



**July 15, 2024**

**To,**  
**The Manager,**  
**National Stock Exchange of India Ltd.**  
Exchange Plaza, C-1, Block G,  
Bandra Kurla Complex, Bandra East,  
Mumbai-400051

**The Manager**  
**BSE Limited**  
25<sup>th</sup> Floor, P. J. Towers,  
Dalal Street,  
Mumbai – 400001

**Symbol: SATIN**

**Scrip Code: 539404**

**Sub: Business Responsibility and Sustainability Report for the Financial Year ended March 31, 2024**

Dear Sir/Madam,

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, please find enclosed herewith, Business Responsibility and Sustainability Report (“**BRSR**”) of the **Satin Creditcare Network Limited** for the Financial Year 2023-24.

The BRSR also forms the part of the Integrated Annual Report for the Financial Year 2023-24, which was earlier submitted to the stock exchanges on July 15, 2024.

This is for your information and records.

Thanking you.

Yours faithfully,  
**For Satin Creditcare Network Limited**

**(Vikas Gupta)**  
**Company Secretary & Chief Compliance Officer**

**Encl.: as above**

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT





## SECTION A GENERAL DISCLOSURES

### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the listed entity	L65991DL1990PLC041796
2.	Name of the listed entity	Satin Creditcare Network Limited
3.	Year of incorporation	October 16, 1990
4.	Registered office address	5th Floor, Kundan Bhawan, Azadpur Commercial Complex, Azadpur, Delhi-110033
5.	Corporate address	Plot No. 492, Udyog Vihar, Phase – III, Gurugram, Haryana – 122016, India
6.	E-mail	info@satincreditcare.com
7.	Telephone	+91 124 471 5400
8.	Website	www.satincreditcare.com
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	<ul style="list-style-type: none"> <li>• National Stock Exchange of India Limited (NSE) – NSE Ticker: SATIN</li> <li>• BSE Limited (BSE) – BSE Ticker: 539404</li> </ul>
11.	Paid-up capital	INR 110.47 Crores
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	<ul style="list-style-type: none"> <li>• Name: Ms. Aditi Singh</li> <li>• Designation: Chief Strategy Officer</li> <li>• Telephone number: +91 124 471 5400</li> <li>• E-mail Id: Aditi.Singh@satincreditcare.com</li> </ul>
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	The disclosures under the report are made on a standalone basis
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

## II. Products/services

### 16. DETAILS OF BUSINESS ACTIVITIES (ACCOUNTING FOR 90% OF THE TURNOVER)

Description of main activity	Description of Business activity	% of turnover of the entity
Microfinance Services	Our business operates on the Joint Liability Group model to offer collateral free micro-credit to economically active women in rural and semi-urban areas, thereby expanding access to financial services.	96.58%

### 17. PRODUCTS/SERVICES SOLD BY THE ENTITY (ACCOUNTING FOR 90% OF THE ENTITY'S TURNOVER)

Product/Service	NIC Code	% of total turnover contributed
Microfinance Services	64990	96.58%

## III. Operations

### 18. NUMBER OF LOCATIONS WHERE PLANTS AND/OR OPERATIONS/OFFICES OF THE ENTITY ARE SITUATED

#### National

Offices **1,324**

Total **1,324**

#### International

The company does not have any international offices.

## 19. MARKETS SERVED BY THE ENTITY:

### a. Number of locations

**National (No. of States)**

**26**

**International (No. of Countries)**

—

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

Data Not Applicable

### c. A brief on types of customers

Our clients are economically active women who reside in rural and semi-urban areas, engaging in activities like agriculture, allied services and trading, thus bridging the gap left by conventional banking institutions and other financial channels. Of the over 3 Million clients we serve across 26 states, 70% are from below the poverty line as per reporting financial year. This underscores our commitment to providing inclusive financial access and empowerment to marginalized communities.

## 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)
<b>EMPLOYEES</b>						
1.	Permanent (D)	11,363	10,991	97%	372	3%
2.	Other than Permanent (E)	273	245	90%	28	10%
3.	<b>Total employees (D + E)</b>	<b>11,636</b>	<b>11,236</b>	<b>97%</b>	<b>400</b>	<b>3%</b>

**b. Differently abled Employees and workers**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	5	5	100%		
2.	Other than Permanent (E)	0	0	0%		NA
3.	<b>Total differently abled employees (D + E)</b>	<b>5</b>	<b>5</b>	<b>100%</b>		

**21. PARTICIPATION/INCLUSION/REPRESENTATION OF WOMEN**

	Total (A)	No. and percentage of females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.50%
Key Management Personnel	5	0	0

**22. TURNOVER RATE FOR PERMANENT EMPLOYEES AND WORKERS**

(Disclose trends for the past 3 years)

Permanent Employees			
2023-24			
Male	Female	Total	
65%	60%	61%	
2022-23			
Male	Female	Total	
54%	58%	51%	
2021-22			
Male	Female	Total	
43%	51%	45%	

The nature of the industry is such that attrition rates are higher. As per Micrometer report, the industry is currently experiencing a turnover rate of approximately 55% to 60%, which places us well within the standard parameters.



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

### 23. (A) NAMES OF HOLDING / SUBSIDIARY / ASSOCIATE COMPANIES / JOINT VENTURES

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)
Satin Housing Finance Limited	Subsidiary Company	100%	Yes
Satin Finserv Limited	Subsidiary Company	100%	Yes

## VI CSR Details

### 24.

- i Whether CSR is applicable as per section 135 of Companies Act, 2013:

Yes, the Company's Corporate Social Responsibility (CSR) is widely defined, taking into consideration the following factors:

- o Welfare measures for the community at large, so as to ensure the poorer section of the society deriving the maximum benefits.
- o Contribution to the society at large by way of social and cultural development, imparting education, training and social awareness especially with regard to the economically backward class for their development and generation of income to avoid any liability of employment.
- o Protection and safeguard of environment and maintaining ecological balance

**₹ 2,050.65**

Turnover (in INR Crores)

**₹ 2,680.35**

Net worth (in INR Crores)



## 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 was received	Grievance Redressal Mechanism in Place (Yes/No)	2023-24			2022-23		
		(If yes, then provide a weblink to the grievance redress policy)	Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year
Communities	Yes	Nil	Nil		Nil	Nil	
Investors (other than shareholders)	Yes	2	Nil		Nil	Nil	
Shareholders	Yes	Nil	Nil		4	Nil	
Employees and workers	Yes	389	Nil	-	771	10 <sup>^</sup>	-
Customers	Yes	6,100	35 <sup>^</sup>		7,528	55 <sup>^</sup>	
Value Chain Partners	Yes	Nil	Nil		Nil	Nil	
Other (please specify)	Yes	Nil	Nil		Nil	Nil	

All outstanding complaints logged in the final week of financial year have been subsequently resolved as of the date of the report, resulting in zero pending cases to date. The web link for grievance redress policy [https://satincare.com/wp-content/uploads/2024/04/Client-Grievance-Redressal-Mechanism-V\\_5.2-Signed-Copy.pdf](https://satincare.com/wp-content/uploads/2024/04/Client-Grievance-Redressal-Mechanism-V_5.2-Signed-Copy.pdf)



## 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, and approach to adapt or mitigate the risk along with its financial implications, as per the following format








**Risk**



**Opportunity**

Sr. 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	Sustainable Finance		<p>Financing has an important role to play in enabling businesses and economies to transition to a sustainable economy.</p> <p>The NBFC-MFI sector in India is one of the key drivers of the economy and significantly contributes to the country's GDP as well as employment. As a financial services company, we recognize that directing capital towards such small businesses presents a substantial opportunity for us to make a meaningful impact. We firmly believe that achieving financial success should be intricately linked with our contribution to the greater good of society</p>	<p>Being an NBFC-MFI, focusing on providing loans to income generating businesses in the rural and semi-urban areas that are underserved, we are addressing a major financing gap, thus, enabling such businesses and entrepreneurs to obtain loans to scale up their operations, improve efficiency and for other business expansion related purposes.</p> <p>Our efforts involve placing a heightened focus on providing loans to women entrepreneurs with a focus on sustainability and inclusive growth.</p>	<p><b>Positive:</b></p> <p>Attracting impact investors, improving reputation and promoting sustainability in lending helps in identifying risk and opportunities.</p>
2	Untapped Market		<p>Under penetration and untapped market presents a huge opportunity for growth for NBFC-MFIs. Millions of individuals, especially in rural and semi-urban areas, remain excluded from the formal credit system. This credit gap results from a lack of access to traditional banking services, limited credit history, and various other socio-economic factors, etc.</p> <p>With increasing focus of the government towards financial inclusion, rising financial awareness, and increasing smartphone and internet penetration, there is a significant potential for expanding the reach of NBFC-MFIs.</p>	<p>We have a presence in 26 states and union territories. To adapt to and mitigate risks while tapping into underpenetrated markets, we implement comprehensive risk management strategies. These strategies include developing robust credit scoring models using alternative data sources, leveraging advanced technologies for predictive analytics and fraud detection, and diversifying our portfolio across regions and sectors.</p> <p>Establishing strong governance and compliance practices, along with regular audits, ensures operational stability and adherence to regulations. We invest in staff training and educate our clients on responsible borrowing to further reduce default risks.</p>	<p><b>Positive:</b></p> <p>More Market expansion.</p> <p>Demonstrating a commitment to financial inclusion aligns with evolving consumer preferences and enhances our reputation as a socially responsible financial institution.</p>

Sr. 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)
3	Liquidity	 	<p>A skewed asset-liability profile could lead to a liquidity crunch, resulting in significantly higher funding costs.</p> <p>The company has a diversified funding profile in terms of products, institutions, and countries, with a base of 76 lenders comprising a healthy mix of banks, non-banks, and global impact lenders.</p>	<p>The Company employs prudent asset-liquidity management and maintains a well-diversified liability profile to minimize market turbulence impacts. A rating upgrade to A (Stable) may provide easier credit and liquidity terms. We continuously monitor market liquidity conditions.</p>	<p><b>Negative:</b> Financial loss</p> <p><b>Positive:</b> Strong Financial Position. Strengthened Impact Parameters. Enabling last mile reach.</p>
4	Client Experience	 	<p>Customer experience is a significant opportunity to enhance our competitiveness and build lasting relationships with our clients. By delivering exceptional services and products, we can increase customer satisfaction, retention, and loyalty.</p> <p>Given that the company provides financial products and services to millions of customers, any undesirable customer experience could result in loss of customers or even reputational loss.</p>	<p>To maximize the opportunity of customer experience, we have adopted the following approach:</p> <p><b>Digital Innovation:</b> Embracing new age, cutting edge technologies and leveraging innovative technologies through our “PhyGital” model which uses technology and authentic in-person service to create loans which support the ambitions of our customers. We engage directly with our clients and work through loan applications together, in person, at the customer’s pace.</p> <p><b>Grievance Redressal Mechanisms:</b> We have a dedicated grievance redressal mechanism “Sparsh” to promptly address customer related complaints and grievances through multiple channels. Each complaint is thoroughly reviewed, monitored, and resolved to achieve complete customer satisfaction.</p> <p>We monitor customer queries and grievances on various social media channels and provide quick resolution.</p>	<p><b>Negative:</b> Loss of reputation can result in loss of customers thereby adversely impacting business.</p> <p><b>Positive:</b> By providing superior customer experience, we can differentiate ourselves from competitors and attract new customers seeking exceptional financial services.</p>
5	Data Privacy and Cyber Security		<p>Dependence on technology platforms and associated vendors heightens the system’s vulnerability.</p> <p>In the event of a security breach, sensitive customer information could be exposed, leading to regulatory fines, legal liabilities, loss of customer trust, and damage to the company’s brand image. Ensuring robust data protection measures is essential to safeguard the interests of both - the institution and its client.</p>	<p>We have enhanced our IT infrastructure and Information Security team to effectively monitor and address these challenges on an ongoing basis. We have a well-defined framework and policy on cyber security and data privacy. This policy assures users that all personal information provided through the website is treated with the utmost confidentiality and is not shared with third parties in most circumstances, unless explicitly solicited and permitted by the user.</p>	<p><b>Negative:</b> Business and reputation loss</p>



## 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.

Sr. No.	Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Weblink of the policies, if available	<a href="https://satincreditcare.com/policies-practices/">https://satincreditcare.com/policies-practices/</a>								
2	Whether the entity has translated the policy into procedures. (Ye/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The Company is fully complaint with applicable rules and regulations. Moreover, SCNL is compliant with the ISO 27001: 2022 Information security management system.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is dedicated to its mission of serving marginalized communities by offering a diverse array of products and services. We place a strong emphasis on promoting gender empowerment and harness the power of technology and innovation to establish enduring strategic alliances. Through these efforts, the Company aims to create a lasting impact and foster inclusive growth for underserved and unserved segments of society.								
6	Performance of the entity against the specific commitments, goals and targets alongwith reasons in case the same are not met.	The Company diligently monitors progress against its action plan. Approximately 99% of our clients are women entrepreneurs, underscoring our commitment to gender empowerment. Additionally, about 76% of our portfolio exposure comes from rural areas, and around 72% of our portfolio supports minority, OBC and SC & ST communities.								

### Governance, leadership and oversight

7	Statement by the director responsible for the business responsibility report, highlighting ESG-related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) Refer to page 18 of this Annual Report	
8	Details of the highest authority responsible for implementing and overseeing the Business Responsibility policy(ies).	Mr Harvinder Pal Singh, Chairman cum Managing Director
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.	Mr Harvinder Pal Singh, Chairman cum Managing Director, Chairman of the CSR Committee

### 10 DETAILS OF REVIEW OF NGRBCS BY THE COMPANY:

Subject for Review	Indicate whether the review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against the above policies and follow-up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

### 11. HAS THE ENTITY CARRIED OUT AN INDEPENDENT ASSESSMENT / EVALUATION OF THE WORKING OF ITS POLICIES BY AN EXTERNAL AGENCY? (YES/NO). IF YES, PROVIDE THE NAME OF THE AGENCY.

P	P	P	P	P	P	P	P	P
1	2	3	4	5	6	7	8	9
Y	N	Y	N	N	N	N	N	Y
SMERA		GPTW						CPC

### 12 IF THE ANSWER TO QUESTION (1) ABOVE IS 'NO' I.E. NOT ALL PRINCIPLES ARE COVERED BY A POLICY, REASONS TO BE STATED

Questions	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

All nine principles are integral to the Company's operations; therefore, these questions are not applicable.



## 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 mandated to file this report, the leadership indicators may be voluntarily disclosed by entities that 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 FINANCIAL YEAR

Segment	Total no of training and awareness programmes held	Topics / principals covered under the training and impact	% age of persons in respective category covered by the awareness programme
Board of Directors	1	Familiarization Programme for the Newly Appointed Director*	12.5
Key Managerial Personnel	Nil	Nil	Nil
Employees other than BOD & KMPs	<ul style="list-style-type: none"> <li>• ^Total training sessions : 1,949</li> <li>• Training sessions delivered digitally through video conferencing : 978</li> <li>• Training sessions conducted in Regional Offices : 490</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders received training covering organizational fundamentals, microfinance insights, policies, products, and processes, alongside skill development sessions, including awareness of policies like POSH, ESG, anti-money laundering policy, anti-corruption &amp; bribery policy.</li> <li>• Refresher and software training sessions ensure all employees are up-to-date with processes and policies, boosting operational efficiency.</li> <li>• Branch Managers receive promotional training encompassing leadership, behavioral, and soft skills, alongside functional training, followed by assessments and on-the-job support.</li> </ul>	94.27%



Segment	Total no of training and awareness programmes held	Topics / principals covered under the training and impact	% age of persons in respective category covered by the awareness programme
	<ul style="list-style-type: none"> <li>• Training sessions at Branches : 481</li> </ul>	<ul style="list-style-type: none"> <li>• Community Service Officers (CSOs) and Deputy Regional Managers (DRMs)/ Territory Managers undergo standard practice training to maintain service quality and operational standards.</li> <li>• Corrective training is provided post-branch audits, addressing identified gaps. Regular assessments identify knowledge gaps among field staff, guiding the customization of training content for better policy comprehension and operational excellence.</li> <li>• Train the Trainer (TTT) sessions are conducted for DRMs and territory Managers (TMs), empowering them to deliver branch-level training on updates and processes effectively.</li> </ul>	

The Independent Directors undergo a structured familiarization program to acquaint themselves with their roles, rights, and responsibilities within the Company, as well as the nature of the industry, the Company's business model, legal updates, and other essential aspects. The details of the familiarization program for the Independent Directors are available on the Company's website at the below link: <https://satincreditcare.com/policies-practices/#1611050197222-fdc295ab-84a2>

On an ongoing basis, the Company's Board conducts meetings and updates regarding Code of Conduct for Prevention of Insider Trading, Code of Conduct for Directors and Senior Management, Corporate Governance, Risk Management, IT & Cybersecurity, changes in the regulatory environment as applicable were made at the Board/Committee meeting.

During the reporting year, Mr Anil Kaul, Independent Director, underwent the familiarization program upon his appointment to the Board of Directors.

^This year, the Company has increased the number of man-hours dedicated to training, thereby enhancing overall efficiency.

**2. DETAILS OF FINES / PENALTIES / PUNISHMENT / AWARD / COMPOUNDING FEES / SETTLEMENT AMOUNT PAID IN PROCEEDINGS (BY THE ENTITY OR BY DIRECTORS / KMPs) WITH REGULATORS/ LAW ENFORCEMENT AGENCIES/ JUDICIAL INSTITUTIONS, IN THE FINANCIAL YEAR, IN THE FOLLOWING FORMAT (NOTE: THE ENTITY SHALL MAKE DISCLOSURES ON THE BASIS OF MATERIALITY AS SPECIFIED IN REGULATION 30 OF SEBI (LISTING OBLIGATIONS AND DISCLOSURE OBLIGATIONS) REGULATIONS, 2015 AND AS DISCLOSED ON THE ENTITY'S WEBSITE):**

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred (Yes/No)
Penalty/Fine					
Settlement					
Compounding Fee					

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

**3. OF THE INSTANCES DISCLOSED IN QUESTION 2 ABOVE, DETAILS OF THE APPEAL/ REVISION PREFERRED IN CASES WHERE MONETARY OR NON-MONETARY ACTION HAS BEEN APPEALED.**

Case Details	Name of the regulatory / enforcement agencies / judicial institutions
Since the Company has not recorded any instances mentioned in question 2, this question is not applicable	

**4. DOES THE ENTITY HAVE AN ANTI-CORRUPTION OR ANTI-BRIBERY POLICY? IF YES, PROVIDE DETAILS IN BRIEF AND IF AVAILABLE, PROVIDE A WEB-LINK TO THE POLICY.**

Yes.

The objective of the Anti-Bribery & Anti-Corruption Policy is to uphold and promote lawful business practices across the organization while preventing and prohibiting corruption, bribery, and related misconduct. The Audit Committee oversees policy compliance, while the HR Department is responsible for reporting any issues or concerns. Any queries or concerns raised by individuals or sources regarding suspected violations of this policy are thoroughly investigated with the approval of authorities two levels higher than the positions involved.

Web Link : <https://satincare.com/wp-content/uploads/2024/04/2.-Anti-Bribery-and-Anti-Corruption-Policy.pdf>

**5. NUMBER OF DIRECTORS/KMPs/EMPLOYEES/WORKERS AGAINST WHOM DISCIPLINARY ACTION WAS TAKEN BY ANY LAW ENFORCEMENT AGENCY FOR THE CHARGES OF BRIBERY/ CORRUPTION:**

	2023-24	2022-23
Directors	Nil	
KMPs	Nil	
Employees	Nil	

## 6. DETAILS OF COMPLAINTS WITH REGARD TO CONFLICT OF INTEREST:

	2023-24	2022-23
Number of complaints received in relation to issues of Conflict of Interest of the Directors		Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		Nil

## 7. PROVIDE DETAILS OF ANY CORRECTIVE ACTION TAKEN OR UNDERWAY ON ISSUES RELATED TO FINES / PENALTIES / ACTION TAKEN BY REGULATORS/ LAW ENFORCEMENT AGENCIES/ JUDICIAL INSTITUTIONS, ON CASES OF CORRUPTION AND CONFLICTS OF INTEREST.

No corrective actions pertaining to above mentioned parameter was necessitated by the Company during the year under view.

## 8. NUMBER OF DAYS OF ACCOUNTS PAYABLES ((ACCOUNTS PAYABLE \*365) / COST OF GOODS/ SERVICES PROCURED) IN THE FOLLOWING FORMAT:

	2023-24	2022-23
No. of days of accounts payable		Not Applicable

## 9. OPEN-NESS OF BUSINESS.

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

Parameter	Metrics	2023-24	2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Data Not applicable	
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Data Not applicable	
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	Data Not applicable	
	b. Sales (Sales to related parties / Total Sales)		
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.28%	0.66%
	d. Investments ( Investments in related parties / Total Investments made)	0.66%	0.75%

For more information on the RPT disclosures, refer to page 98 of the Annual Report



## Leadership Indicators

### 1. AWARENESS PROGRAMMES CONDUCTED FOR VALUE CHAIN PARTNERS ON ANY OF THE PRINCIPLES DURING THE FINANCIAL YEAR:

Total no of awareness campaign held	Topics / Principals covered under the training	% age of value chain programme partners covered (by value of business done with such partners) under the awareness programmes
		Nil

### 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.

The Company has implemented various codes and policies to effectively handle conflicts of interest involving members of the Board. SCNL requires all the Board members to submit a mandatory declaration, ensuring their compliance with the Code of Conduct. This requirement applies to all directors, senior management and employees across the group. By adhering to these standards, we aim to uphold and enforce proper business conduct. The Code serves as a deterrent against misconduct and promotes ethical behavior within the organization.

In case, if there is any interest of any Directors then he/she is not allowed to participate in that particular proposal. Further, the Company also has a policy on Materiality of Related Party Transactions and Dealing with Related Party Transactions to take care of Related Party Transactions which can present a potential or actual conflict of interest which may be against the best interest of the Company and its shareholders. The said Policy is available on the website of the Company at

<https://satincreditcare.com/wp-content/uploads/2022/03/Policy-on-Materiality-of-RPT-and-Dealing-with-RPT.pdf>



## PRINCIPLE 2:

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

### Essential Indicators

- 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.**

	2023-24 (INR)	2022-23 (INR)	Details of improvements in environmental and social impacts
<b>R&amp;D</b>	8,22,34,444	34,37,500	
<b>Capex</b>	6,56,49,100	1,72,92,574	

- Does the entity have procedures in place for sustainable sourcing (Yes/No)**

As the nature of the business of the Company is providing loans, the consumption of resources is limited to running the operations. The Company endeavors to engage with suppliers who integrate environmental and social considerations into their products and services. The Company conducts majority of its branch procurement from local businesses/suppliers.

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

Not Material

- 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.**

- E-waste - The Company engages with certified e-waste handlers (vendors) for disposal of the e-waste. The Company has received an e-waste disposal certificate from its vendor certifying disposal in an environmentally friendly manner.
- The Company does not generate any hazardous waste.
- Other waste - The Company has a sewage treatment plant situated in its head office wherein waste water is treated and reused for sanitation purposes.

- WHETHER EXTENDED PRODUCER RESPONSIBILITY (EPR) IS APPLICABLE TO THE ENTITY'S ACTIVITIES (YES / NO). IF YES, WHETHER THE WASTE COLLECTION PLAN IS IN LINE WITH THE EXTENDED PRODUCER RESPONSIBILITY (EPR) PLAN SUBMITTED TO POLLUTION CONTROL BOARDS? IF NOT, PROVIDE STEPS TAKEN TO ADDRESS THE SAME.**

Given the nature of our business, the above is not applicable to us.

## 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?**

The primary business activity of the Company is providing financial services to the marginalized community. The loan cycle is a sequential process ranging from sourcing of the loan to loan approval, disbursement, servicing and repayment of the loan. For more information, refer page 114 of this Annual Report.

**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.**

None other than those identified in S. No. 26 of Section A (General Disclosures) above.



**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 reused input material to total material	
	2023-24	2022-23
SCNL provides financial solutions to its customers and does not manufacture any products, hence, this is not applicable to us.		

**4. OF THE PRODUCTS AND PACKAGING RECLAIMED AT END OF LIFE OF PRODUCTS, AMOUNT (IN METRIC TONNES) REUSED, RECYCLED, AND SAFELY DISPOSED, AS PER THE FOLLOWING FORMAT:**

	2023-24			2022-23		
	Reused	Recycle	Safely Disposed	Reused	Recycle	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						
Other waste						

Given the business operations of our Company, the same is not applicable

**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 the respective category

Given the business operations of our Company, the same is 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	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	10,991	2,261	21%	10,991	100%	-	0%	10,991	100%	-	0%
Female	372	97	26%	372	100%	372	100%	-	0%	-	0%
Total	11,363	2,358	21%	11,363	100%	372	3%	10,991	97%	-	0%
<b>Other than permanent employees</b>											
Male	245	245	100%	245	100%	0	0%	245	100%	0	0%
Female	28	28	100%	28	100%	28	100%	0	0%	0	0%
Total	273	273	100%	273	100%	28	10%	245	90%	0	0%

The majority of the Company's staff is related to field operations and as per statutory compliance, the said are covered by ESIC social security. The rest of the employees are covered under Mediclaim.

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

Data Not Applicable

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

2023-24

**0.18%**

Cost incurred on well- being measures as a % of total revenue of the Company

2022-23

**0.20%**

Cost incurred on well- being measures as a % of total revenue of the Company

## 2. DETAILS OF RETIREMENT BENEFITS, FOR CURRENT FINANCIAL YEAR AND PREVIOUS FINANCIAL YEAR

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

Category	% of employees covered by					
	2023-24			2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with 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 authority (Y/N/N.A.)
PF	99%		Y	99%		Y
Gratuity	100%	NA	NA	100%	NA	NA
ESI	77%		Y	77%		Y
Others – please specify	-		-	-		-

The majority of the Company's staff is related to field operations and as per statutory compliance, the said are covered by ESIC social security. The rest of the employees are covered under Medclaim.

## 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 prioritizes safety and accessibility for differently abled individuals. Our corporate office is equipped with ramps and elevators to facilitate easy movement, while the majority of our branches are situated on the ground floor for enhanced accessibility.

## 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.

Our Company's Diversity & Inclusion Policy enshrines that SCNL hires through a neutral lens, without any discrimination on the basis of sex, disability, race, religion, age, or any other characteristic protected by applicable laws and regulations. Web Link - <https://satincreditcare.com/wp-content/uploads/2024/06/Diversity-Equity-and-Inclusion-Policy.pdf>

## 5. RETURN TO WORK AND RETENTION RATES OF PERMANENT EMPLOYEES AND WORKERS THAT TOOK PARENTAL LEAVE.

Permanent employees	Gender	Permanent employees
Return to work rate		Retention rate
100%	Male	96%
100%	Female	100%
100%	Total	97%

**6. IS THERE A MECHANISM AVAILABLE TO RECEIVE AND REDRESS GRIEVANCES FOR THE FOLLOWING CATEGORIES OF EMPLOYEES AND WORKER? IF YES, GIVE DETAILS OF THE MECHANISM IN BRIEF.**

<b>Permanent Employees</b> <hr/> <b>Other than Permanent Employees</b>	<b>Yes</b>	<b>Yes/No</b> <b>(If Yes, then give details of the mechanism in brief)</b>
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Yes, the Company has an employee grievance mechanism in place called "Atoot Bandhan", where employees can raise any issue with full anonymity and action is taken accordingly.

The Company also has an Alumni Portol wherein the ex-employees can check the status of their F&F and related issues.

The Company follows an open door policy where any employee irrespective of hierarchy has access to the senior management.

**7. MEMBERSHIP OF EMPLOYEES AND WORKERS IN ASSOCIATION(S) OR UNIONS RECOGNIZED BY THE LISTED ENTITY:**

Data Not Applicable

**8. DETAILS OF TRAINING GIVEN TO EMPLOYEES AND WORKERS:**

Category	2023-24 (Current Financial Year)				2022-23 (Previous Financial Year)					
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Employees</b>										
Male	11,236	10,323	92%	6,838	61%	9,728	8,326	86%	5,112	53%
Female	400	314	79%	217	54%	305	222	73%	136	45%
Total	11,636	10,637	91%	7,055	61%	10,033	8,548	85%	5,248	52%

## 9. DETAILS OF PERFORMANCE AND CAREER DEVELOPMENT REVIEWS OF EMPLOYEES AND WORKERS:

Category	2023-24			2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	10,991	7,157	65%	8,950	5,981	67%
Female	372	219	59%	272	148	54%
<b>Total</b>	<b>11,363</b>	<b>7,376</b>	<b>65%</b>	<b>9,222</b>	<b>6,129</b>	<b>66%</b>

At SCNL, the career development and appraisal process is designed to align individual growth with organizational goals. This structured process encompasses several pivotal stages. Initially, employees establish annual performance objectives that harmonize with their job responsibilities and career aspirations. Throughout the year, managers provide regular feedback and mentoring to help employees achieve these goals. At the end of the performance period, a formal appraisal is conducted to review achievements and identify future development needs.

At Satin, career advancement avenues are diverse, encompassing job rotations, cross-functional projects, and tailored training initiatives aimed at honing skills and readying employees for elevated roles. The appraisal process factors in performance metrics, potential evaluations, and adherence to organizational ethos. Based on this assessment, employees may receive promotions, salary enhancements, or other forms of commendation, accompanied by a personalized roadmap for the ensuing year's development.

This multifaceted process not only serves as a catalyst for employee motivation but also serves as a robust mechanism for talent retention and cultivation within the organization.

## 10. HEALTH AND SAFETY MANAGEMENT SYSTEM:

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

The Company is committed towards health and safety of its employees and has undertaken various awareness programmes on safety protocols by conducting periodic trainings on fire safety and evacuation drills, internal communication and alerts are sent out to employees, etc.

The Company provides advisory to manage occupational safety risks for field personnel who frequently travel long distances to engage with customers. This is achieved through regular training sessions and email updates on road safety. These training sessions aim to raise awareness about occupational health and safety

The Company strongly pays its emphasis on both, the physical and mental well-being of its employees and has organized various workshops and discussions with well-being experts and medical practitioners. At the workplace, training programmes on the safety of women employees is mandatory for all employees.

Additionally, we are in the process of installing fire extinguishers in all the branches of SCNL to ensure the safety of our employees in case of a fire emergency.



Further, the employees are covered under the following policies:

- Group Medclaim Policy
- Group Term Life Policy
- Personal Accident Policy
- Employee State & Insurance policy

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

The Company provides financial solutions and does not engage in manufacturing activities and hence the above is not applicable for us. However, the Company has proper health and safety management system in place as specified above in 10 (a).

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

The Company does not employ any worker and hence not applicable.

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

Yes. The Company has the following non-occupational medical and healthcare services for its employees:

- Group Medclaim Policy
- Group Term Life Policy
- Personal Accident Policy

**11. DETAILS OF SAFETY RELATED INCIDENTS, IN THE FOLLOWING FORMAT:**

Category	Category	2023-24	2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million person-hours worked)	Employees	NA	NA
Total recordable work-related injuries	Employees	27	43
No. of fatalities	Employees	4	8
High-consequence work-related injury or ill-health (excluding fatalities)	Employees	NA	NA

**12. DESCRIBE THE MEASURES TAKEN BY THE ENTITY TO ENSURE A SAFE AND HEALTHY WORK PLACE.**

Refer to 10 (a) above

**13. NUMBER OF COMPLAINTS ON THE FOLLOWING MADE BY EMPLOYEES AND WORKERS:**

Category	2023-24			2022-23		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions						
Health & Safety			Nil			





## 10. ASSESSMENTS FOR THE YEAR:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Health and safety practices	The Company strives to keep the workplace environment safe, hygienic and humane, upholding the dignity of the employee. The head office of the Company is internally assessed periodically through audits for various aspects of health & safety.
Working conditions	NA

## 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.

Yes, the Company addresses safety-related incidents and significant risks by implementing corrective actions. During the training program, employees are provided with detailed guidelines on safety practices, including mandatory road safety measures such as wearing helmets and possessing a valid driving license. Continuous assessments of health and safety practices help identify risks and concerns, which are then promptly addressed through appropriate corrective measures.

## Leadership Indicators

### 1. DOES THE ENTITY EXTEND ANY LIFE INSURANCE OR ANY COMPENSATORY PACKAGE IN THE EVENT OF THE DEATH OF (A) EMPLOYEES (Y/N) (B) WORKERS (Y/N).

Yes, the Company extends life insurance and EDLI benefits in the event of death of its employees. The Company offers three distinct types of coverage to its employees: Group Term Life (GTL), Employee Deposit Linked Insurance (EDLI), and Group Personal Accident Policy (GPAP).

- Group Term Life (GTL): GTL coverage varies according to the employee's grade within the organization, ranging from 8 Lakhs to 1 Crore. This tailored approach ensures that employees and their families receive adequate financial support in the unfortunate event of the employee's demise.
- Employee Deposit Linked Insurance (EDLI): EDLI provides a fixed coverage of 7 Lakhs, serving as an additional layer of financial security for the employee's family, irrespective of any other life insurance coverage the employee may hold.
- Group Personal Accident Policy (GPAP): GPAP offers a flat coverage of 10 Lakhs, extending financial assistance in the event of an accident leading to death or disability.

Additionally, the Company provides the Satin Sahyog policy, aimed at providing support to the families of employees who have lost their lives while on duty. Eligible dependents, including spouses, children under 21 years, and parents without other means of support, benefit from this policy. The scheme entails a monthly payout of INR 10,000 to the nominee or guardian for minor nominees, offer time life insurance, including pension, education assistance and a job for family member and Mediclaim cover for the entire family, as applicable. Furthermore, the Compassionate Education Assistance Scheme under Satin Sahyog facilitates the education of dependent children under 18 years, with a maximum of two children per deceased employee. Each eligible child receives INR 2,500 per month in their guardian's account until they reach the age of 18 years, or complete their 12<sup>th</sup> grade, whichever comes earlier.

**2. PROVIDE THE MEASURES UNDERTAKEN BY THE ENTITY TO ENSURE THAT STATUTORY DUES HAVE BEEN DEDUCTED AND DEPOSITED BY THE VALUE CHAIN PARTNERS.**

The Company makes sure that taxes applicable in accordance with the regulations to the transactions of the Company are deducted and deposited on a timely manner. This is also reviewed as part of the internal and statutory audit. The Company expects its value chain partners to uphold the values of transparency and accountability.

**3. PROVIDE THE NUMBER OF EMPLOYEES / WORKERS HAVING SUFFERED HIGH CONSEQUENCE WORK-RELATED INJURY / ILL-HEALTH / FATALITIES (AS REPORTED IN Q11 OF ESSENTIAL INDICATORS ABOVE), WHO HAVE BEEN REHABILITATED AND PLACED IN SUITABLE EMPLOYMENT OR WHOSE FAMILY MEMBERS HAVE BEEN PLACED IN SUITABLE EMPLOYMENT**

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	2023-24	2022-23	2023-24	2022-23
Employees				Refer to 11 above

**4. DOES THE ENTITY PROVIDE TRANSITION ASSISTANCE PROGRAMMES TO FACILITATE CONTINUED EMPLOYABILITY AND THE MANAGEMENT OF CAREER ENDINGS RESULTING FROM RETIREMENT OR TERMINATION OF EMPLOYMENT? (YES/ NO)**

Yes, the Company invests in learning of employees. For instance, courses have been sponsored by the organization for the skill enhancement of employees.

**5. DETAILS ON ASSESSMENT OF VALUE CHAIN PARTNERS:**

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Corporation expects all its value chain partners to follow extant regulations, including health and safety practices.
Working conditions	NA

**6. PROVIDE DETAILS OF ANY CORRECTIVE ACTIONS TAKEN OR UNDERWAY TO ADDRESS SIGNIFICANT RISKS / CONCERNS ARISING FROM ASSESSMENTS OF HEALTH AND SAFETY PRACTICES AND WORKING CONDITIONS OF VALUE CHAIN PARTNERS.**

No corrective action plan has been necessitated on the above mentioned parameters.

## PRINCIPLE 4:

Businesses should respect the interests of and be responsive to all their stakeholders.

### Essential Indicators

#### 1. DESCRIBE THE PROCESSES FOR IDENTIFYING KEY STAKEHOLDER GROUPS OF THE ENTITY

The Company defines core stakeholders as individuals, groups, or institutions that contribute value to its business chain. The key stakeholder groups include:

- > Customers
- > Employees
- > Investors
- > Government & Regulatory Bodies
- > Communities
- > Lenders
- > Media
- > Rating Agencies
- > Analysts
- > Other Business Partners



#### 2. LIST STAKEHOLDER GROUPS IDENTIFIED AS KEY FOR YOUR ENTITY AND THE FREQUENCY OF ENGAGEMENT WITH EACH STAKEHOLDER GROUP.

Sr. No	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
1	Customers	Yes	<ul style="list-style-type: none"> <li>• Customer care channels – Telephone, Email, Website</li> <li>• Centre meeting</li> <li>• Customer relationship managers</li> <li>• Financial literacy program</li> <li>• Engagement through business correspondent network</li> <li>• Customer satisfaction surveys</li> </ul>	Ongoing and need based engagement	<ul style="list-style-type: none"> <li>• To provide affordable financial services</li> <li>• Quality and convenience of access to our products and services</li> <li>• To promote digital literacy</li> <li>• World-class customer service</li> <li>• To address the issues of the customers</li> <li>• Transparency in process and the operations</li> </ul>

Sr. No	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
2	Stakeholders & Investors	No	<ul style="list-style-type: none"> <li>Investor meets and calls</li> <li>Investor grievance channels</li> <li>Dissemination of information through - financial results, investor presentations and press releases</li> <li>Annual general meeting</li> <li>Website</li> <li>Various media channels</li> </ul>	Annual, Quarterly, Need based and Ongoing	<ul style="list-style-type: none"> <li>Updating on business performance and developments in the Company and its subsidiaries</li> <li>To ensure ethical business practices</li> <li>Transparent and timely reporting</li> </ul>
3	Government and Regulatory Bodies	No	<ul style="list-style-type: none"> <li>Engagement at industry platforms and meetings</li> <li>Presentations</li> <li>regulatory reporting practices</li> <li>E-mail and postal communications</li> </ul>	Periodic and need based engagement	<ul style="list-style-type: none"> <li>Compliance with all legal and regulatory requirements</li> <li>Effective governance</li> <li>Responsible tax payment</li> <li>Discussion in regard to various regulations and amendments</li> <li>Inspections</li> </ul>
4	Employees	No	<ul style="list-style-type: none"> <li>Leadership connect</li> <li>Performance reviews</li> <li>Town halls</li> <li>Training and development programs</li> <li>E-learning modules</li> <li>Employee grievance redressal platform</li> <li>Employee engagement Initiative</li> <li>Management VC's</li> <li>Emails/Calls</li> </ul>	Need based and ongoing engagement	<ul style="list-style-type: none"> <li>Career advancement opportunities</li> <li>Job security</li> <li>Adequate training to match new business requirements</li> <li>Transparent feedback</li> <li>Fair remuneration and incentives</li> <li>Recognition Alignment of Company's objectives</li> </ul>
5	Communities	Yes	<ul style="list-style-type: none"> <li>Financial empowerment Programs</li> <li>Disaster relief initiatives</li> <li>Education initiatives</li> <li>Medical insurance &amp; health Camps</li> <li>Employee volunteering through our CSR activities viz (Financial empowerment Programs, disaster relief &amp; education initiatives and medical insurance &amp; health camps</li> </ul>	Need based and ongoing engagement	<ul style="list-style-type: none"> <li>Advancing lives</li> <li>Community investment development</li> <li>Environment preservation</li> </ul>

Sr. No	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
6	Lenders, Media, Rating Agencies, Analysts and Other Business Partners	No	<ul style="list-style-type: none"> <li>Meetings</li> <li>Calls</li> <li>Website</li> <li>Newspaper</li> <li>Email</li> </ul>	Need based and ongoing engagement	<ul style="list-style-type: none"> <li>Updating on business performance and outlook</li> <li>Financial results</li> <li>Industry developments</li> <li>Addressing key issues &amp; concern</li> </ul>

## 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's business activities include a constant process of engagement with its stakeholders. According to the requirements, the top management also participates in discussions with stakeholders, driven by the responsible business functions. Any material feedback received from the stakeholders is communicated to the Board on an ongoing basis and the Board offers its advice and comments on such matters.

### 2. WHETHER STAKEHOLDER CONSULTATION IS USED TO SUPPORT IDENTIFYING AND MANAGING 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.

Constant interaction with stakeholders helps to improve the Company's ability to better serve its stakeholders. Hence, the Company is open to acting upon and incorporating any relevant suggestions. Over the last few years, the Company has enhanced its reporting on business responsibility and started certain initiatives. For example, following a key stakeholder's suggestion, we have implemented a Diversity & Inclusion Policy and a Worker's Accommodation Policy, and we are in the process of installing fire extinguishers in all our branches.

Additionally, at the suggestion of our stakeholders, we have calculated our Company's GHG emissions.

### 3. PROVIDE DETAILS OF INSTANCES OF ENGAGEMENT WITH, AND ACTIONS TAKEN TO, ADDRESS THE CONCERNS OF VULNERABLE/ MARGINALIZED STAKEHOLDER GROUPS.

#### Understanding the needs of our clients

The Company specializes in providing essential financial services to low-income rural communities in India. All of the Company's products are designed in a way that covers and specializes needs of our customers. Primarily, IGL loans are provided for purposes like agriculture, transportation, trading, and production related business activities, that cater to uplifting the weaker sections of society economically. We also give clean energy loans, water loans, sanitation loans, pressure cooker loans, and facilitates health to improve the quality of life of our borrowers and their families.

#### Dedicated to Development and Empowerment

We hold financial and leadership empowerment workshops for our borrowers, as well as free health-checkup camps for the community, support for local government schools, plantation campaigns, flood relief assistance, and enterprise skill development training.

#### Focused on Well Being of Community

The Company undertakes variety of initiatives through its CSR activities for the benefit of many segments of society, with a particular emphasis on the marginalized, underprivileged, needy and disadvantaged.

## PRINCIPLE 5:

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

### 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	2023-24			2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	11,363	11,363	100%	9,222	9,222	100%
Other than permanent	273	273	100%	811	811	100%
<b>Total employees</b>	<b>11,636</b>	<b>11,636</b>	<b>100%</b>	<b>10,033</b>	<b>10,033</b>	<b>100%</b>

#### 2. DETAILS OF MINIMUM WAGES PAID TO EMPLOYEES AND WORKERS IN THE FOLLOWING FORMAT:

Category	2023-24					2022-23				
	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)
<b>Employees</b>										
Permanent	11,363	534	5%	10,829	95%	9,222	730	8%	8,492	92%
Male	10,991	509	5%	10,482	95%	8,950	685	8%	8,265	92%
Female	372	25	7%	347	93%	272	45	17%	227	83%
Other than permanent	273	0	0%	273	100%	811	0	0%	811	100%
Male	245	0	0%	245	100%	778	0	0%	778	100%
Female	28	0	0%	28	100%	33	0	0%	33	100%

**3. DETAILS OF REMUNERATION/SALARY/WAGES, IN THE FOLLOWING FORMAT:**

**a. Median remuneration / wages:**

	Male		Female	
	Number	Median remuneration/ salary/wages of the respective category	Number	Median remuneration/ salary/ wages of the respective category
Board of Directors (BoD)	1	155.08 Lakhs	Nil	Nil
Key Managerial Personnel (other than BoD)	4	72.99 Lakhs	Nil	Nil
Employees other than BoD and KMP	10,987	2.70 Lakhs	372	3.48 Lakhs

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

	2023-24	2022-23
Gross wages paid to females as % of total wages	3.64%	3.76%

**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. In all of its actions and dealings with all of its stakeholders, the Company is committed to being fair and objective. The Company's fabric is infused with justice and fairness to ensure procedural fairness, impartiality, and consistency in its operations. Customers should be treated fairly and transparently as per the Company's ethos. The Company's Code of Conduct applies to all of the Company's employees' interactions with one another, as well as with customers, regulators, investors, and other government agencies.



**5. DESCRIBE THE INTERNAL MECHANISMS IN PLACE TO REDRESS GRIEVANCES RELATED TO HUMAN RIGHTS ISSUES.**

The employee grievance redressal mechanism, Atoot Bandhan is designed for swift resolution and effective communication. Employees can voice their grievances by calling a toll-free number or emailing, ensuring accessibility and ease of reporting. These grievances are promptly addressed in real-time or formally registered and escalated to the relevant department for further action. Feedback and suggestions gathered during the redressal process are systematically shared with department heads, fostering a culture of continuous improvement.

The grievance redressal committee operates with the primary objective of resolving disputes within a timeframe of 30 days. If an employee remains dissatisfied with the decision, provisions allow for appeals to be made to the employer within one month.

Regularly prepared reports, presented to the senior management and the board, serve to enhance grievance redressal practices and bolster employee satisfaction. This proactive approach underscores the Company's commitment to fostering a harmonious work environment where grievances are swiftly and fairly addressed.

**6. NUMBER OF COMPLAINTS ON THE FOLLOWING MADE BY EMPLOYEES AND WORKERS:**

	2023-24			2022-23		
	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	1*	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	-

\*The Company reported one case of sexual harassment, which was properly addressed.

**7. COMPLAINTS FILED UNDER THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013, IN THE FOLLOWING FORMAT:**

	2023-24	2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	Nil
Complaints on POSH as a % of female employees / workers	0.3%	Nil
Complaints on POSH upheld	Nil	Nil

**8. MECHANISMS TO PREVENT ADVERSE CONSEQUENCES TO THE COMPLAINANT IN DISCRIMINATION AND HARASSMENT CASES.**

The Company is dedicated to providing equal opportunities to all individuals and is intolerant of discrimination and harassment based on race, sex, nationality, ethnicity, origin, religion, age, disability, sexual orientation, gender identification and language as protected by applicable laws.

Our Company has a written policy in place to protect its employees against sexual harassment at work. The Company is in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, and on August 14, 2017 adopted a revised policy on Sexual Harassment (which is part of the Company's HR Policy) to prohibit, prevent, or deter any acts of sexual harassment at work.



**9. DO HUMAN RIGHTS REQUIREMENTS FORM PART OF YOUR BUSINESS AGREEMENTS AND CONTRACTS? (YES/NO)**

The Company expects all its business partners to adhere to all applicable regulations including human rights.

**10. ASSESSMENTS FOR THE YEAR:**

<b>% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)</b>	
Child labour	-
Forced/involuntary labour	-
Sexual harassment	-
Discrimination at workplace	-
Wages	The Company has compiled and assessed the minimum wages of all the 26 states of operation.
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.**

No corrective action was required

**Leadership Indicators**

**1. DETAILS OF A BUSINESS PROCESS BEING MODIFIED / INTRODUCED AS A RESULT OF ADDRESSING HUMAN RIGHTS GRIEVANCES/COMPLAINTS.**

There have been no significant human rights grievances/complaints warranting modification/introduction of business processes.

**2. DETAILS OF THE SCOPE AND COVERAGE OF ANY HUMAN RIGHTS DUE-DILIGENCE CONDUCTED.**

Data not applicable

**3. IS THE PREMISE/OFFICE OF THE ENTITY ACCESSIBLE TO DIFFERENTLY ABLED VISITORS, AS PER THE REQUIREMENTS OF THE RIGHTS OF PERSONS WITH DISABILITIES ACT, 2016?**

Yes, the Company does not discriminate against any person with disability in any Matter related to employment as per the Right of Person with Disabilities Act, 2016. The corporate office of the Company has ramps and elevators for easy movement for specially abled people.

**4. DETAILS ON ASSESSMENT OF VALUE CHAIN PARTNERS:**

<b>% of value chain partners (by value of business done with such partners) that were assessed</b>	
Sexual Harassment	The Company expects its value chain partners to adhere to the same values, principles and business ethics upheld by the organization in all their dealings. No specific assessment in respect of value chain partners has been carried out.
Discrimination at Workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – Please Specify	

**5. PROVIDE DETAILS OF ANY CORRECTIVE ACTIONS TAKEN OR UNDERWAY TO ADDRESS SIGNIFICANT RISKS / CONCERNS ARISING FROM THE ASSESSMENTS AT QUESTION 4 ABOVE.**

No corrective actions pertaining to Question 4 was necessitated.

**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	2023-24 (In kWh)	2022-23 (In kWh)
<b>From renewable sources</b>		
Total electricity consumption (A)	99,615	97,256
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	99,615	97,256
<b>From non-renewable sources (In kWh)</b>		
Total electricity consumption (D)	5,14,832	5,22,805
Total fuel consumption (E)	8,454	12,288
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	5,23,286	5,35,093
<b>Total energy consumed (A+B+C+D+E+F)(kWh)</b>	6,22,901	6,32,349
Energy intensity per rupee of turnover (Total energy consumption/Revenue from operations)	-	-
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

The above data pertains to the head office.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency.: No

**2. DOES THE ENTITY HAVE ANY SITES/FACILITIES IDENTIFIED AS DESIGNATED CONSUMERS (DCS) UNDER THE PERFORMANCE, ACHIEVE AND TRADE (PAT) SCHEME OF THE GOVERNMENT OF INDIA? (Y/N) IF YES, DISCLOSE WHETHER TARGETS SET UNDER THE PAT SCHEME HAVE BEEN ACHIEVED. IN CASE TARGETS HAVE NOT BEEN ACHIEVED, PROVIDE THE REMEDIAL ACTION TAKEN, IF ANY.**

Data not applicable

### 3. PROVIDE DETAILS OF THE FOLLOWING DISCLOSURES RELATED TO WATER IN THE FOLLOWING FORMAT:

Parameter	2023-24	2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	4,685	4,775
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	4,685	4,775

The Company's usage of water is restricted to human use only. Efforts have been made to ensure that water is consumed judiciously in the office premises. In our corporate office, sensor taps are installed in office washrooms to economise on water consumption.

Sewage treatment plant, recycles 1 kiloliter water per day, which is reused for gardening and sanitation purposes.

The data above pertains to the head office.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency: No

### 4. PROVIDE THE FOLLOWING DETAILS RELATED TO WATER DISCHARGED:

Parameter	2023-24	2022-23
Water discharge by destination and level of treatment (in kilolitres)		
<b>(i) To Surface water</b>		
No treatment		
With treatment – please specify level of treatment		
<b>(ii) To Groundwater</b>		
No treatment		
With treatment – please specify level of treatment		Data not applicable
<b>(iii) To Seawater</b>		
No treatment		
With treatment – please specify level of treatment		
<b>(iv) Sent to third-parties</b>		
No treatment		
With treatment – please specify level of treatment		

Parameter	2023-24	2022-23
<b>(v) Others</b>		
No treatment		
With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

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

No such assessment has been carried out.

**5. HAS THE ENTITY IMPLEMENTED A MECHANISM FOR ZERO LIQUID DISCHARGE? IF YES, PROVIDE DETAILS OF ITS COVERAGE AND IMPLEMENTATION.**

No

**6. PLEASE PROVIDE DETAILS OF AIR EMISSIONS (OTHER THAN GHG EMISSIONS) BY THE ENTITY IN THE FOLLOWING FORMAT**

Parameter	Please specify unit	2023-24	2022-23
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)		Data not applicable	
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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



**7. PROVIDE DETAILS OF GREENHOUSE GAS EMISSIONS (SCOPE 1 AND SCOPE 2 EMISSIONS) & THEIR INTENSITY IN THE FOLLOWING FORMAT:**

Parameter	Unit	2023-24	2022-23
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of Co <sub>2</sub> equivalent	225.12	-
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of Co <sub>2</sub> equivalent	3,036.86	-
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of Co <sub>2</sub> equivalent/ Rs.	0.00000016	-
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		-	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output		-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

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

No such assessment has been carried out.

**8. DOES THE ENTITY HAVE ANY PROJECT RELATED TO REDUCING GREEN HOUSE GAS EMISSION? IF YES, THEN PROVIDE DETAILS.**

No such project has been undertaken by the Company.

**9. PROVIDE DETAILS RELATED TO WASTE MANAGEMENT BY THE ENTITY, IN THE FOLLOWING FORMAT:**

Parameter	2023-24	2022-23
<b>Total Waste generated (in Kilogram)</b>		
Plastic waste (A)	1,560	1,301
E-waste (B)	3,950	4,397
Other Non-hazardous waste generated (C). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	6,911	9,651
<b>Total (A+B+C)</b>	<b>12,421</b>	<b>15,349</b>

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

E-waste recycling is carried out by various e-waste vendors across all offices of the Company. For maintaining records of e-waste handled/generated, green certificates and disposal and recycling reports have been received by the Company.

This data pertains exclusively to the head office, with the exception of E-waste.

**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 does not generate any hazardous waste.

**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.
None of the Company's offices are in such locations			

**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 an independent external agency (Yes / No)	Results communicated in the public domain (Yes / No)	Relevant Weblink
Data not applicable					

**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:**

Sr. No.	Specify the law/regulation/ guidelines which were 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
Based on the nature of business, the Company is in compliance with applicable environmental norms.				

## Leadership Indicators

**1. WATER WITHDRAWAL, CONSUMPTION AND DISCHARGE IN AREAS OF WATER STRESS (IN KILOLITRES):**

Data Not Applicable

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

**2. PLEASE PROVIDE DETAILS OF TOTAL SCOPE 3 EMISSIONS & THEIR INTENSITY IN THE FOLLOWING FORMAT:**

Parameter	Unit	2023-24	2023-23
<b>Total Scope 3 emissions</b> (Break-up of the GHG into Co2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric Tonnes of Co2 Equivalent	4,591.03	-
<b>Total Scope 3 emissions per rupee of turnover</b>	Metric tonnes of Co2 equivalent/Rs.	0.00000022	-
<b>Total Scope 3 emission intensity</b> (optional) – the entity may select the relevant metric	-	-	-

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

No such assessment has been carried out.

**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.**

Data 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:**

Sr. No	Initiative undertaken	Details of the initiative (Weblink, if any, may be provided alongwith summary)	Outcome of the initiative
1	Going Paperless. Growing Sustainable.	We promote and encourage extensive use of technology in our everyday lives. As a responsible organization, we have adopted electronic document management and other digital tools to go paperless. We have continuously increased our usage of tablets for our fieldwork to onboard new clients and manage the end-to-end loan processing.	The Company's operations in almost 100 percent branches has gone completely paperless.
2	Clean Energy Solution	Partnered with leading solar providers to facilitate access to solar power driven home lighting systems and enable customers to engage in productive activities. Installed solar panels on the rooftop of our new corporate office building to harness solar power and reduce electricity consumption.	Reduction of 1,53,414 tonnes of Co2 emission & 10,45,255 households provided with green energy till date.



**5. DOES THE ENTITY HAVE A BUSINESS CONTINUITY AND DISASTER MANAGEMENT PLAN? GIVE DETAILS IN 100 WORDS/ WEBLINK.**

Yes, the Company has a Board approved Business Continuity Plan (BCP) in place. A Business Continuity Plan is essential for ensuring a Company's resilience against disruptions. It outlines procedures to maintain operations during unforeseen events such as natural disasters, cyber-attacks, or pandemics. The plan includes risk assessments, recovery strategies, and communication protocols, focusing on key components like data backup, alternate work sites, and emergency contacts. Regular testing and updates ensure the plan's effectiveness.

Satin maintains two availability zones (AZs) where data resides, ensuring seamless operations during disruptions. Key elements include data redundancy, automated failover, and regular backups across both AZs. The plan involves real-time data replication to maintain consistency and minimize data loss. Regular testing of disaster recovery protocols ensures readiness. Clear communication channels and defined roles for staff during incidents are crucial. By leveraging the geographic separation of AZs, the Company can mitigate risks from localized events, ensuring resilience and maintaining critical services for clients with minimal downtime.

**6. DISCLOSE ANY SIGNIFICANT ADVERSE IMPACT TO THE ENVIRONMENT, ARISING FROM THE VALUE CHAIN OF THE ENTITY. WHAT MITIGATION OR ADAPTATION MEASURES HAVE BEEN TAKEN BY THE ENTITY IN THIS REGARD.**

Given the nature of the business, there has been no adverse impact to the environment.

**7. PERCENTAGE OF VALUE CHAIN PARTNERS (BY VALUE OF BUSINESS DONE WITH SUCH PARTNERS) THAT WERE ASSESSED FOR ENVIRONMENTAL IMPACTS.**

Data not recorded



## 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 : 8**
- b. **LIST THE TOP 10 TRADE AND INDUSTRY CHAMBERS/ASSOCIATIONS (DETERMINED BASED ON THE TOTAL MEMBERS OF SUCH BODY) THE ENTITY IS A MEMBER OF/AFFILIATED TO.**

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Sa-Dhan	National
2.	Microfinance Institutions Network (MFIN)	National
3.	Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National
4.	Association of Microfinance Institution – West Bengal (AMFI-WB)	State
5.	Uttar Pradesh Microfinance Association (UPMA)	State
6.	Association of Karnataka Microfinance	State
7.	Odisha State Association of Financial Inclusion Institutions (OSAFII)	State
8.	Finance Industry Development Council (FIDC)	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
	No such case has been filed so far.	

### 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)	Weblink, if available
	<p>The Company maintains regular engagement with Government agencies and regulators and stands committed to providing timely and accurate information, suggestions and recommendations, feedback on draft policies, etc., as and when required. The authorized officials of the Company engage with the RBI and SEBI and other regulators on a periodic basis or as and when required. The Company is a member of various trade and industry associations and proactively contributes to the discussions and resolutions within the scope of these forums.</p> <p>The CMD of the Company, Mr HP Singh, is associated with Sa-Dhan as Chairman and with FICCI as a member of the NBFC committee. Through these roles, he advocates for policies and regulations beneficial to the microfinance industry. Moreover, Mr Singh serves as the Trade Commissioner at ASEAN, furthering our engagement with international stakeholders.</p>				

## 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. FORMAT:

Name and brief details of the project	SIA notification no.	Date of notification	Whether conducted by an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No)	Relevant Weblink
Client Protection Certification				Satin has been awarded the prestigious 'Gold' level of achievement in client protection, as certified by the global rating agency, Microfinanza Ratings. This esteemed recognition signifies that Satin consistently upholds the highest standards of client protection, as outlined in the Universal Standards for Social and Environmental Performance Management.	

#### 2. PROVIDE INFORMATION ON PROJECT(S) FOR WHICH ONGOING REHABILITATION AND RESETTLEMENT (R&R) IS BEING UNDERTAKEN BY YOUR ENTITY, IN THE FOLLOWING FORMAT

Name of the project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Data not applicable					

#### 3. DESCRIBE THE MECHANISMS TO RECEIVE AND REDRESS GRIEVANCES OF THE COMMUNITY

The Company has several channels for addressing the complaints of different stakeholders. Details of such mechanisms and policy is detailed elsewhere in this report.

#### 4. PERCENTAGE OF INPUT MATERIAL (INPUTS TO TOTAL INPUTS BY VALUE) SOURCED FROM SUPPLIERS:

	2023-24	2022-23
Directly sourced from MSMEs/ small producers		
Sourced directly from within India		
The Company conducts all its branch procurement from local business/suppliers.		

#### 5. JOB CREATION IN SMALLER TOWNS – DISCLOSE WAGES PAID TO PERSONS EMPLOYED (INCLUDING EMPLOYEES OR WORKERS EMPLOYED ON A PERMANENT OR NON-PERMANENT / ON CONTRACT BASIS) IN THE FOLLOWING LOCATIONS, AS % OF TOTAL WAGE COST

Location	2023-24 (Current Financial Year)	2022-23 (Previous Financial Year)
Rural	6,184	2,522
Semi-Urban	1,953	797
Urban	292	266
Metropolitan	5	3

## 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
None	NA

### 2. PROVIDE THE FOLLOWING INFORMATION ON CSR PROJECTS UNDERTAKEN BY YOUR ENTITY IN DESIGNATED ASPIRATIONAL DISTRICTS AS IDENTIFIED BY GOVERNMENT BODIES

S. No.	State	Aspirational district	Amount spent (In INR)
During the year, the Company has not undertaken any CSR projects in aspirational districts.			

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

Data not applicable

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

Data not applicable

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

Data not applicable

### 4. DETAILS OF THE BENEFITS DERIVED AND SHARED FROM THE INTELLECTUAL PROPERTIES OWNED OR ACQUIRED BY YOUR ENTITY (IN THE CURRENT FINANCIAL YEAR), BASED ON TRADITIONAL KNOWLEDGE

During the reporting year, the Company did not develop any new intellectual property. However, it possesses complete in-house technology. SCNL embarked on a transformative journey in the fiscal year 2016-17 by developing its own Enterprise Resource Planning (ERP) system. This decision was driven by the limitations of the legacy application (BIJLI) the Company previously utilized, which lacked scalability due to constraints in its architecture. The in-house ERP development has yielded significant advancements like transition to centralized architecture from decentered, real time data processing, geo fencing based solutions and AI and MI Integration.

### 5. DETAILS OF CORRECTIVE ACTIONS TAKEN OR UNDERWAY BASED ON ANY ADVERSE ORDER IN INTELLECTUAL PROPERTY RELATED DISPUTES WHEREIN TRADITIONAL KNOWLEDGE IS USED.

Name of authority	Brief of the Case	Corrective action taken
Data not applicable		

### 6. DETAILS OF BENEFICIARIES OF CSR PROJECTS

S. No.	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Supporting educational initiative for less privileged students - Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.	2,929	95%

## 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.

The Company has developed the redressal mechanism to solve its customer' grievances/ complaints on the basis of priority. Various channels are available for customers to register their complaints:

- Toll-Free Number: Customers can call a toll-free number to register complaints without incurring any additional charges.
- Complaint Section in Center Meeting Register: Each center maintains a dedicated section in the meeting register for customers to formally note down their complaints.
- Complaint Registers/Boxes: Complaint registers and boxes are strategically placed at branches and regional offices, providing customers with an offline option to submit complaints.
- Direct Escalation to Head Office: Customers have the option to escalate their complaints directly to the head office through formal letters addressed to the Grievance Redressal Officer by calling a dedicated landline number, or by using the official email address for client grievances: [clientgrievance@satincreditcare.com](mailto:clientgrievance@satincreditcare.com).

These channels ensure that complaints are received promptly and handled with care, underscoring the Company's commitment to excellent customer service and trust-building. We maintain a proper log of complaints and ensure that they are shared with regional and head office level operations team. Internal audit procedures are in place to verify customer satisfaction and service quality.

#### 2. TURNOVER OF PRODUCTS AND/SERVICES AS A PERCENTAGE OF TURNOVER FROM ALL PRODUCTS/SERVICES THAT CARRY INFORMATION ABOUT

	As a percentage of total turnover
Environmental and social parameters relevant to the product	96.58%
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

#### 3. NUMBER OF CONSUMER COMPLAINTS IN RESPECT OF THE FOLLOWING

	2023-24		Remarks	2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy						
Advertising						
Cyber-security						
Delivery of essential services			Nil			
Restrictive Trade Practices						
Unfair Trade Practices						

	2023-24		Remarks	2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Other	6,491	35	All outstanding complaints logged in the final week of March have been resolved within the allotted timeframe, resulting in zero pending cases to date.	8,303	65	All pending complaints were resolved within the specified turnaround time (TAT).

#### 4. DETAILS OF INSTANCES OF PRODUCT RECALLS ON ACCOUNT OF SAFETY ISSUES

	Number	Reasons for recall
Voluntary recalls	Nil	Nil
Forced recalls	Nil	Nil

#### 5. DOES THE ENTITY HAVE A FRAMEWORK/POLICY ON CYBER SECURITY AND RISKS RELATED TO DATA PRIVACY? (YES/NO) IF AVAILABLE, PROVIDE A WEBLINK TO THE POLICY.

SCNL prioritizes cybersecurity and data privacy as integral aspects of protecting sensitive information and maintaining trust with stakeholders. The Company has robust cybersecurity protocols, including encryption, access controls, and regular security assessments, to prevent unauthorized access or data breaches. Additionally, the Company adheres to data privacy regulations by implementing policies for data collection, storage, and sharing, as well as obtaining consent from customers. By prioritizing cybersecurity and data privacy, SCNL mitigates risks and safeguards sensitive information. Moreover, a proactive approach to cybersecurity and data privacy demonstrates a commitment to ethical practices and enhances customer trust and loyalty. This ultimately ensures compliance with regulations and fosters a culture of responsibility and accountability within the organization.

#### 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 THE SAFETY OF PRODUCTS/SERVICES.

No penalties/ regulatory action has been levied or taken on the above-mentioned parameters.



## 7. PROVIDE THE FOLLOWING INFORMATION RELATING TO DATA BREACHES:

Number of instances of data breaches alongwith impact : Nil

Percentage of data breaches involving personally identifiable information of customers: Nil

Impact, if any, of the data breaches : Nil

## Leadership Indicators

### 1. CHANNELS/PLATFORMS WHERE INFORMATION ON PRODUCTS AND SERVICES OF THE ENTITY CAN BE ACCESSED (PROVIDE WEBLINK, IF AVAILABLE).

Information regarding the various of financial services offered by the organization can be accessed on the Company's website at: <https://satincreditcare.com/product-portfolio/>

### 2. STEPS TAKEN TO INFORM AND EDUCATE CONSUMERS ABOUT SAFE AND RESPONSIBLE USAGE OF PRODUCTS AND/OR SERVICES.

Customers receive comprehensive training and assistance during onboarding to ensure they understand and appropriately utilize the available loan products to meet their various lifecycle needs. This includes mandatory two-day group training sessions focused on responsible product usage. Subsequently, a group recognition test and direct engagement with the branch manager reinforce understanding and clarify any queries. Moreover, at the time of loan disbursement, the branch manager reiterates the importance of credit discipline and responsible usage of loan to the customers. Furthermore, the minutes book captures the details of every center meeting and in case of any deviations identified, corrective steps are taken to educate the customer.

### 3. MECHANISMS IN PLACE TO INFORM CONSUMERS OF ANY RISK OF DISRUPTION/DISCONTINUATION OF ESSENTIAL SERVICES.

We inform consumers of any risk of disruption/discontinuation of essential services through SMS.

### 4. DOES THE ENTITY DISPLAY PRODUCT INFORMATION ON THE PRODUCT OVER AND ABOVE WHAT IS MANDATED AS PER LOCAL LAWS? (YES/NO/NOT APPLICABLE) IF YES, PROVIDE DETAILS IN BRIEF. DID YOUR ENTITY CARRY OUT ANY SURVEY WITH REGARD TO CONSUMER SATISFACTION RELATING TO THE MAJOR PRODUCTS / SERVICES OF THE ENTITY, SIGNIFICANT LOCATIONS OF OPERATION OF THE ENTITY OR THE ENTITY AS A WHOLE? (YES/NO)

Yes. The Company fully complies with display regulations, ensuring transparency in all aspects of our loan products. All the terms and conditions related to the loan products are mentioned in our loan acknowledgement receipt, sanction letter and loan card. Details of different loan products and ticket sizes are also displayed in all our offices and uploaded on the Company's website as well. Loan card mention details about the rate of interest, loan tenure, repayment cycle and repayment instalement, processing fees, insurance and other terms and conditions for all loan products.