5106	0.08	749	0.06
Workers	NA	NA	NA	NA

#The Company has 5 KMPs out of which 3 are Directors.

KMP includes: MD & CEO, ED, CFO and CS

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

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	9.29%	9.43%

Note: Reported for FY 2025 - 26 as per definition of 'wages' in the BRSR Core Reporting Standard published by SEBI.

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 Code of Conduct for employees covers all ethical and responsible business. Ethics and Disciplinary Committee (EDC) oversees every aspect of regulatory and employee disciplinary matters. The EDC also oversees, among other things, any allegations of human rights violations within the Company.

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

The Company is committed to uphold and protect human rights in all aspects of its business operations. We strive to stay informed about new laws, regulations, and international standards related to human rights, as well as best practices and stakeholder expectations. We aim to regularly assess and update our policies and practices in response to these developments. The Company strictly opposes and prohibits any form of human rights violation entirely, including discrimination, harassment, unsafe working conditions, forced labour, child labour.

Organizations establish structured internal systems to effectively identify, address, and resolve human rights-related grievances in a fair, transparent, and timely manner. The key mechanisms typically include:

- **Employee Grievance Redressal Guidelines (EGRG):**

A formal policy defines human rights violations such as discrimination, harassment, forced labour, and unsafe working conditions. It outlines reporting channels, investigation procedures, timelines, and corrective actions.

- **Multiple Reporting Channels:**

Accessible and confidential channels include open-door access to managers/HR, dedicated email IDs (hrgovernance@poonawallafincorp.com and redressal@poonawallafincorp.com), and a formal whistleblower mechanism, enabling employees and stakeholders to report concerns without fear.

- **Confidentiality and Non-Retaliation:**

The organization ensures strict confidentiality of complainants and enforces a zero-tolerance approach toward retaliation, with disciplinary action for any victimization.

- **Grievance Handling Committees:**

Designated committees such as the Ethics and Disciplinary Committee and Internal Committee for POSH cases. Members are trained to handle sensitive matters impartially and diligently.

- **Timely Resolution and Corrective Action:**

Defined turnaround times ensure prompt resolution. Actions may include disciplinary measures, policy revisions, and remedial support to affected individuals, with a focus on prevention.

- **Awareness and Training:**

Regular training programmes are conducted to educate employees on their rights, reporting mechanisms, and expected ethical conduct.

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

	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees/workers	0	0
Complaints on POSH upheld	0	0

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

The Company has established robust mechanisms to safeguard complainants in cases of discrimination and harassment, ensuring they do not face any adverse consequences. These include confidential reporting channels, a strict non-retaliation policy, impartial investigations, access to support services, and ongoing monitoring to prevent indirect retaliation. Additionally, regular training and awareness programs reinforce a respectful and inclusive workplace culture, empowering employees to report concerns without fear.

In compliance with regulatory requirements, a Vigil Mechanism Framework is in place, not only ensuring a structured process for reporting issues without fear of retaliation but also protecting employees from unfair prejudicial employment practices.

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

Yes. Vendor contracts and service agreements include specific clauses requiring the Service Provider to comply with all applicable labour laws in relation to their employees. These provisions reflect the Company's commitment to upholding human rights and ethical labor practices across its value chain.

10. Assessments of the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Being a non-banking financial company, we undertake proactive measures to safeguard human rights; however, we have not undertaken a dedicated human rights assessment.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not applicable

Leadership Indicators

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

We respect the human rights of all our stakeholders and ensure adherence to applicable laws. There have not been any significant complaints or grievances regarding human rights that merit the addition or modification of business procedures.

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

We have not conducted any Human rights due diligence.

3. Is the premises/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 welcomes differently abled visitors and makes no discrimination against them in their reception. To ensure the differently abled visitors also feel safe and comfortable, the Corporate Office & Head office is made accessible by providing ramps for wheelchairs.



Additionally, separate washroom, Braille enabled, and voice assisted elevators are also provided for easy access. The Company may also have differently abled employees in the near future and therefore the infrastructure has been designed accordingly.

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	We have not undertaken any on-site assessment of these parameters for the value chain partners. However, two virtual awareness sessions were conducted for the value chain partners covering core as well as non-core indicators of BRSR.
Discrimination at workplace	
Child labour	
Forced/involuntary labour	
Wages	
Others – please specify	

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

Not applicable

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	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
From Renewable Sources		
Total electricity consumption (A)	391.284GJ	182.56GJ
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from Renewable Sources(A+B+C)	391.284GJ	182.56GJ
From Non-Renewable Sources		
Total electricity consumption (D)	11174.06 GJ*	12607.77GJ
Total fuel consumption (E)	1053.09GJ	371.23 GJ
Energy consumption through other sources (F)	-	-
Total energy consumed from Non-Renewable Sources(D+E+F)	12227.15 GJ	12979.00 GJ
Total energy consumed(A+B+C+D+E+F)	12618.44GJ**	13161.56 GJ
Energy intensity per rupee of turnover (Total energy consumed/Revenue from Operations)	1.85GJ/INR Cr	3.116 GJ/INR Cr
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from Operations adjusted for PPP)	3.78 GJ/million USD	6.44 GJ/million USD*
Energy intensity in terms of physical output	1.836 GJ/FTE	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	3.6620

*The Company is using IRECs, hence we are subtracting this electricity consumption from the Total Non-renewable electricity consumption

**The difference between energy consumption is on account of energy saving initiatives taken by the Company during the reporting period

Note: For the current reporting year FY 2025-26, data for 104 Branches, Corporate Office Worli and Head Office Pune is being considered

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. The Company has carried an independent assurance (reasonable assurance) by BDO India Services Private Ltd.

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

This is not applicable to the Company, as we do not have sites or facilities identified as designated consumers.

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

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water Withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	3824.79	9013.33
(iii) Third party water (Municipal water supplies)	6874.31	288131.79
(iv) Seawater/desalinated water	-	-
(v) Others	42775.0425*	203.18
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	53474	297348.30
Total volume of water consumption (in kilolitres)	10695	297348.30
Water intensity per rupee of turnover (Total Water consumption/Revenue from Operations)	1.57 KL/INR Cr	70.414 KL/INR Cr
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Water consumption/Revenue from Operations adjusted for PPP)	3.20 KL/million USD	145.4 KL/million USD
Water intensity in terms of physical output	1.55 KL/FTE	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	82.73 KL/FTE

*The Company has corrected the water calculation methodology in this reporting year compared to last year. Water withdrawal has been estimated based on the occupancy and usage assumptions prescribed under the National Building Code of India, 2016 and Central Ground Water Authority (CGWA) guidelines.

*The estimated water withdrawal has been considered as water procured from other sources

Note: For the current reporting year FY 2025-26, data for 104 Branches, Corporate Office Worli and Head Office Pune is being considered

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. The Company has carried an independent assessment (reasonable assurance) by BDO India Services Private Ltd.

4. Provide the following details related to water discharged

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
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	-	-
- With treatment – please specify level of treatment	-	-



Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
(iv) Sent to third parties	-	-
- No treatment	42779.31*	-
- With treatment-please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
Total Water discharged (in kilolitres)	42779.31	-

*The Company is disclosing water discharge data from FY 2025-26 onwards. Comparative data for the previous year is not available, as the indicator was not reported in earlier periods. Water discharged has been estimated as 80% of the total water withdrawn, as per the Central Pollution Control Board (CPCB). The estimated discharged water has been reported under "water sent to third parties".

Note: For the current reporting year FY 2025-26, data for 104 Branches, Corporate Office Worli and Head Office Pune is being considered

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, the Company has carried an independent assurance (limited assurance) by BDO India Services Private Ltd

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

As the Company doesn't own any significant effluent generation assets, hence zero liquid discharge requirement is not applicable.

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

Parameter	Please specify unit	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Nox	-	Not applicable	Not applicable
Sox	-		
Particulate matter (PM)	-		
Persistent organic pollutants (POP)	-		
Volatile organic compounds (VOC)	-		
Hazardous air pollutants (HAP)	-		
Others – Ozone Depleting Substances (HCFC - 22 or R-22)	-		

Note: The Company being an NBFC, its operations do not result in significant air emissions. The Company adopts a pragmatic approach to understanding and assessing its emission profile in line with its operational context.

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, the Company has carried an independent assurance (limited assurance) by BDO India Services Private Ltd

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

Parameter	Unit	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂	267.91	347.10
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂	2280.94 (Location based)*	2545.49
		2203.78 (Market based)	
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG Emissions/Revenue from Operations)	tCO ₂ /₹	0.3753	0.68
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG Emissions/Revenue from Operations adjusted for PPP)	tCO ₂ /million USD	0.763	1.415
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ /FTE	0.37	0.80
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

*Note: For the purpose of GHG Intensity calculations we are using Scope 2 Location based calculations.

Note: For the current reporting year FY 2025-26, data for 104 Branches, Corporate Office Worli and Head Office Pune is being considered

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. The Company has carried an independent assurance (reasonable assurance) by BDO India Services Private Ltd.

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

Yes

The Company has taken the following initiatives to reduce the greenhouse gas emissions:

- Awareness generation among the employees to conserve and responsibly use electricity. Reduction of usage of energy (through installation of LED bulbs, energy efficient electrical equipment and retrofitting LED lights in branch offices.)
- E-waste management and handling, distribution of sapling and paper conservation (e.g. both side printing, re-use of papers, PIN based controlled printing) and paper waste recycling.
- The Head office is in a Platinum certified green building. We have embraced "Go Green" initiative by procuring green energy from MSEB at Corporate office. The adoption of green sourced energy at the corporate office reflects the Company's commitment towards alternative and sustainable energy sources.
- The Company has managed all the electrical equipment in a manner so that they help to conserve energy. The Company has undertaken multiple initiatives to drive energy efficiency across its operations. Inverter air conditioners have been installed across 257 new operational branches (approx. 950 units with a total tonnage of 1281 TR). This transition from conventional ACs has resulted in an estimated savings of ~5.05 lakh units of electricity, translating to cost savings and a reduction of ~354 tonnes of CO₂ emissions in a year.
- The Company has initiated installation of LED lights in new and upcoming branches. Installation of LED lights across new branches (4,158 units of 15W, 20W and 36W) has led to cost savings and a reduction of ~267.92 tonnes of CO₂ emissions in a year.



- Energy consumption would reduce as a result of these initiatives, either directly or indirectly. Energy conservation would significantly contribute to the mitigation of global warming in our nation due to the predominant use of fossil fuels for energy production, which results in greenhouse gas emissions and climate change.

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

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.00	0.00
E-waste (B)	0.179	1.760
Bio-medical waste (C)	0.654	0.559
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	39.941	22.95
Total (A + B + C + D + E + F + G + H)	40.774 MT	25.269 MT
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	0.0060 MT/INR Cr	0.005984 MT/INR Cr
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	0.0122 MT/ million USD	0.01236 MT/ million USD
Waste intensity in terms of physical output	0.00593 MT/FTE	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	0.007030885
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)*		
Category of waste		
(i) Recycled	37.682	21.41
(ii) Re-used	0	1.54
(iii) Other recovery operations	0	0
Total	37.682	22.95
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0.654	0.559
(ii) Landfilling	0	0
(iii) Other disposal operations	2.349*	0
Total	3.003	0.559

*In the absence of end-use recycling certificates, waste generation has been conservatively recorded as equivalent to waste disposal.

Note: For the current reporting year FY 2025-26, data for 104 Branches, Corporate Office Worli and Head Office Pune is being considered

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. The Company has carried an independent assurance (reasonable assurance) by BDO India Services Private Ltd.

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, being an NBFC, providing services, no hazardous and toxic chemicals are used or produced throughout the operations.

Paper waste and electronic waste are the predominant waste streams generated from the Company's operations. The Company has adopted multiple management practices to gradually reduce waste generation and to build organizational awareness for efficient waste handling.

Paper Waste Management:

Given the nature of its financial services, paper is the primary resource consumed. The Company has significantly reduced paper usage by optimizing processes through digital technologies and process excellence initiatives, thereby supporting sustainable service delivery.

Key measures include:

- a) Promotion of paperless transactions, with customer payments accepted through ACH, Auto Debit, and digital/online modes
- b) Vendor payments processed exclusively through NEFT/RTGS, reducing paper-based documentation
- c) Online lead generation systems and digital recording of customer transactions
- d) E-learning platforms for employee training and knowledge sharing
- e) Customer communication through SMS, WhatsApp, email, and inbound calls across the loan lifecycle
- f) Discontinuation of printing system-generated reports, with digital upload facilities introduced to reduce paper, ink usage, and transportation-related emissions
- g) Increased focus on paperless loan file processing and avoidance of physical printouts
- h) Digital storage of documents to minimize physical records
- i) Installed hand dryers replacing tissue papers at all its Retail branches

To address residual paper usage, the Company has implemented a paper recycling initiative, including the reuse of old and obsolete printouts, and actively monitors paper consumption. Customer-facing documents such as statements, welcome letters, statements of account, foreclosure letters, and no-objection certificates are primarily issued electronically.

These initiatives reflect the Company's conscious efforts to reduce paper consumption and contribute to environmental conservation.

Reduction of Single-Use Plastics:

As part of its waste reduction efforts, the Company has discontinued the use of single-use plastic water bottles at regional offices to the maximum extent possible.

E-Waste Management:

The Company has established mechanisms to ensure the responsible management and disposal of electronic waste (e-waste) generated from its operations. A formal policy and defined process for the disposal of e-waste items is in place, and all e-waste is disposed off through authorized third-party vendors, in compliance with applicable regulations.

Further, the Company's Device Management Policy enables systematic monitoring, maintenance, and repair of electronic equipment, thereby extending asset life and reducing premature disposal of electronic devices.



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

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

N.A. The Company does not have any operations/offices in/around ecologically sensitive areas.

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
-					

N.A. The Company operates out of mostly leased premises, and the nature of business does not warrant Environment Impact Assessment.

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: Yes

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
-				

The Company is in compliance with the current set of guidelines established by the government.

Leadership Indicators

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

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

(i) **Name of the area:** Not applicable

(ii) **Nature of operations:** Not applicable

(iii) **Water withdrawal, consumption and discharge in the following format:** As a non-banking financial company, we are not a water intensifying Company. The Company has its water uses limited to drinking water and domestic usages.

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed/turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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, The Company has carried an independent assessment (reasonable assurance) by BDO India Services Private Ltd.

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

Parameter	Unit	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	Business Travel- 1,262.97 Employee Commute- 11,113.6 Business Loan- 5,17,123.98	Business Travel - 8 6 9 . 3 1 Employee Commute - 2,631.56 Business Loan - 2,46,644.02
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/ INR	0.00000779	0.00000592
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e	-	-

Note: For the current reporting year FY 2025-26, data for 104 Branches, Corporate Office Worli and Head Office Pune is being considered

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, the Company has carried an independent assurance (limited assurance) by BDO India Services Private Ltd

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

Not applicable



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

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	The Company has undertaken multiple initiatives to drive energy efficiency across its operations. Inverter air conditioners have been installed across 257 new operational branches (~950 units with a total tonnage of 1281 TR).	Inverter air conditioners have been installed across 257 operational branches	This transition from conventional ACs has resulted in an estimated savings of ~5.05 lakh units of electricity, translating to cost savings and a reduction of ~354 tonnes of CO ₂ emissions in a year.
2.	Installation of LED bulbs, energy efficient electrical equipment and also retrofitting LED lights in branch offices	Additionally, installation of LED lights across branches (4,158 units of 15W, 20W and 36W)	This has reduced electricity consumption of the Company and has led to cost savings and a reduction of ~267.92 tonnes of CO ₂ emissions in a year.
3.	Green Power	Procuring green energy from Maharashtra State Electricity Board (MSEB) at Corporate office.	Reduction in use of carbon intensity, conventional power reducing carbon footprint. The adoption of green sourced energy at the corporate office reflects the Company's commitment towards alternative and sustainable energy sources.

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

The entity has implemented a robust and comprehensive Business Continuity and Disaster Recovery (BCP-DR) framework, which has been approved by the Board of Directors and is reviewed on an annual basis to ensure continued relevance, effectiveness, and regulatory alignment. The framework is designed to safeguard critical business operations, information assets, and stakeholder interests in the event of operational disruptions or disaster scenarios. In accordance with the defined BCP-DR plan, periodic disaster recovery testing is conducted, with half-yearly testing for critical applications and annual testing for non-critical applications, as prescribed by applicable regulatory requirements and internal risk assessments. Test outcomes are documented and reviewed, and remedial actions are undertaken where required to strengthen recovery capabilities.

In addition, the entity is an ISO/IEC 27001:2022 certified organization, demonstrating its commitment to internationally recognized standards for information security management. This certification further reinforces the effectiveness of the entity's risk management, information security, and business resilience practices, contributing to operational stability and stakeholder confidence.

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.

No direct or material adverse environmental impact identified.

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

PFL encourages its value chain partners to undertake ESG capacity building session and ensure that value chain partners are aware of the latest norms and regulations. PFL has in place ESG Assessment framework for its value chain partners. The Company has undertaken virtual assessment covering 75% of its value chain partners (upstream and downstream). As part of this framework, awareness sessions were also organized for its value chain partners by consultants.

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

S. No.	Categories	FY 2025-26	FY 2024-25
a.	By the listed entity	-	-
b.	By the top ten value chain partners		
	1. Value chain partners by Purchases	-	-
	2. Value chain partners by Sales	-	-

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 - 5

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

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	The Associated Chambers of Commerce & Industry of India	National
2	Confederation of Indian Industry (CII)	National
3	Finance Industry Development Council (FIDC)	National
4	The Federation of Indian Chambers of Commerce and Industry (FICCI)	National
5	Indian Banking Association (IBA)	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.

Name of authority	Brief of the case	Corrective action taken

There have been no action or issues related to anti-competitive conduct and no adverse orders from any authority during the FY 2025-26.

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly/Others – please specify)	Web Link, if available
	The Company has taken annual membership of FICCI, FIDC, IBA CII and ASSOCHAM but has not been associated in formulating any such policies, strategies, etc. at any level. PFL as NBFC may have given its comments or recommendations on certain draft policies, circulars, etc. as and when asked by RBI from all NBFCs wherever applicable.				

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
Currently, the same is not applicable					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
The company has not undertaken project requires Rehabilitation and Resettlement (R&R)						

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

The Company is dedicated to making a positive impact through its Corporate Social Responsibility (CSR) initiatives. These initiatives are focused on improving the lives of underprivileged individuals and fostering their overall well-being. To ensure effective implementation, the Company's CSR team actively engages with communities, an important stakeholder group. This engagement serves as a platform for open communication, allowing the team to understand the concerns and gather feedback from the community. This feedback helps in shaping and refining the projects that address social and environmental issues, ensuring their relevance and effectiveness in creating a meaningful impact.

Concerns or questions regarding the CSR programmes are required to be addressed at csr@poonawallafincorp.com

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Directly sourced from MSMEs/small producers	28.87%	30.80%
Sourced directly from within the district and neighboring districts	99.16%	99.76%

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

Location	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Rural	1.50%	-
Semi-Urban	23.58%	6.36%
Urban	24.10%	16.09%
Metropolitan	50.82%	77.55%

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
NA	NA

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

Sr. No	State	Aspirational District	Amount spent (Rs.)
-	-	-	-

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

No. Being a non-banking financial company, we do not require substantial input material for our business.

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

SME/MSME

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

28.87%

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
NA	NA	NA	NA	NA

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

Name of authority	Brief of the Case	Corrective action taken
NA	NA	NA

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
-	-	-	-

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.

Our customer service and grievance redressal framework is built on a Board-approved policy architecture that aligns with applicable laws and regulations, including the RBI's guidelines on customer service for regulated entities, fair practices, outsourcing of financial services and information security. The framework is designed to provide clear service standards, transparent communication, time-bound resolution of customer issues, and continuous improvement through measurement, governance and root-cause remediation.

Our customer service model is omni-channel, supported by relationship teams, branches and a centralized service organization. Customers can access us via branches, a toll-free call center, email, web and mobile portals, chat interfaces and assisted channels. We employ a governance structure that includes a Board-level Customer Service Committee and a management level forum to oversee service quality, complaints, product suitability and customer conduct risk. These bodies review periodic dashboards on complaint volumes, categories, turnaround times, ageing and first-contact resolution, as well as thematic analyses, root-cause trends and action plans. Significant issues, systemic risks and regulatory interactions are reported to the Board with remediation tracking.



Efficient Processes: By leveraging data analytics and technology-driven solutions, the Company streamlines complaint resolution processes. It focuses on resolving complaints within agreed Service Level Agreements (SLAs), classifying them based on case type and subtype. This ensures timely and targeted actions for effective resolution.

Continuous Improvement: The Company conducts regular forums to identify and address key process gaps. It proactively monitors call quality, conducts repeat call analysis, and empowers frontline teams to efficiently handle customer requirements. Through rigorous training programs, the Company ensures high service quality standards and promotes a proactive approach to identify and resolve potential escalations or grievances.

Enhancing Customer Experience: The Company is committed to delivering a superior customer experience by implementing the following measures:

Digital Engagement: Leveraging digital channels, the Company proactively connects with customers throughout their lifecycle journey. Approximately 75% of customer queries and requests are serviced digitally, allowing for swift and smooth resolution of concerns. This digital connect helps in timely communication and enhances overall customer experience.

Technology underpins our service delivery through a unified customer relationship management platform integrated with our loan management systems. This platform enables end-to-end ticket lifecycle management, knowledge bases for standardized responses, AI-assisted triage and prioritization, sentiment analysis and automated notifications.

Robust Internal Systems: The Company continuously enhances its internal systems through system upgrades, process re-engineering to ensure a competitive edge and provides seamless Experience to customers. The implementation of a Fair Practice Code facilitates setting of proper guardrails to ensure fair lending practices giving proper and enhanced visibility to end customers from loan initiation till closure, further building consumer trust on the brand.

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

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

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

	FY 2025-26 (Current Financial Year)		Remarks	FY 2024-25 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	0	0	0	0
Advertising	0	0	0	0	0	0
Cyber-security	0	0	0	0	0	0
Delivery of essential services	0	0	0	0	0	0
Restrictive Trade Practices	0	0	0	0	0	0
Unfair Trade Practices	0	0	0	0	0	0
Other	0	0	0	0	0	0

The complaint categories are predefined internally and we currently do not have specific categories for advertising, Restrictive Trade Practices and Unfair Trade Practices. The total number of all customer complaints is mentioned under Section A of the BRSR disclosure.

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

	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

Not applicable. Considering financial sector

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, the entity has a comprehensive framework and formal policies in place to manage cybersecurity and data privacy risks. The framework includes a Board-approved Information Security/Cyber Security Policy and a Data Privacy Policy, which are reviewed periodically to ensure continued effectiveness, and compliance with applicable legal and regulatory requirements. The framework is designed to identify, assess, and mitigate cybersecurity and data privacy risks, safeguard personal and sensitive information, and strengthen the overall security posture of the organization.

Oversight of cybersecurity and data privacy matters is provided by senior management, with additional governance oversight from the Information Security Committee, thereby ensuring a robust and structured governance mechanism. The framework is operationalized through periodic risk assessments, incident response and escalation mechanisms, third-party risk management processes, and regular employee awareness and training programs.

Further, PFL is an ISO/IEC 27001:2022 certified organization and operates a formal Information Security Management System (ISMS) in compliance with the requirements of ISO/IEC 27001:2022. This certification enhances trust and confidence in PFL's processes, systems, and services, and demonstrates strong governance, information security, and risk management practices. The entity's data privacy commitments and practices are disclosed in its Privacy Policy, available at: <https://poonawallafincorp.com/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.

With respect to cybersecurity and data privacy, the entity did not face any material customer data breaches. Continuous improvements have been undertaken to strengthen cybersecurity posture, including periodic risk assessments, enhancement of access controls, incident response preparedness, third-party risk remediation, and employee awareness programmes to mitigate potential cyber and data privacy risks.

Further, no penalties or adverse actions were imposed by regulatory authorities with respect to the safety or delivery of products/services.

7. Provide the following information relating to data breaches:

- a. **Number of instances of data breaches:** 0
- b. **Percentage of data breaches involving personally identifiable information of customers:** 0
- c. **Impact if any of the data breaches:** Not applicable

Leadership Indicators

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

PFL is an omnipresent financial organization allows both current and prospects to interact, do business, and receive services from online and offline mode. In the online mode the products and services are available through the website (www.poonawallafincorp.com) and in offline world through our branch network. Apart from these various other channel which are available for finding information about our products and services are our Toll Free contact center, chatbot services on the website, WhatsApp and e-mail channel.



These platforms can be used to apply for loan products, request for services or raise queries. The digital channels make the services accessible 24*7 and provides instant response to the customers.

The products and services of the Company can be accessed [here](#).

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

The important terms and conditions provides extensive information and ensures transparency on lending products. Further the [customer education webpage](#) on the Company website also provides information related to special mention accounts (SMA)/non performing asset (NPA) as prescribed by the regulations. The [Blogs](#) page and Fraud Awareness page on the website is a major step taken by the Company to educate the customers about the meaning and definitions of various financial terms in simple language. Such blogs are published under the various category of products and services that are offered by the Company so that it also becomes relatable to the customers.

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

Customers are notified via SMS in advance of planned maintenance tasks. Customers are notified via text message in the event of an unanticipated disruption, and all the offices are also informed via an internal mechanism that directs customers who approach the offices.

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.

Not applicable

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 Net Promoter Scores (NPS) serves as a reliable measure of customer loyalty. This survey is conducted monthly by the Company.

Customer feedback is obtained at four crucial touchpoints: sales, onboarding, service, and exit. The results of the NPS survey guide efforts to enhance the customer experience through process reengineering. Additionally, customer demand is assessed to develop personalized offers for clients with a strong payment history, using algorithm-based approaches.

Independent Assurance Statement

Poonawalla Fincorp Limited
(PFL) 201 and 202, 2nd
floor, AP81, Koregaon Park
Annex, Mundhwa, Pune -
411036, Maharashtra, India

Independent Assurance Statement on Business Responsibility and Sustainability Report (BRSR) disclosures for the financial year 2025-26.

Introduction and objective of engagement

Poonawalla Fincorp Limited (the 'Company') has developed its Business Responsibility and Sustainability Report FY 25-26 ('BRSR') including the BRSR Core Indicators¹, based on the BRSR reporting guidelines prescribed by SEBI for listed entities. The reporting criteria have been derived from the Principles of National Guidelines on Responsible Business Conduct, 2018 (NGRBC), and Greenhouse Gas (GHG) Protocol - A Corporate Accounting and Reporting Standard.

BDO India Services Private Limited (BDO India) was engaged by the Company to provide independent assurance on select non-financial sustainability disclosures in the BRSR (the 'Report') for the period 1st April 2025 to 31st March 2026.

The Company's responsibilities

The content of the Report and its presentation are the sole responsibilities of the management of the Company. The Company's Management is also responsible for the design, implementation, and maintenance of internal controls relevant to the preparation of the Report, so that it is free from material misstatement.

BDO India's responsibility

BDO India's responsibility, as agreed with the management of the Company, is to provide assurance on the BRSR Indicators (Core & other than Core non-financial indicators) as described in the 'Scope, boundary and assurance criteria' section below. We do not accept or assume any responsibility for any other purpose or to any other person or organization. Any reliance a third party may place on the Report is entirely at its own risk.

Assurance standard

We conducted our assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), "Assurance Engagements Other than Audits or Reviews of Historical Financial Information", and ISAE 3410, "Assurance Engagements on Greenhouse Gas Statement", issued by the International Auditing and Standards Board.

Scope, boundary and assurance criteria

The reporting scope and boundary cover the Company's standalone operations in India.

We applied the 'Reasonable' Assurance criteria for non-financial BRSR Core Indicators¹ and 'Limited' Assurance criteria for other than Core non-financial indicators of the BRSR, pertaining to the Company's disclosure for the period 1st April 2025 through 31st March 2026.

Assurance methodology

Our assurance process entailed conducting procedures to gather evidence regarding the reliability of the disclosures covered in the assurance scope. The physical & virtual verification on sample basis was carried out at the following locations:

- Corporate Office, Mumbai;
- Andheri - Silver Utopia, Mumbai
- Head Office, Pune
- Delhi Branch, New Delhi

We used our professional judgement as Assurance Provider for selection of sample of the Company's locations/facilities and non-financial information for the verifications.

We conducted a review and verification of data collection, collation, and calculation methodologies, and a general review of the logic of inclusion/ omission of relevant information/ data in the Report. Our review process included:

- Evaluation of appropriateness of the quantification methods used to arrive at the non-financial/sustainability information of the BRSR Core & Non-core Indicators;
- Review of consistency of data/information within the Report as well as between the Report and source;
- Engagement through discussions with personnel at both corporate and plant/facility levels who are accountable for the data and information presented in the Report;
- Execution of an audit trail of claims and data streams, to determine the level of accuracy in collection, transcription, and aggregation;
- Review of data collection and management procedures, and related internal controls.

¹ SEBI vide Circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12 July 2023

Limitations & exclusions

There are inherent limitations in assurance engagement, including, for example, the use of judgment and selective testing of data. Accordingly, there are possibilities that material misstatements in the sustainability information of the Report may remain undetected.

The assurance scope specifically excludes:

- Data and information outside the defined reporting period (1st April 2025 to 31st March 2026);
- Review of the 'economic and/or financial performance indicators' included in the Report or on which reporting is based; we have been informed by the Company that these are derived from the Company's audited financial records;
- The Company's statements and claims related to any topics other than those listed in the '**Scope, boundary and assurance criteria**';
- The Company's statements that describe qualitative/quantitative assertions, expression of opinion, belief, inference, aspiration, expectation, aim or future intention.

Our observations

Based on our review of the Report, we observed that the disclosures of the Company, covered under the '**Scope, boundary and assurance criteria**', are fairly reliable. During our assurance process, we observed a few instances of discrepancies related to collation and compilation of data, which were subsequently corrected. The Company may consider adopting standardized protocols for data management related to environment and social indicators and reporting of data across all the units.

Our above observations, however, do not affect our conclusion regarding the Report

Our conclusions

Based on the scope of our review, we concluded that:

- Reasonable Assurance of non-financial information under BRSR Core indicators in the Report: The disclosures fulfil the principles of relevance, completeness, reliability, neutrality, and understandability as per 'reasonable' assurance criteria of the applied Assurance Standard;
- Limited Assurance of non-financial information other than BRSR Core in the Report: Nothing has come to our attention that causes us not to believe that the disclosures are presented fairly, in all material respects, as per the 'limited' assurance criteria of the applied Assurance Standard.

Our assurance team and independence

BDO India Services Private Limited is a professional services firm providing services in Advisory, Assurance, Tax, and Business Advisory Services, to both domestic and international organizations across industry sectors. Our non-financial assurance practitioners for this engagement are drawn from a dedicated Sustainability and ESG Team in the organization. This team is comprised of multidisciplinary professionals, with expertise across the domains of sustainability, global sustainability reporting standards and principles, and related assurance standards. This team has extensive experience in conducting independent assurance of sustainability data, systems, and processes across sectors and geographies. As an assurance provider, BDO India is required to comply with the independence requirements set out in the International Federation of Accountants (IFAC) Code of Ethics for Professional Accountants. Our independence policies and procedures ensure compliance with the Code.

For BDO India Services Private Limited



Indra Guha
Partner- Sustainability & ESG
Business Advisory Services
Gurugram, Haryana
30 June 2026