

January 09, 2024

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

Subject: Business Responsibility and Sustainability Report for the financial year 2022-23

Please find enclosed the Business Responsibility and Sustainability Report for the financial year 2022-23, which forms part of the Annual Report of financial year 2022 -23 which was duly uploaded in BSE listing center on July 01, 2023.

This is for your information and record.

Thanks & Regards,

Yours Faithfully,
For **Poonawalla Fincorp Limited**

Shabnum Zaman
Company Secretary
ACS: 13918

Enc: A/a

Poonawalla Fincorp Limited

CIN: L51504PN1978PLC209007

Registered Office: 201 and 202, 2nd floor, AP81, Koregaon Park Annex, Mundhwa, Pune - 411 036

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Business Responsibility & Sustainability Reporting (BRSR)

Annexure 4

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L51504PN1978PLC209007
2. Name of the Listed Entity	Poonawalla Fincorp Limited (the Company)
3. Year of incorporation	December 18, 1978
4. Registered office address	201 and 202, 2 nd floor, AP81, Koregaon Park Annex, Mundhwa, Pune Maharashtra 411036 India
5. Corporate address	201 and 202, 2 nd floor, AP81, Koregaon Park Annex, Mundhwa, Pune Maharashtra 411036 India
6. E-mail	secretarial@poonawallafincorp.com
7. Telephone	91-020- 67808090
8. Website	www.poonawallafincorp.com
9. Financial year for which reporting is being done	01-04-2022 to 31-03-2023
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Limited
11. Paid-up Capital	₹1,53,58,95,184
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Shabnum Zaman Company Secretary Telephone - 91-9748670328 Email address - shabnum.zaman@poonawallafincorp.com
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).	Standalone basis

II. Products/services

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

S. no.	Description of main activity	Description of business activity	% of turnover of the entity (FY2022-23)
1	Financial and insurance Service	Financial and lending activities	100

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

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

Key products and services of the Company: Financing for Pre - Owned Car, Mortgage and Small and Medium Enterprises financing

III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not applicable	85 branches	85 branches
International	Not applicable	None	None

17. Markets served by the entity:

a. Number of locations.

Locations	Number
National (No. of States)	19 states
International (No. of Countries)	None

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

Not applicable

c. A brief on types of customers.

The Company focuses on two well defined customer segments of consumer and MSME. For these segments the Company offers a wide array of products and services to cater to their specific ever evolving needs. The customers here are both individuals as well as entities. In consumer segment it primarily consists of the salaried customers whereas for MSME it is the entity who is the customer represented through the proprietor, partner or directors in line with the business constitution.

Our diversified products and services include the following:

- Personal Loan: to various categories of professionals (CA, CS, doctors, salaried employees, government employees) for various purposes including but not limited to home renovation, travel, medical emergency, wedding.
- Business Loan: provided to MSME, for working capital and other short term financing needs.
- Professional Loans: for CA, CS, doctors to expand their practice.
- Loan Against Property to MSMEs for their working capital or other business requirements.
- Pre-owned car loan to purchase a car or to refinance the car for personal or business funds requirement.
- Medical Equipment Loan & Machinery Loan to cater to asset funding requirement of doctors and MSMEs.
- Supply Chain Finance to cater to upstream and downstream financing needs of anchors thereby helping the MSMEs have easy access to capital.

Other Loans: Medical Equipment Loan, Merchant Cash Advance, Digital Consumption Loan, Digital Consumer Finance, Auto Lease.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	2,452	2,211	90.17%	241	9.83%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	2,452	2,211	90.17%	241	9.83%
Workers						
4.	Permanent (F)					
5.	Other than Permanent (G)					
6.	Total workers (F + G)					


b. Differently-abled Employees and workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled employees*						
1.	Permanent (D)	2	2	100%	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	2	2	100%	-	-
Differently abled workers						
4.	Permanent (F)					
5.	Other than Permanent (G)			-		
6.	Total workers (F + G)					

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

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	1	10%
Key Management Personnel	3	1	33.33%

20. Turnover rate for permanent employees and workers

	FY 2022-23			FY 2021-22			FY 2020-21*		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	2.2%	2%	24%	31%	2%	33%			
Permanent Workers	Not applicable								

* The turnover numbers were not monitored by the Company in FY2020-21.

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Poonawalla Housing Finance Limited	Subsidiary	99.22%*	Yes Business Responsibility activities of the subsidiary company are conducted as part of the parent Company to the extent possible
2	Jaguar Advisory Services Private Limited	Joint venture	48.89%**	
3	Rising Sun Holdings Pvt Ltd	Holding	62.14%	

* Pursuant to divestment of stake as approved by shareholders, the transactions will be consummated upon receipt of certain regulatory approvals.

** Pursuant to divestment of stake as approved by shareholders, the transactions will be consummated upon receipt of certain regulatory approvals.

VI. CSR Details

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

(ii) Turnover (in ₹) - ₹20,10,02,03,437

(iii) Net worth (in ₹) - ₹64,24,69,55,184

Note: During the Financial Year 2022-23, the Company did not have any obligation to spend under Corporate Social Responsibility as enumerated in Section 135(5) of Companies Act, 2013. The company has spent an amount of ₹74.45 Lakhs towards ongoing projects.

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Not Applicable						
Investors (other than shareholders)	Yes	2	0	-	1	0	None
Shareholders	Yes	3	0	-	0	0	None
Employees and workers	Yes	Nil	Nil	Nil	1	Nil	Nil
Customers	Yes	1,717*	37	Nil	329	2	Nil
Value Chain Partners		Not Applicable					
Other (please specify)		-					

* Please note, due to change in complaints definition (any customer communication received on the grievance Email ID and Head Customer Service Email ID is now tagged as complaint).

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Customer Privacy & Data Security	Risk	<p>The Company's technology infrastructure plays a big role in its operations. Most transactions are completed digitally, which raises the risk for cyber and information security.</p> <p>Further, the personal details required for financial transactions are available with the Company and thereby ensuring the data security is of prime importance.</p>	<p>The Company has a Cyber Security Policy and a Data Privacy policy in place.</p> <p>The Company ensures the policies are implemented at organizational level.</p> <p>Various awareness sessions and internal newsletters, mock drills are conducted to avoid any instances of breach of customer privacy and data security.</p> <p>Further a Consumer Awareness section- Cyber Threats and Frauds is also available on website as a cautionary notice.</p>	<p>Negative</p> <p>Reputational due to incidents of data breaches or leakages.</p> <p>Financial due to loss of customers due to instances of data security and privacy.</p> <p>Litigation in case of cases filed by customers due to data leakage instances.</p>



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Customer Experience	Opportunity	Any business's continued expansion depends on providing an outstanding customer experience. Loyalty, customer retention, and brand advocacy are all aided by providing a positive customer experience.	-	Positive Good customer experience can bring more customers through word of mouth and improve the Company's reputation.
		Risk	The Company offers financial products and services to millions of customers, any bad customer experience could result in customer loss or even damage to the company's reputation.	The Company has a Grievance Redressal Policy which helps customers to raise grievances. The Company is using integrated approach that is technology driven to enhance customer experience. Maps and monitors the turnaround time of complaints and accordingly trains the frontline staff to address the customer grievances. Continuous call quality monitoring has been implemented to ensure analysis of repeat calls can be conducted and avoid delays in grievance redressal.	Negative Loss of reputation can lead to customer attrition which can thereby affect the business.
3	Digital Innovation and Disruption/ Digitalization	Opportunity	The interest and acknowledgment of digital exchanges are expanding in India. Digital innovation to improvise organizational practices and improve customer services is at the core of the Company's business. Customers across age groups are steadily appreciating digitalization and therefore the Company is further focusing on implementing technology and digital led product transformation for faster service delivery, increased efficiency of existing processes and optimal resource utilization.	-	Positive Reputation of Company due to improved digital experience of customers and low complaints Improves processes and systems internally.

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

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
c. Web Link of the Policies, if available	Yes								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	When acting on behalf of the Company, third parties like consultants and agents are required to abide by the Code of Business Ethics as well as the Code of Conduct for Direct Selling Agents (DSAs), Direct Marketing Agents (DMAs), and Debt Recovery Agents (DRAs).								
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) mapped to each principle.									
Principle 1					-				
Principle 2					-				
Principle 3					-				
Principle 4					-				
Principle 5					-				
Principle 6					-				
Principle 7					-				
Principle 8					-				
Principle 9					-				
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.					-				
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.					-				
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>We are pleased to share an overview of the environmental, social, and governance (ESG) achievements we have made as an organization. We recognize the importance of transparency and accountability in our ESG journey and Governance remains a pillar of our ESG strategy. We have implemented robust governance frameworks, enhanced board oversight, strengthened risk management practices and effectively embraced digital transformation while upholding compliance standards. We have made strides in minimizing our environmental impact by adopting waste minimization measures and creating awareness among our stakeholders regarding judicious use of water and energy. On the social front, we have recognized the need to foster diversity, equality, and inclusion within our organization. We have implemented inclusive policies and training programs to ensure equal opportunities for all employees. We have also adopted various initiatives to drive customer centricity. Furthermore, we actively participate in corporate social responsibility (CSR) initiatives to make positive contributions to the communities where we operate. In conclusion, as we continue to embrace new challenges and opportunities, we remain committed to transparent reporting, active stakeholder engagement, and continuous improvement in our ESG performance. I extend my gratitude to all our employees, customers, partners, and stakeholders for their invaluable support and contributions in our ESG journey. Together, we can build a sustainable future that respects our planet, empowers communities, and delivers long-term prosperity.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	<p>Abhay Bhutada Managing Director DIN: 03330542</p>								



9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes
	<ul style="list-style-type: none"> • Risk Management Committee • Nomination and Remuneration Committee • Audit Committee • The other Committees of the Board are the Asset Liability Management Committee, IT Strategy Committee, Review Committee, CSR Committee and the Management Committee.

1c: It has been the Company's practice to upload all polices on the intranet for the information and implementation by the internal stakeholders and some of these policies are also available at the following website: Corporate Governance Policy, Code of Conduct and Business Ethics, CSR Policy, Grievance Redressal Policy, POSH, Anti-money laundering Policy and KYC norms, Breach of Integrity and Whistle Blower/Vigil Mechanism Policy.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)
	P1 P2 P3 P4 P5 P6 P7 P8 P9	P1 P2 P3 P4 P5 P6 P7 P8 P9
Performance against above policies and follow up action	Yes (Principle 1,2,3,4,5,6,8,9) Committees of the Board Any other Committee for P7	Annually or on need basis
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes Committees of the Board. The Company is in compliance with the regulations, as applicable.	Annually or on need basis

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

No.

All policies and processes, are subject to audits and internal reviews conducted by the Company from time to time.

All policies of the Company are evaluated and reviewed internally as and when required.

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	No	No	No	No	No	No	Yes	No	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)	No	No	No	No	No	No	Yes	No	No
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	No	No	No	No	No	No	Yes	No	No
It is planned to be done in the next financial year (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
Any other reason (please specify)							*		

* The Company works closely with collective trade and industry associations as and when required, while there is no specific policy outlined for Principle 7.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness Programmes
Board of Directors	5 [4 familiarization programmes (8 directors attended 4 programmes and 2 directors attended 3 programmes) and 1 awareness session on ESG journey of an organization]	<ul style="list-style-type: none"> • Circular on applicability of Regulation 23 of SEBI (Listing Obligations and Disclosure Requirements) Regulation, 2015 in relation to RPTs. • Operational Circular for listing obligations and disclosure requirements for Non – convertible Securities, Securitized Debt Instruments and/or Commercial Paper & Operational guidelines for ‘Security and Covenant Monitoring’ using Distributed Ledger Technology (DLT). • Enhanced guidelines for debenture trustees and listed issuer companies on security creation and initial due diligence. • Companies (Accounts) Fourth Amendment Rules, 2022 & Companies (Corporate Social Responsibility Policy) Amendment Rules, 2022 • Company Law Committee Recommendations For Amendments In Companies Act, 2013 • SEBI (SAST) (Amendment) Regulations, 2022 • SEBI (Listing Obligations and Disclosure Requirement) (Sixth Amendment) Regulations, 2022 • Discussed the process of materiality assessment, BRSR requirements and the ESG policy outline <p>*The RBI regulations, circulars, guidelines, press releases etc. are also discussed by the Board of Directors.</p>	100%
Key Managerial Personnel	5	<ul style="list-style-type: none"> Corporate Governance Code of Conduct for Prohibition of Insider Trading, Road to Compliance: KYC , anti-money laundering (AML), INFOSEC, Data Leakage Prevention and Prevention of Sexual Harassment (POSH) Process of materiality assessment, BRSR requirements and the ESG policy outline. 	100%
Employees other than BoD and KMPs	7	<ul style="list-style-type: none"> Code of Conduct for Prohibition of Insider Trading (Designated Employee), Breach of Integrity and Whistle Blower Vigil Mechanism, Code of Conduct, Understanding of Prohibition of Insider Trading, Road to Compliance: KYC, AML, INFOSEC, Data Leakage Prevention, POSH Context setting on ESG, process of materiality assessment, BRSR requirements. 	99% coverage on an average (100% for POSH and Road to Compliance)
Workers		Not applicable	

Presentations were delivered at the Board and Committee sessions throughout FY2022-23. The Board of Directors received information on a variety of subjects related to topics on economic, or regulatory changes in their capacity as members of various Committees of the Board. The new directors must go through induction and familiarization



programme which is mandatory as per SEBI Listing Regulations. The Familiarisation Program also includes explaining the independent directors about the ongoing events of the company, business structure, codes and policies, duties, liabilities etc. In FY2022-23, 5 familiarization sessions were held for a cumulative period of ~2 hours. In addition to these sessions, during the 6 Risk Management Committee meetings held in FY2022-23, regulatory updates were provided to the Board members and the impact on NBFCs were also discussed. Few topics covered were as follows:

- Implementation of 'Core Financial Services Solution' by Non-Banking Financial Companies (NBFCs)
- Master Direction – Reserve Bank of India (Regulatory Framework for Microfinance Loans) Directions, 2022
- Compliance Function and Role of Chief Compliance Officer (CCO)
- RBI Circular on Loans and Advances – Regulatory Restrictions – NBFCs.
- Disclosures in Financial Statements- Notes to Accounts of NBFCs under Scale Based Regulation
- Directions under sub-section (6) of section 70B of the Information Technology Act, 2000
- Guidelines on Compensation of Key Managerial Personnel (KMP) and Senior Management in NBFCs
- Senior Management Personnel (SMP) and/or Non-Executive Directors (NEDs) - Reporting of Exit and Succession Planning
- RBI Press Release dated 10 August 2022 on Recommendations of the Working group on Digital Lending - Implementation and Circular on Guidelines on Digital Lending dated 02 September 2022
- Circular on Multiple NBFCs in a Group: Classification in Middle Layer

The Board of Directors and KMPs received a briefing on their duties, with a particular focus on Corporate Governance. They were also updated on the latest advancements in IT, cybersecurity, digitalization programs, and legal requirements, as well as customer centricity. The Company prioritized induction training for all employees, which included 9 principles emphasizing governance standards and the code of business ethics. Annual code of conduct training was made mandatory for all employees, along with virtual modules on compliance. Employees must achieve a pass percentage in compliance training modules, and if they fail to do so, they are required to repeat the module. The Company also provides functional, competency, and behavioral programs, as well as specific trainings tailored to the needs of various functions.

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

Monetary	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			Nil		
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					
Punishment			Nil		

*Kindly note no fine has been imposed by the regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest till date. Further please note during the year fine was imposed by the stock exchanges for delay in reporting the record date of non- convertible debentures (NCDs). Subsequently, stock exchanges had withdrawn the said fine.

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
-	-

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

Yes. The Company has Code of Business Ethics, Breach of Integrity and Whistle Blower/Vigil Mechanism Policy and Code of Conduct for Prevention of Insider Trading. The Company also has a defined Code of Conduct & Discipline Rules (Code) to deter wrongdoings and to foster and maintain the standard of business conduct for employee, trust and confidence in the professionalism and the integrity of the employees. The Code is applicable to all employees across functions, geographies and grades. The abovementioned policies and code aim to maintain the standard of business conduct and ethics and also serve as guideline to report fraud, unethical or illegal practice.

Code of Business Ethics: <https://poonawallafincorp.com/investor-governance.php>

Breach of Integrity and Whistle Blower/Vigil Mechanism Policy : <https://poonawallafincorp.com/investor-governance.php>

Code of Conduct for Prevention of Insider Trading : <https://poonawallafincorp.com/investor-governance.php>

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

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Not applicable	

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

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

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

No fine was imposed by the regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest till date. However, fine was imposed by the stock exchanges as there was delay in reporting the record date of NCDs. As a corrective action, the Company has adopted an internal mechanism in the form of maker-checker workflow to avoid such incidents of delay. Selected departments are now responsible to take note of the dates of report submission and to ensure they are no delays.

Leadership Indicators

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

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

Please note: The number of awareness are not monitored currently but the clauses regarding ethical, transparent are part of vendor agreements. Regular discussions are organized with the direct selling agents (DSAs) and value chain partners to ensure compliances to the clauses mentioned in the agreements and code of conduct.



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 Board of Directors has laid down a Code of Conduct for all the Board Members and Senior Executives of the Company including a Code of Conduct for Independent Directors.

Everyone in a position where a conflict of interest might exist or could reasonably be seen as such must declare that possibility to their department head, a human resources representative, or another designated department (s). The supervisor, department head, or human resources representative should seek advice from the company's compliance officer* if they have any doubts. If there is a conflict of interest, the Company will decide if it exists and, if so, will work with the Associate** to swiftly remedy the issue.

* Compliance officer: An employee/officer appointed by the Board of Directors to provide written approvals for actions under the Code or to do such other acts as the Board may decide. For the purpose of this Code, Head Human Resources of the Company is designated as the Compliance Officer.

** Associate means and includes all Directors including Executives and Non-Executive Directors, officers, Senior Management Personnel and employees of PFL. It also includes employees of those entities in which PFL has an interest but does not have control as well as consultants and agents acting on PFL's behalf.

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

Essential Indicators

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

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year	Details of improvements in environmental and social impacts
R&D			
Capex		Not applicable	

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

Yes

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

The primary resource consumption of the Company is printing paper. The Company entered into vendor agreements for procurement of paper and tracks consumption of resources to reduce their wastage.

Above all, the Company also emphasized on integrating sustainable practices within the value chain (suppliers and customers) through acceptance of payments through automated clearing house (ACH)/ Auto Debit/Digital/online mode which in turn helped the customers in paper less transaction. To avoid further usage of paper, the customer documents are stored digitally.

As the corporate office is a Platinum Certified Green Building. Certified green buildings focus on the use of recycled materials instead of virgin materials. Such materials are certified, have lower carbon footprint and are sourced and used in a sustainable manner with minimal or no adverse effects to the environment.

The Company is not tracking the percentage of inputs sourced sustainably.

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

The Company's primary waste products comprise of paper waste and electronic waste.

Paper Waste: The Company has minimized paper usage through digital technologies and process optimization. As a service-oriented company, paper is a major resource consumed. To promote sustainable service delivery, the Company encourages paperless transactions and implements a paper recycling initiative

for old printouts. Payments are accepted through electronic modes, reducing the need for paper. Vendor payments are made electronically as well. Various initiatives are in place to reduce paper usage, such as online lead generation, digital customer transactions, an e-learning platform for employees, and SMS updates during loan processing. System-generated reports are no longer printed, and files are processed digitally whenever possible. The Company prioritizes digital storage of documents and communicates with customers primarily via email, SMS, and inbound calls.

E-waste: The Company has put in place mechanisms for responsible disposal of waste through authorized third party vendors. The Company has in place a Policy on process for disposal of E-Waste Items. Further, the device management policy of the Company helps to monitor and repair devices as required.

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

Not applicable

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

Not applicable

Leadership Indicators

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

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

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

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

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

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

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						
Other Waste						
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 respective category
Not applicable	



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

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	2,211	2,211	100%	2,211	100%	0	0%	2,211	100%	0	0%
Female	241	241	100%	241	100%	241	100%	0	0%	137	56.85%
Total	2,452	2,452	100%	2,452	100%	241	9.83%	2,211	90.17%	137	5.59%
Other than Permanent employees											
Male	Not Applicable										
Female	Not Applicable										
Total	Not Applicable										

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent workers											
Male	Not Applicable										
Female	Not Applicable										
Total	Not Applicable										

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

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	Not applicable	Y	100%	Not applicable	Y
Gratuity	100%	Not applicable	Not applicable	100%	Not applicable	Not applicable
ESI	7.3%	Not applicable	Y	45.9%	Not applicable	Y
Others – please specify	0	Not applicable	0	0	Not applicable	0

3. Accessibility of workplaces

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

Yes (Pune Corporate Office)

- The Company welcomes equal opportunity and diversity and thus no discrimination is observed during the hiring process. Therefore, to ensure the workplace is inclusive of differently abled, the PFL Corporate Office building is made accessible to prospective differently abled employees with ramps, wheelchairs, and elevators. This will help to create an environment that is safe and eliminate the barriers of belongingness.

- Dedicated rest rooms are provided in the office.
- Braille and voice enabled elevators are provided in the office.
- Creche and Medical Room Facility also available in the office.

The Company is an Equal Opportunity employer and has zero tolerance towards discrimination. Corporate office is disabled friendly.

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

Yes. The Company has an Equal Opportunity Policy which is internal to the Company and is communicated to all the permanent employees.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	100	Not applicable	Not applicable
Female	100	69	Not applicable	Not applicable
Total	100	96	Not applicable	Not applicable

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

Yes

	(If Yes, then give details of the mechanism in brief)
Permanent Workers	Not applicable
Other than Permanent Workers	Not applicable
Permanent Employees	<p>The Company enables employees to work without fear of prejudice, gender discrimination and harassment. The Company has zero tolerance towards any non-compliance of these principles. The Company has 'Code of Conduct', 'Breach of Integrity and Whistle Blower/Vigil Mechanism Policy, 'Prevention of Sexual Harassment' framework serving as grievance mechanisms for its employees to report or raise their concerns confidentially and anonymously, and without fear of any retaliation.</p> <p>Whistleblower policy explains the mode of communication for alleged wrongful conduct.</p> <p>Mode of Communication: Email to whistleblower@poonawallafincorp.com or send a complaint at a mentioned postal address. Communicate to the employee or senior management team who can then forward the same to Internal Head-Human Resources. The same must be then forwarded to Ethics & Disciplinary committee. Further details can be obtained from the policy available publicly.</p> <p>Employees can report with Multiple Channels - Scan and Share, Email ID</p> <ul style="list-style-type: none"> • HR monthly drives are conducted so that employees can reach out to the HR for any concerns. • The HRMS is QR code enabled which can help the employees to raise grievances in a hassle-free manner – for grievance raising. • Engagement with Business HR team on a monthly basis to focus on the closure of open queries and resolution of challenges.
Other than Permanent Employees	Not applicable for workers
	-



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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
- Male						Not applicable
- Female						
Total Permanent Workers						
- Male						Not applicable
- Female						

8. Details of training given to employees and workers:

Category	FY 2022-23 Current Financial Year					FY 2021-22 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)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	2,211	690	31.21	1,857	83.99	4,823	-	-	2,942	61.00
Female	241	131	54.36	217	90.04	361	-	-	249	68.98
Total	2,452	821	33.48	2,074	84.58	5,184	-	-	3,191	61.55
Workers										
Male										
Female										Not applicable
Total										

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

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	2,211	2,211	100%	4,823	3,841	79.64%
Female	241	241	100%	361	297	82.27%
Total	2,452	2,452	100%	5,184	4,138	79.82%
Workers						
Male						
Female						Not applicable
Total						

10. Health and safety management system:

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

Yes

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

- All the offices are provided with fire extinguishers and kept in working condition.
- At Pune Corporate Office,

- Fire detection and firefighting system is in place integrated with building management system.
- Emergency response team (ERT) has been formed to guide the employees in the panic situations if any.
- Fire evacuation drills are being conducted periodically.
- Public announcement (PA) system is in place for any emergency situations.
- Medical Room also available in the Office.

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

Given the nature of business, this is not directly applicable to the Company.

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

Not applicable

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

Yes.

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

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

Safety Incident/Number	Category	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers	Not Applicable	Not Applicable

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

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

- In the domain of health and wellness, your company conducted a wellness session on nutrition.
- Covering both health and wellness and engagement, your Company conducted a football tournament in 8 branches including Corporate Office.
- Under social wellness, we had a "Bring your child to work" day for Corporate Office employees. The children were engaged with games and activities. We also involved employees' children across locations to celebrate Children's Day.
- Fun@Work as a theme was celebrated across locations in different ways.
- We stepped up our employee connect framework through branch connects by HR, branch huddles (top 18 branches) led by the seniors of the respective branches and townhalls conducted by Function Heads. These connects allowed us to disseminate organization-level information to the employees and gave them a listening post where we acknowledged their challenges and resolved them.
- Employee understanding and adoption of our values and competencies were led by the L&D team. Internal panel and cascade sessions were conducted to help employees imbibe our values and competencies. Some of our learning initiatives were designed keeping our values and competencies as the foundation.



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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil			Nil		
Health & Safety	Nil			Nil		

14. Assessments for the year

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

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

Not applicable

Leadership Indicators

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

Yes. The Company extends the Group Medical Coverage, Group Personal Accident Coverage and Group Term Insurance to all the permanent employees. The coverage for the employees varies according to the employee grade.

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

Not applicable

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Employees				
Workers	Not applicable			

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

Yes

The Company has a retirement policy that honors the accomplishments and contributions of departing employees. The experience gained by the retiring employees in the different fields helps them in their post-retirement professional engagement. The Company also has an internal job policy to nurture the organization's multi-skilled resources.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	
Working conditions	Not applicable

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

Not applicable

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

Essential Indicators

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

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

The Corporate Communication & Brand Team works with various stakeholders/agencies such as public relations agency, branding agency, agency for photoshoot and videography, various content marketing agencies, agencies for designing the reports etc. to create awareness about the Company as a brand.

As far as essential indicators to shortlist the agency/vendors are concerned the Company follows the best practices of shortlisting more than one company/agency from the same space who are doing work in the BFSI space. Post identifying agencies multi-agency pitches are conducted and pricing negotiations are done based on possible deliverables and scope of work.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government and regulatory authorities	No	Newspaper advertisements for various regulatory notices on various occasions such as postal ballot notice, change in address, quarterly result announcement statutory advertisements, shareholders awareness etc.	Quarterly and as and when required as part of compliance and corporate governance.	Purpose of such engagements is to keep various regulatory authorities informed and up to date about the various developments going on in the organization to fulfill the compliance requirement.
NGOs and local community	No	Community meetings	Half Yearly	A number of deserving and meritorious students seek to study further but are constrained by their family circumstances. During the last couple of years, there was a sharp increase in students seeking to discontinue their studies on account of a loss in family incomes or stressed family incomes. The Company addressed this unmet social need by funding in part or full the fees of such students at the under-graduate level. The Company leveraged its rich analytical framework used to ascertain family incomes to address deserving cases. The Company offered financial assistance in form of scholarship to meritorious students from low income families (daily wager, odd jobs holder, lowly paid private employees, farmers) across the country. This meets part of their education and related expenses while pursuing under-graduate studies.



Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	Yes	Emails (internal communications), Newsletter, Website and Notice Board, Townhall.	Others- We send regular communication as and when business functions ask for it. It varies case to case basis.	Purpose of such engagements is to keep employees up to date on various initiatives of the organization. We also reach out to all employees to educate them on various policies, Company SOPs as well as milestones. Another aspect is employee engagement programs which includes initiatives on social, physical, emotional and environmental wellness.
Customers	Not applicable	Call centre, branch office, smartphone, website and social media.	Need basis	New products and services, grievances and complaints.
Suppliers	Yes	Email, Phone calls and one on one meetings.	Others- We communicate with some vendors like PR agencies, Branding agencies on a day to day basis to perform various tasks. We also do weekly meetings, monthly and quarterly review meetings to map the progress.	Purpose of this engagement is to inform various service providers on real time basis and make sure they are on the same page as far as plan for external and internal communication is concerned.
Investors	Not applicable	Website, meetings, emails, Physical Meetings, Investor Calls, Analyst Presentations.	Quarterly	Providing relevant information, progress of the company, various initiatives and roadmap.
Shareholders	Not applicable	Website, Emails, Shareholder meetings, Postal Ballot notices. News paper publication.	Quarterly/need based	Providing relevant information, progress of the company, various initiatives and roadmap.
Media	No	Newspaper, pamphlets, social media, website, Press Meet, Media Events, Management Interviews.	Others: need based/as required	Latest developments of the Company

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

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

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

Employee engagement is a top priority, with various platforms and communication channels utilized. This includes addressing complaints and concerns, providing feedback and evaluations, sharing news through internal newsletters and emails, conducting town hall meetings, and organizing awareness programs. Feedback received is recorded as meeting minutes and discussed by function heads and senior management for possible implementation. For dissemination of organization-level information to the employees, the employee connect framework was modified. Through this the mechanism to connect the branch heads with the HR team, conduct townhalls with the Functional Heads were practiced. This process allowed the Company to acknowledge the challenges faced by the employees, provide resolutions and allow discussion with the senior members of the organization.

The business HR team conduct monthly consultation with the employees by focusing on open queries and putting efforts to resolve them. To further strengthen the employee connects, the Company has partner with third party to provide an AI based platform through which the employees can stay connected.

As a forward looking step, the Company launched an initiative My Branch, My Pride through which the Senior leaders have been assigned selected branches to ensure engagement with employees, understand their challenges and provide appropriate resolutions. This was also initiated to set an example of approachable leadership for the employees and ensuring the aspect of inclusiveness for all.

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

Yes

The engagement with communities is mostly in the form of focused group discussions and their views and opinions on CSR programs are taken note of. Based on previous discussions with the beneficiaries on M-Scholar programs various changes were brought in the project to ensure improved coverage and fair selection of candidates.

The discussion of employees with HR and team leads has also helped the Company to incorporate activities such as employee wellbeing programs, taking cognizance of environmental initiatives (saving electricity, water etc.).

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

To avoid spreading false information about the organization, whenever journalists or media outlets ask questions or have queries, the Company immediately reviews them and responds. The Company also speaks to the media to keep stakeholders updated about the Company. The Company thinks that the unbanked and underbanked people in urban India are less likely to integrate into India's mainstream economy, which makes them vulnerable to socioeconomic exploitation. Through its CSR (Corporate Social Responsibility) initiative, the Company aims to improve the lives of underprivileged individuals. All the projects aim to help the poor live better, more dignified lives by uplifting and supporting them. M-Scholar, the flagship project, aims to address the concerns of marginalized stakeholder groups and promote society's holistic development.

Principle 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	2,452	2,452	100%	5,467	3,057	56%
Other than permanent	Not applicable			Not applicable		
Total employees	2,452	2,452	100%	5,467	3,057	56%
Workers						
Permanent						
Other than permanent						
Total workers			Not applicable			



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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	2,452	-	-	2,452	100%	5,184	-	-	5,184	100%
Male	2,211	-	-	2,211	100%	4,823	-	-	4,823	100%
Female	241			241	100%	361	-	-	361	100%
Other than permanent										
Male										Not Applicable
Female										
Workers										
Permanent										
Male										
Female										
Other than permanent										Not Applicable
Male										
Female										

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

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)				
Key Managerial Personnel				
Employees other than BoD and KMP	2,211	₹8 lakhs	241	₹7 lakhs
Workers				
				Not Applicable

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. The Company has formed an Ethics and Disciplinary committee which oversees the handling of every aspect of regulatory and employee disciplinary matters. The Committee oversees looking into, among other things, any allegations of human rights violations within the Company.

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

The Company has a defined "Whistleblower" mechanism to ensure that any violations to its Code of Conduct and Code of Business Ethics (including violation of human rights) are raised in a systematic, fair manner and without any fear of consequence. Further, any other concerns or grievances on discrimination, harassment, unethical behavior or dealings can be reported by the employees in accordance with the process explained in Whistleblower Policy, human resource manual and the code of conduct.

The complaints of sexual harassment are dealt with by the Internal Committee ("IC"). Complainant may submit a complaint in writing and inform any IC member. In case of a complaint against any Member of the IC, the complaint can be made to the Head- Human Resources of the Company. Any of the IC members at the workplace must receive a detailed complaint from the complainant, along with any available documentary evidence or witness names.

The Human Resources department is the final authority to make decisions based on the Company's Code of Conduct and Discipline Rules in the event of a Protected Disclosure regarding disciplinary or workplace harassment concerns.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	-	-	-	1	Nil	-
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						Nil
Wages						
Other human rights related issues						

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

A formal grievance mechanism is available to all employees to report or raise their concerns confidentially and anonymously, without fear of retaliation through the Scan and Share system.

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

Yes

9. Assessments of the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	Not applicable
Wages	
Others – please specify	

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

Nil

Leadership Indicators

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

There have not been any significant complaints or grievances regarding human rights that merit the addition or modification of business procedures.

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

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 welcomes differently abled visitors and makes no discrimination in their reception. To ensure the differently abled visitors also feel safe and comfortable, the Pune, Corporate Office is made accessible by providing ramps for wheelchairs. Additionally, separate washroom, Braille enabled, and voice assisted elevators are also provided for easy access. The Company may also have differently abled employees in the near future and therefore infrastructure has been designed accordingly.



4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	
Discrimination at workplace	
Child labour	Not applicable
Forced/involuntary labour	
Wages	
Others – please specify	

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

Not applicable

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

Essential Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A)	4381 GJ*	
Total fuel consumption (B)	44.70 GJ*	
Energy consumption through other sources (C)		
Total energy consumption (A+B+C)	4,425.7GJ*	
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	220.18J/₹	
Energy intensity (optional) – the relevant metric may be selected by the entity		

*Data for Corporate Office has only been considered

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

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.

Not applicable

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not applicable	Not applicable
(ii) Groundwater		
(iii) Third party water (Municipal water supplies)		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		

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.

Note: Even though the nature of its business—being a non-bank financial company—has little effect on the environment, the company constantly strives to reduce its environmental impact by figuring out how to maximize resource consumption in its operations. Additionally, the water is only used for basic consumption, and there is currently no system in place to track it.

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

Not applicable

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	-	Not applicable	Not applicable
SOx	-		
Particulate matter (PM)	-		
Persistent organic pollutants (POP)	-		
Volatile organic compounds (VOC)	-		
Hazardous air pollutants (HAP)	-		
Others – Ozone Depleting Substances (HCFC - 22 or R-22)	-		

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

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂	0.14*	
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂	961*	
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ /₹	4.78*10 ⁻⁸	
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	

*Data for Corporate office has only been considered

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

No

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

Yes

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

- Awareness generation among the employees to conserve and responsibly use electricity
- Reduction of usage of energy (through installation of LED bulbs, energy efficient electrical equipment and retrofitting LED lights in branch offices.)
- E-waste management and handling, distribution of sapling and paper conservation (e.g. both side printing, re-use of papers) and paper waste recycling
- Corporate office is in a Platinum certified green building



- The Company has managed all the electrical equipment in a manner so that they help in conserving energy. The Company has initiated installation of LED lights in new and upcoming branches wherever possible. The Company is also in the process of replacement of existing lights with LED lights in a phased manner.
- The Company is also funding projects Such as Jai Kishan, Agri allied services to have a positive impact on the environment.
- The energy consumption would reduce as a result of these initiatives, either directly or indirectly. Energy conservation would significantly contribute to the mitigation of global warming in our nation due to the predominant use of fossil fuels for energy production, which results in greenhouse gas emissions and climate change.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	21.0	13.2
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A+B + C + D + E + F + G + H)	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste	-	-
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

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.

Note: Despite the fact that the nature of its business being a non-bank financial company has little effect on the environment, the company constantly strives to reduce its environmental impact by figuring out how to maximize resource consumption in its operations.

9. Briefly describe the waste management practices adopted in your establishments.

Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Paper and e waste are the predominant categories of waste generated from the operations of PFL and the Company has adopted various management practices to ensure the quantum of waste generated in reduced gradually and awareness is also created within the organization to manage the wastes in an efficient manner.

Paper Waste: The Company has reduced the use of paper by optimizing its processes through digital technologies and process excellence. Because of the nature of its services, the major resource consumed at the Company is paper. The Company contributes towards sustainable service delivery through paperless transaction. The Company has a paper recycling initiative in terms of re-usage of old printouts which are no longer required and also monitor consumption of paper. Above all, the Company accepts payments through ACH/Auto Debit/Digital/online mode which in turn helps the customers in paper less transaction. All payments to vendors are through NEFT/RTGS mode thereby reducing the usage of paper. The Company ensures reduction of paper usage through various initiatives viz. leads are generated online with customer related data, online system to record customer related transactions, e-learning platform for knowledge sharing / enhancement of employees, customers are updated through SMS during loan processing at every stage till sanction. Other important initiatives launched in previous year is discontinuation of printing of system generated reports and facility for uploading system generated reports which helped in restricting usages of paper, ink cartridges, fuel for transportation. Business units are working towards paper-less processing of loan files and avoid taking paper printouts as much as possible. We are promoting storage of documents digitally. The Company is conscious about usage of paper and saving trees. Statements & Reports, Welcome Letter, Statement of Account, Foreclosure, No Objection Certificate etc is primarily sent to customers via e-mail. Loan details and related information is provided to customers via email /Inbound Call, Regular proactive communication: SMS, Whatsapp and email.

E waste: The Company has put in place mechanisms for responsible disposal of waste through authorized third party vendors. The Company has in place a Policy on process for disposal of E-Waste Items. Further, the device management policy of the Company helps to monitor and repair devices as required.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not applicable			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not applicable					

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

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not applicable				
The current set of guidelines established by the government are adhered to by all relevant activities				



Leadership Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)		
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	4381 GJ*	
Total fuel consumption (E)	44.7 GJ*	
Energy consumption through other sources (F)		
Total energy consumed from non-renewable sources (D+E+F)	4,425.7 GJ*	

* Data for Corporate Office has only been considered

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

No

2. Provide the following details related to water discharged:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Not applicable	Not applicable
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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.

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

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

- (i) Name of the area:
- (ii) Nature of operations

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not applicable	Not applicable
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	Not applicable	Not applicable
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

No

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)			
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 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, name of the external agency.

No



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

Not applicable

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

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Installation of LED bulbs, energy efficient electrical equipment and also retrofitting LED lights in branch offices	-	This has reduced electricity consumption of the Company

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

Yes

The Company has implemented a comprehensive Business Continuity Management System (BCMS) as outlined in its Business Continuity Management Policy. This system ensures the recovery of critical business processes and services in the event of disruptions that may impact stakeholders and customers. Contingency measures have been established to protect essential resources such as people, technical infrastructure, facilities, and vital records.

The BCMS Policy governs the Company's emergency response, resumption, recovery, and restoration procedures during a disaster. It outlines the overall Business Continuity practice, including individual and functional responsibilities necessary to ensure business continuity and minimize financial and non-financial impacts in the event of a critical service disruption.

The BCMS at the Company covers departments located at the Corporate and Registered Office, as well as the primary and secondary data centers in Pune. Business Continuity for Software-as-a-Service (SaaS) applications /Infrastructure-as-a-Service(IaaS)/Platform-as-a- Service(PaaS) is managed either by the SaaS/ IaaS/PaaS vendor or as per contractual agreements. Critical application identification and annual testing for Business Continuity are conducted to maintain the effectiveness of the BCMS.

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

Not applicable

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

Not applicable

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. 4
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.

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

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

Name of authority	Brief of the case	Corrective action taken
-		

There have been no action or issues related to anti-competitive conduct and no adverse orders from any authority during the FY23.

Leadership Indicators

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

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

Please note: PFL has taken annual membership of FICCI, FIDC, CII and ASSOCHAM but has not been associated in formulating any such policies, strategies, etc. at any level. PFL as an NBFC may have given its comments or recommendations on certain draft policies, circulars, etc. as and when asked by RBI from all NBFCs wherever applicable.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not applicable					

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

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



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

The Company is dedicated to making a positive impact through its Corporate Social Responsibility (CSR) initiatives. These initiatives are focused on improving the lives of underprivileged individuals and fostering their overall well-being. The flagship project, M-Scholar, plays a pivotal role in promoting holistic development within society.

To ensure effective implementation, the Company's CSR team actively engages with communities, an important stakeholder group. This engagement serves as a platform for open communication, allowing the team to understand the concerns and gather feedback from the community. This feedback helps in shaping and refining the projects that address social and environmental issues, ensuring their relevance and effectiveness in creating a meaningful impact.

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

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directly sourced from MSMEs/ small producers	-	
Sourced directly from within the district and neighboring districts		

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
Nil	Nil

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

S. No.	State	Aspirational District	Amount spent (In ₹)
1.	Bihar	Nawada	62,500
2.	Bihar	Muzaffarpur	62,500
3.	Bihar	Gaya	62,500
4.	Bihar	Jamui	62,500
5.	Jharkhand	Purbi Singhbhum	62,500
6.	Madhya Pradesh	Rajgarh	12,500
7.	Rajasthan	Karauli	62,500

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

No

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

-

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

0%

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/ No)	Basis of calculating benefit share
Not applicable				

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

Name of authority	Brief of the Case	Corrective action taken
Not applicable		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Project M-Scholars Scholarship to students	301	100%

Details of project:

A number of deserving and meritorious students wish to continue their education, but their family circumstances prevent them from doing so. To address deserving cases, the company utilized its extensive analytical framework for determining family incomes. The Company evaluated the needs of students based on their age, board exam scores, and family monthly income.

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 employs various strategies to effectively address customer complaints and enhance their satisfaction:

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

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

Enhancing Customer Experience:

The Company is committed to delivering a differentiated customer experience by implementing the following measures:

Digital Engagement: Leveraging digital channels, the Company proactively connects with customers throughout their lifecycle journey. Approximately 45% of customer queries and requests are serviced digitally, allowing for swift and smooth resolution of concerns. This digital connect helps in timely communication and enhances overall customer experience.

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



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

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

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive						
Trade Practices	-	-	-	-	-	-
Unfair Trade						
Practices	-	-	-	-	-	-
Other						

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not applicable

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

Yes, the Company has a board approved Cyber Security Policy in place at organization level. The Company also has a Data Privacy policy in place.

Privacy policy

Consumer Awareness - Cyber Threats and Frauds

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

Not applicable

Leadership Indicators

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

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

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

The products and services of the Company can be accessed here <https://poonawallafincorp.com/>.

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

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

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

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

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.

Not applicable

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes

The Company utilizes an outsourced partner to conduct the Net Promoter Survey (NPS) to gather independent customer satisfaction evaluations. The NPS score serves as a reliable measure of customer loyalty. This survey is conducted monthly by the Company.

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

To foster a Customer Centric Culture, the Company has implemented a Field Officer rating process for newly onboarded customers. Monthly scores for these officers are published within the relevant business vertical, raising awareness of the customer experience among front-line staff.

5. Provide the following information relating to data breaches:

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

0

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

0

For and on behalf of the Board

Abhay Bhutada
Managing Director
DIN: 03330542

Pune
April 26, 2023

Amar Deshpande
Director
DIN: 07425556

Pune
April 26, 2023