

Ref: CAGL/EQ/2024-25/54

July 17, 2024

To

BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai - 400001
Scrip code: 541770

National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G
Bandra Kurla Complex, Bandra (East)
Mumbai - 400051
Symbol: CREDITACC

Dear Sir/Madam,

Sub.: Business Responsibility and Sustainability Report for the Financial Year 2023-24.

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith a copy of Business Responsibility and Sustainability Report of the Company for the Financial Year 2023-24.

Please take this intimation on record.

Thanking you,

Yours' Truly
For CreditAccess Grameen Limited

M. J. Mahadev Prakash
Company Secretary & Chief Compliance Officer

Encl.: As above

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT



Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

1. Details of the Listed Entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L51216KA1991PLC053425
2.	Name of the Listed Entity	CreditAccess Grameen Limited
3.	Year of incorporation	1991
4.	Registered office address	New No. 49 (Old No725), 46th Cross, 8th Block, Jayanagar, (Next to Rajalakshmi Kalyana Mantap) Bengaluru KA-560070
5.	Corporate address	New No. 49 (Old No725), 46th Cross, 8th Block, Jayanagar, (Next to Rajalakshmi Kalyana Mantap) Bengaluru KA-560070
6.	E-mail	info@cagrameen.in
7.	Telephone	+91 80 22637300
8.	Website	www.creditaccessgrameen.in
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	BSE, NSE
11.	Paid-up Capital	₹ 1,593.77 million
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mahadev Prakash Company Secretary & Chief Compliance Officer +91 80 22637300 cs@cagrameen.in
13.	Reporting boundary	For FY24, the disclosures are on standalone basis. For FY23, the disclosures are on a standalone basis, except for the GHG emissions disclosures which are computed across 74% of branches (81% of employees), excluding the branches of erstwhile subsidiary Madura Micro Finance Limited which merged with the Company in February 2023. For FY22, the disclosures are on a standalone basis, excluding the erstwhile subsidiary Madura Micro Finance Limited.
14.	Name of assurance provider	Not applicable
15.	Type of assurance provided	Not applicable

I. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Microfinance Services	Providing loans for income generation activities and other lifecycle needs to economically weaker sections	97.3%

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

S. No.	Description of Main Activity	NIC Code	% of Turnover of the entity
1.	Microfinance Services	65923	97.3%

II. Operations

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

Location	Number of Branches	Number of offices	Total
National	1,967	1 Head Office, 1 Leadership Training Centre, 21 Regional Offices	1,990
International	0	0	0

19. Markets served by the entity:

a. Number of locations:

Location	Total
National (No. of States)	16 states and 1 union territory
International (No. of Countries)	0

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

Nil

c. A brief on types of customers:

Predominantly women (99.98%) customers from low-income households (economically weaker sections) availing loans primarily for income generation activities and for other lifecycle needs.

III. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Employees				
		Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (D)	19,395	16,212	83.59%	3,183	16.41%
2.	Other than Permanent (E)	0	0	0.00%	0	0.00%
3.	Total employees (D + E)	19,395	16,212	83.59%	3,183	16.41%

Workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (F)	0	0	0.00%	0	0.00%
2.	Other than Permanent (G)	0	0	0.00%	0	0.00%
3.	Total workers (F + G)	0	0	0.00%	0	0.00%

b. Differently abled Employees and workers:

Differently Abled Employees

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (D)	1	1	100.00%	0	0.00%
2.	Other than Permanent (E)	0	0	0.00%	0	0.00%
3.	Total employees (D + E)	1	1	100.00%	0	0.00%

Differently Abled Workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (F)	0	0	0.00%	0	0.00%
2.	Other than Permanent (G)	0	0	0.00%	0	0.00%
3.	Total workers (F + G)	0	0	0.00%	0	0.00%

21. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25.00%
Key Management Personnel	4	0	0.00%

22. Turnover rate for permanent employees and workers:

Particulars	FY2024			FY2023			FY2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees *	30.78%	31.12%	30.82%	40.04%	43.69%	40.35%	31.71%	36.96%	32.09%
Permanent Workers	-	-	-	-	-	-	-	-	-

Turnover rate = (No. of persons who have left the employment of the entity in the FY * 100) / (Persons employed in the category at the beginning of FY + Persons employed in the category at the end of FY) / 2.

* Only confirmed employees have been considered

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

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

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/subsidiary/ associate/ joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity?
1.	CreditAccess India Foundation	Wholly owned Subsidiary	100.00%	Yes

V. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
(ii) Turnover (in ₹): 51,726.42 million
(iii) Net worth (in ₹): 65,699.37 million

VI. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place	FY2024			FY2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	Nil	Community grievances currently not recorded	Nil	Nil	Community grievances currently not recorded
Investors & Shareholders	Yes	199	Nil	-	100	Nil	-
Employees	Yes	72	Nil	-	84	1	-
Customers	Yes	1,516	Nil	-	2,933	Nil	-
Value Chain Partners	No	Nil	Nil	Value Chain Partners grievances currently not recorded	Nil	Nil	Value Chain Partners grievances currently not recorded

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

S. No	Material issues identified	Indicate Whether risk or opportunity (R) / (O)	Rationale for identifying the risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
1	Financial Inclusion	O	Will ensure that business contributes to betterment of the society	Aligning business strategy to focus on the opportunity	Positive Implications
2	Financial Literacy	O			
3	Local Employment generation	O			
4	Positive Social /Environmental Impact of Products and Services	O			
5	Positive Customer Experience	O	Will positively impact business potential over long term	Aligning Business Strategy to focus on the opportunity	Positive Implications
6	Economic Performance	O			
7	Social Credit Rating	O			
8	Innovative products and services	O			
9	Digitization	O			
10	Equality and Diversity	O			
11	Sustainable Business Strategy	O			
12	Community Development	O	Will positively impact business reputation	Aligning Business Strategy to focus on the opportunity	Positive Implications
13	Employee Training and Development	O	Will improve the overall customer experience and service	Aligning Business Strategy to focus on the opportunity	Positive Implications
14	Brand and Reputation Management	R	To avoid any detrimental impacts on company's brand and reputation	Necessary checks and balances in place to minimise impact of company's operations on external environment and community	Positive Implications
15	Human Rights	R	To avoid any detrimental impacts on company's brand and reputation	Comprehensive policy framework to safeguard employee health, well-being	Positive Implications
16	Corporate Ethics and Integrity	R	To ensure adherence with all guidelines and regulations in letter and spirit	Strong governance framework, internal audit, risk management and Board oversight in place	Positive Implications
17	Regulatory Compliance	R			
18	Governance Risk Management	R			
19	Waste Management	R	To ensure efficient handling of waste without impacting the environment	Well-defined process and policy in place for efficient waste management	Positive Implications
20	Employee Health and Well being	R	To ensure that business operations implement all workplace safety measures	Comprehensive policy framework to safeguard employee health and well-being	Positive Implications
21	Effect of climate change on Debt	R	To measure the climate change impact on business and take mitigation steps	Working on reducing climate impact and emission reduction measures	Positive Implications
22	Climate Change and GHG emissions	R			
23	Data security and privacy	R	To safeguard customer, employee and organisation data	Necessary checks and balances in place to ensure data protection	Positive Implications

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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.	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	https://www.creditaccessgrameen.in/governance/policies/								
2. Whether the entity has translated the policy into procedures.	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners?	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes, certifications, labels, standards adopted by your entity and mapped to each principle	The spirit and intent of the Company's Code of Conduct, Fair Practices Code and other Codes / Policies are prepared in compliance with applicable laws, rules and guidelines. In addition, they reflect the vision and mission of the Company of providing financial services to the economically weaker sections that create a commercially viable and socially relevant microfinance model that delivers high value to our customers.								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	The Company strives to be a socially responsible organisation creating a meaningful long-term impact in the lives of customers, employees, communities, and various stakeholders. The Company has ensured that its processes and controls are aligned with the principles of sustainable business practices.								
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	The Company actively tracks the progress against the action plan to ensure complete compliance with the established norms.								
Governance, leadership, and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements. Refer to Page 11 of the Integrated Annual Report									
8. Details of the highest authority responsible for the implementation and oversight of the Business Responsibility policies.	DIN: 07235226 Name: Udaya Kumar Hebbar Designation: Managing Director								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues?	DIN: 07235226 Name: Udaya Kumar Hebbar Designation: Managing Director								
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								
	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	Committee of the Board									Quarterly								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committee of the Board									Quarterly								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency?	P1	P2	P3	P4	P5	P6	P7	P8	P9	N	N	N	N	N	N	N	N	N
12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:	The Company has not carried out independent assessment, however, the Company ensures continuous updation of all policies and annual review by the Board of Directors. The working of all policies is tracked by various Committees of the Board																	

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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	2 Familiarization programs for independent directors	1. Industry oversight, underlying trend, customer behavior, competition activity, and regulatory landscape	100% of independent directors
	1 Familiarization program for all board of directors	2. Emerging disruptive technology that could alter the way lending is done to informal segments Compliance obligations under SEBI PIT Regulations, 2015, NBFC-MFI industry overview	100% of independent directors 100%
Key Managerial Personnel	3 Training programs	1. IT Security 2. Compliance Obligations under SEBI PIT Regulations, 2015 3. Whistle Blower Policy	100% 100% 75%
	6 Trainings Programs conducted through the e-learning portal	1. IT Security 2. Client Protection Principles 3. KYC and AML Policy 4. Prohibition of Insider Trading 5. Road Safety 6. Whistle Blower Policy	96%

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:

Monetary					
	NBRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred?
Penalty / Fine	Principle 1	NSE and BSE	26,000+ taxes each*	In FY23, the Audit Committee was not constituted with at least two-thirds of the independent directors as required u/r. 18(1) (b) of the SEBI LODR.	No
Settlement	NA	NA	NA	NA	NA
Compounding fee	NA	NA	NA	NA	NA
Non-Monetary					
Imprisonment	NA	NA	NA	NA	NA
Punishment	NA	NA	NA	NA	NA

* Penalty was received during the FY24 for non-compliance pertaining to FY23. It was already disclosed in the previous report as well.

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.

Nil.

4. Does the entity have an anti-corruption or anti-bribery policy?

Yes. <https://www.creditaccessgrameen.in/governance/policies/>

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

FY2024: Nil. FY2023: Nil

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

Number of complaints received in relation to issues of Conflict of Interest of the Directors:

FY2024: Nil. FY2023: Nil

Number of complaints received in relation to issues of Conflict of Interest of the KMPs:

FY2024: Nil. FY2023: 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.

Nil

8. Number of days of accounts payables in the following format.

Not Applicable.

9. Openness of business:

Parameter	Metrics	FY2024	FY2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs	a. Purchases (Purchases with related parties / Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties / Total Sales)	0.32%	Nil
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	Nil	Nil
	d. Investments (Investments in related parties / Total Investments made)	Nil	Nil

Leadership Indicators

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

Total number of awareness programmes held	Topics/ principles covered under the training	%age of value chain partners covered under the awareness programmes
Nil	Nil	Nil

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board?

The Company has a Board approved policy for management of conflict of interest. The objective of the Policy is to i) identify actual or potential conflict of interest of the Company with its directors and employees which may arise during its business activities, ii) implement effective organisational and administrative processes to mitigate and prevent conflicts of interest arising and damaging the interest of various stakeholders, and iii) suggest appropriate safeguards and systems for preventing or managing conflicts and an escalation mechanism. Every director or every employee of the Company shall notify the MD and CEO of any personal conflict of interest relationship which may involve the Company. Every director or employee shall also notify the MD and CEO of any conflict of interest of a non-personal nature involving the Company or its business arrangements. The MD and CEO shall analyse conflict of interest, perceived or otherwise, in order to determine an appropriate course of action.

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

Essential Indicators

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

Segment	FY2024	FY2023	Details of improvements in environmental and social impacts
R&D	Nil	Nil	-
Capex	₹ 83.70 million	₹ 36.10 million	Refer to Page 61-62 of the Integrated Annual Report

- Does the entity have procedures in place for sustainable sourcing?**
Yes.

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

100% of Company's branch procurement happens from local businesses / suppliers.

- 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 business operations do not include use / generation of plastics, hazardous waste, and other waste. With regards to E-waste, the company follows appropriate processes for safe disposal through CPCB ("Central Pollution Control Board") authorized recycling agency. During FY2024, the Company safely disposed of 1.87 metric tons of E-waste.

- Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities. If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

The EPR is not directly applicable to Company's business operations. However, the Company ensures rightful disposal / recycling of the E-waste through CPCB authorized recycling agency.

Leadership Indicators

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

The Company has conducted third party impact assessment of its products and services on the life cycle of our customers. Please refer to page 16 of the Integrated Annual Report.

- 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.**

The Company's products/services are 100% ESG compliant and hence have minimal environmental impact.

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

Not applicable.

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

Not applicable.

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

Not applicable.

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

Essential Indicators

- Details of measures for the well-being of employees:**

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities *	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	16,212	3,786	23.35%	16,212	100.00%	0	0.00%	9,486	58.51%	292	1.80%
Female	3,183	275	8.64%	3,183	100.00%	3,183	100.00%	0	0.00%	135	4.24%
Total	19,395	4,061	20.94%	19,395	100.00%	3,183	16.41%	9,486	48.91%	427	2.20%
Other than Permanent employees											
Male	0	0	-	0	-	0	-	0	-	0	-
Female	0	0	-	0	-	0	-	0	-	0	-
Total	0	0	-	0	-	0	-	0	-	0	-

* Day care facilities are available at head office.

- Details of measures for the well-being of workers:**

Not applicable as the Company does not employ workers.

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

	FY2024	FY2023
Cost incurred on well-being measures as a % of total revenue of the company	0.16%	0.21%

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

Benefits	FY2024		FY2023	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority	No. of employees covered as a % of total employees	Deducted and deposited with the authority
PF	100%	Y	100%	Y
Gratuity	100%	Y	100%	Y
ESI	15,284 out of 19,395 employees fall under ESIC and 100% covered	Y	13,774 out of 16,759 employees fall under ESIC and 100% covered	Y

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.

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. It is covered under the Code of Conduct Policy. <https://www.creditaccessgrameen.in/governance/policies/>

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100%	92.65%
Female	90.32%	90.32%

Return to work rate = (Total number of employees that did return to work after parental leave in the reporting period * 100)/ (Total number of employees due to return to work after taking parental leave in the reporting period)

Retention rate = (Total number of employees retained 12 months after returning to work following a period of parental leave * 100)/ (Total number of employees returning from parental leave in the prior reporting period)

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?

Yes. Refer to Page 54 of the Integrated Annual Report.

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

Not Applicable.

8. Details of training given to employees:

Category	FY2024					FY2023				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Male	16,212	11,167	68.88%	11,358	70.06%	14,842	9,718	65.48%	11,207	75.51%
Female	3,183	3,116	97.90%	1,489	46.78%	1,917	1,740	90.77%	947	49.40%
Total	19,395	14,283	73.64%	12,847	66.24%	16,759	11,458	68.37%	12,154	72.52%

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

Category	FY2024			FY2023		
	Total (A)	Total (B)	Total (B/A)	Total (C)	No. (D)	% (D/C)
Male	15,264	9,688	63.47%	13,869	10,360	74.70%
Female	2,127	883	41.51%	1,313	908	69.15%
Total	17,391	10,571	60.78%	15,182	11,268	74.22%

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? If yes, the coverage such system?

CA Grameen has adopted a systematic approach to control the occupational health and safety risks for field force who need to travel long distances for engaging with customers on daily basis. There are well-defined standard operating procedures, checks, controls, and audits to ensure that the field employees take all precautionary measures at work. Regular trainings are conducted to build awareness about occupational health and safety and regular branch and field audits help in capturing any deviations.

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

Regular trainings are conducted to build awareness about occupational health and safety. Periodic branch and field visits by internal audit team, business support (quality control) team, risk team and field senior visits help in capturing any deviations and timely corrective actions.

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 of the entity have access to non-occupational medical and healthcare services?

The employees are covered by health insurance and life insurance.

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

Safety Incident/Number	Category	FY2024	FY2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	63	28
No. of fatalities	Employees	28 (8 on-duty)	20 (11 on-duty)
High consequence work-related injury or ill-health (excluding fatalities)	Employees	1	0

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

Regular trainings are conducted to build awareness about occupational health and safety. Periodic branch and field visits by internal audit team, business support (quality control) team, risk team and field senior visits help in capturing any deviations and timely corrective actions.

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

	FY2024			FY2023		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and Safety Practices	Not Applicable
Working Conditions	Not Applicable

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 employees.

Yes.

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

The statutory dues are filed individually by the respective departments, with the concerned government authorities. There is an automated process adopted by the Compliance team generates regular alerts and tracks the timely filing of dues/returns.

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

Benefits	Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY2024	FY2023	FY2024	FY2023
Employees	1	0	1	0

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.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Not Applicable
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 Company is engaged in providing financial services to low-income households in rural India for their lifecycle needs. The key stakeholders of the Company are customers, local communities in the operating regions, shareholders, lenders, investors, regulators, credit rating agencies and other business partners.

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

Refer to Page 29 of the Integrated Annual Report.

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 senior management team is in regular communication with the stakeholders and any feedback received from the stakeholders is communicated to the Board as a part of business performance updates on a quarterly basis.

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.

The Company uses stakeholder consultation as a medium to support the identification and management of environmental and social topics. There were no specific observations made by any stakeholder during the financial year.

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

Refer to Page 46-49 of the Integrated Annual Report.

PRINCIPLE 5: Businesses should respect and promote human rights:

Essential Indicators

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

Category	FY2024			FY2023		
	Total (A)	No. of employees covered (B)	% (A/B)	Total (C)	No. of employees covered (D)	% (C / D)
Permanent	19,395	-	-	16,759	-	-
Other than Permanent	0	-	-	0	-	-
Total Employees	19,395	-	-	16,759	-	-

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

Category	FY2024					FY2023				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Permanent	19,395	771	3.98%	18,624	96.02%	16,759	1,356	8.09%	15,403	91.91%
Male	16,212	647	3.99%	15,566	96.01%	14,842	1,099	7.40%	13,743	92.60%
Female	3,183	124	3.90%	3,058	96.10%	1,917	257	13.41%	1,660	86.59%

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

CTC In ₹	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (Independent)	2	4,990,000	2	31,87,500
Key Managerial Personnel	4	17,970,954	0	NA
Other Employees	16,209	375,024	3,183	3,06,252

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

	FY2024	FY2023
Gross wages paid to females as % of total wages	10.77%	7.66%

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.

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

The Company appreciates that human rights are inherent, universal, indivisible, and interdependent in nature. The Company has a policy on Codes of Conduct applicable to staff, borrowers, and other business partners. Conscious efforts are taken to understand the regulatory aspects of human rights and integrate respect for human rights in management systems, wherever applicable, in particular through assessing and managing human rights impacts of operations. Access to grievance redressal mechanism is set up for all individuals impacted by the business.

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

	FY2024			FY2023		
	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	8	1	Out of 8 cases, 4 cases were upheld. 3 cases were not upheld due to lack of necessary evidence. The one pending case was upheld and closed on 21st June 2024	Nil	Nil	There was no evidence of sexual harassment found during the investigation.
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	
Child Labour	Nil	Nil	Nil	Nil	Nil	
Forced Labour / Involuntary Labour	Nil	Nil	Nil	Nil	Nil	
Wages	Nil	Nil	Nil	Nil	Nil	
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	

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

	FY2024	FY2023
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	8	Nil
Complaints on POSH as a % of female employees	0.25%	Nil
Complaints on POSH upheld	5*	-

* The one pending case as on 31st March 2024 was upheld and closed on 21st June 2024

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

No pending concerns under labour compliances, sexual harassment, and disciplinary issues.

9. Do human rights requirements form part of your business agreements and contracts?

Yes.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual Harassment	100% (internal assessment)
Discrimination at workplace	100% (internal assessment)
Child Labour	100% (internal assessment)
Forced Labour / Involuntary Labour	100% (internal assessment)
Wages	100% (internal assessment)
Other human rights related issues	100% (internal assessment)

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

Nil.

Leadership Indicators

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

Nil.

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

Nil.

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.

4. Details on assessment of value chain partners:

We do not conduct assessment of value chain partners.

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:

The Company does not have energy consumption from renewable sources. Hence the below table shows the energy consumption from non-renewable sources.

Parameter	FY2024	FY2023
Total electricity consumption (A)	21,590 GJ	20,422 GJ
Total fuel consumption (B)	229,434 GJ	156,716 GJ
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	251,024 GJ	177,138 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in ₹)	4,853 J (Per ₹ Revenues)	6,024 J (Per ₹ Revenues)
Energy intensity per Full Time Employee (Total energy consumption/ full time employees)	12.94 GJ (Per FTE)	12.99 GJ (Per FTE)

Note: The Company has carried an independent assessment (limited assurance) by BDO India LLP.

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

Not Applicable.

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

Not Applicable.

4. Provide the details related to water discharged:

Not Applicable.

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

Not Applicable.

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

Not Applicable.

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

Parameter	Unit	FY2024	FY2023
Total Scope 1 emissions (CO2)	Metric tonnes of CO2 equivalent	124.29	144.51
Total Scope 2 emissions (CO2)	Metric tonnes of CO2 equivalent	4,294.04	4,061.79
Total Scope 1 and Scope 2 emissions per rupee of turnover	Gms/ ₹	0.09	0.14
Total Scope 1 and Scope 2 emissions per full time employees	Metric tonnes/FTE	0.25	0.30

Note: The Company has carried an independent assessment (limited assurance) by BDO India LLP.

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

The Company currently does not have any project related to GHG emission reduction. The Company shall however take focussed emission reduction initiatives in the future.

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

Total Waste generated (in metric tonnes)

Parameter	FY2024	FY2023
Plastic waste (A)	Not Applicable	Not Applicable
E-waste (B)	1.87 metric tonnes of e-waste safely disposed	1.87 metric tonnes of e-waste safely disposed
Bio-medical waste (C)	Not Applicable	Not Applicable
Construction and demolition waste (D)	Not Applicable	Not Applicable
Battery waste (E)	Not Applicable	Not Applicable
Radioactive waste (F)	Not Applicable	Not Applicable

Parameter	FY2024	FY2023
Waste intensity per rupee of turnover	E-waste 0.000036 gms per ₹ revenues	E-waste 0.000064 gms per ₹ revenues
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	Not Applicable	Not Applicable
Waste intensity in terms of physical output	Not Applicable	Not Applicable

The Company ensures rightful disposal / recycling of the E-waste through CPCB authorized recycling agency.

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

Not Applicable.

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

Not Applicable.

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

Not Applicable.

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

Not Applicable.

Leadership Indicators

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

Not Applicable.

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

Parameter	Unit	FY2024	FY2023
Total Scope 3 emissions	Metric tonnes of CO2 equivalent	12,990.11	8,813.36
Total Scope 3 emissions per rupee of turnover	Gms / ₹	0.25	0.30
Total Scope 3 emission intensity (calculated on number of full time employees)	Metric tonnes / FTE	0.67	0.65

Note: The Company has carried an independent assessment (limited assurance) by BDO India LLP.

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

Not Applicable.

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

Not Applicable.

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

Yes. <https://www.creditaccessgrameen.in/governance/policies/>

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

Not Applicable.

7. 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.

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

S. No.	Category	Reach of trade and industry chambers/ associations (State/National)
1	Microfinance Institutions Network (MFIN)	National
2	Association of Karnataka Microfinance Institutions	State
3	Federation of Karnataka Chamber of Commerce and Industry	State
4	Odisha State Association for Financial Inclusion Institutions	State
5	Kerala Association of Microfinance Institutions	State
6	Uttar Pradesh Microfinance Association	State
7	The Association of Microfinance Institutions in West Bengal	State

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

Nil.

Leadership Indicators

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

Nil.

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.**

Not Applicable.

- 2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.**

Not Applicable.

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

Refer to Page 46 of the Integrated Annual Report.

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

100% of the Company's branch procurement happens from local businesses / suppliers.

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

Location	FY2024	FY2023
Rural	61.89%	59.81%
Semi-urban	3.08%	2.71%
Urban	33.09%	36.61%
Metropolitan	1.94%	0.86%

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):**

Not Applicable.

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

S. No.	State	Aspirational Districts	Total Amount Spent (₹)
1	Bihar	Sitamarhi	29,376
		Purnia	90,621
		Katihar	30,414
		Muzaffarpur	145,844
		Begusarai	75,827
		Khagaria	90,621
		Banka	59,583
		Gaya	208,351
		Areria	45,000
		Aurangabad	115,844
		Nawada	15,000
Jamui	28,338		

S. No.	State	Aspirational Districts	Total Amount Spent (₹)
2	Chhattisgarh	Korba	48,329
		Rajnandgaon	171,518
		Mahasamund	30,379
		Kanker	237,488
		Kondagaon	30,379
3	Gujarat	Dahod	85,787
		Narmada	43,595
		Garhwa	58,859
		Giridih	91,138
		Godda	61,138
		Sahibganj	60,379
		Pakur	15,379
4	Jharkhand	Palamu	60,759
		Latehar	45,759
		Hazaribagh	91,517
		Bokaro	30,000
		Lohardaga	15,000
		Dumka	76,513
		Ranchi	130,517
		Raichur	437,146
		Yadgir	164,546
		Chhatarpur	78,000
6	Madhya Pradesh	Barwani	89,958
		Rajgarh	91,177
		Vidisha	13,758
		Damoh	15,000
		Guna	13,641
7	Maharashtra	Khandwa	89,720
		Nandurbar	357,000
		Washim	73,000
		Gadchiroli	30,000
8	Odisha	Osmanabad	238,972
		Dhenkanal	90,758
		Bolangir	61,138
9	Rajasthan	Kalahandi	76,138
		Rayagada	46,138
10	Uttar Pradesh	Sirohi	72,818
		Chitrakoot	14,094
11	Tamil Nadu	Siddharthnagar	14,605
		Chandauli	14,605
		Sonbhadra	56,887
11	Tamil Nadu	Virudhunagar	289,945
		Ramanathapuram	698,780
Total			5,447,076

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups?
No
- (b) From which marginalized /vulnerable groups do you procure?
Not Applicable
- (c) What percentage of total procurement (by value) does it constitute?
100% local procurement.
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:
Nil.
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.
Nil.
6. Details of beneficiaries of CSR Projects.
Refer to Page 47 of the Integrated Annual Report.

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.
Refer to page 46 of the Integrated Annual Report
2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about environmental and social parameters.
100%
3. Number of consumer complaints in respect of the following:

	FY2024		Remarks	FY2023		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Other	1,516	Nil	-	2,933	Nil	-

4. Details of instances of product recalls on account of safety issues.
Not Applicable.
5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? If available, provide a web-link of the policy.
Yes. <https://www.creditaccessgrameen.in/governance/policies/>
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
Nil.
7. Provide the following information relating to data breaches:
- Number of instances of data breaches
 - Percentage of data breaches involving personally identifiable information of customers
 - Impact, if any, of the data breaches
- Nil

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).
The information on goods and services of the business can be accessed on Company website (www.creditaccessgrameen.in), help desk, centre meetings.
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.
The customers are provided with adequate training and assistance to ensure appropriate usage of the loan products available to support various lifecycle needs. At the time of customer on-boarding, Compulsory Group Training is conducted over three days to educate customers on responsible usage of various loan products, followed by interaction with branch manager and area manager to ensure customer understanding. Further, at the time of loan disbursement, branch manager reiterates the importance of credit discipline and responsible usage of loan to the customers. Furthermore, the minutes book captures the details on every centre meeting and in case of any deviations identified, corrective steps are taken to educate the customers.
3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.
Weekly/ bi-weekly centre meetings provide a robust platform to engage with customers and keep them informed about any risk of disruption/ discontinuation of essential services.
4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)
Yes. As per Fair Practices code, the Company is required to display interest being charged and other practices being adopted by the Company in lending loans to its Borrowers. The loan passbook and factsheet mentions details about the rate of interest, loan tenure, repayment cycle and repayment instalment, processing fees, insurance and other terms & conditions for all loan products.
The Company regularly conducts customer satisfaction surveys relating to its products and services. Refer to Page 46 of the Integrated Annual Report.