

06th September, 2023

To
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor,
Plot No. C/1, G Block,
Bandra- Kurla Complex,
Bandra (E), Mumbai - 400051

To
BSE Limited
Department of Corporate Services/Listing
Phiroze Jeejeeboy Towers,
Dalal Street, Fort,
Mumbai - 400001

SYMBOL: POLICYBZR

SCRIP CODE: 543390

Sub.: Business Responsibility and Sustainability Report for the Financial Year ended 31st March, 2023

Dear Sir/Madam,

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for the Financial Year 2022-23. The BRSR also forms the part of the Integrated Annual Report for the Financial Year 2022-23, submitted to the exchanges vide intimation dated 01st September, 2023.

You are requested to take the same on records.

Yours Sincerely,
For PB Fintech Limited

Bhasker Joshi
Company Secretary and Compliance Officer
Place: Gurugram

Encl.: A/a

Annexure II

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L51909HR2008PLC037998
2.	Name of the Listed Entity	PB FINTECH LIMITED
3.	Year of Incorporation	2008
4.	Registered Office Address	Plot 119, Sector 44, Gurugram- 122001, Haryana
5.	Corporate Address	Plot 119, Sector 44, Gurugram- 122001, Haryana
6.	E-mail id	investor.relations@pbfintech.in, complianceofficer@pbfintech.in
7.	Telephone	0124-4562907
8.	Website	www.pbfintech.in
9.	Financial year for which reporting is being done	FY2023 (1st April 2022 to 31st March 2023)
10.	Name of the Stock Exchange(s) where shares are listed	BSE Ltd. (BSE), and National Stock Exchange of India Ltd. (NSE)
11.	Paid up Capital (INR)	90.02 Crores
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Shambhavi Solanki, Head - HR shambhavi@policybazaar.com Mr. Bhasker Joshi Company Secretary and Compliance Officer complianceofficer@pbfintech.in
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)	Disclosures made in this report are on a consolidated basis and pertain to all subsidiary companies of PB Fintech Limited.

II. Products / Services - As on 31st March, 2023

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
1.	Information and Communication	Other information & communication service activities	100

Directors' Report

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

S. No.	Product/Service	NIC Code	% of total contributed Turnover
1.	Insurance Web aggregator / Insurance Broker services	63119 / 66220	76.58%
2.	Other information and communication service activities	63119	23.52%

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	-	61	61
International	-	2	2

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	National Market
International (No. of Countries)	Dubai & Abu Dhabi

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

Our customers include persons from all income profiles who use our flagship digital platforms such as Policybazaar and Paisabazaar that leverage the power of technology, data and innovation and enable them to compare, choose and apply for insurance & lending products as well as personal credit products respectively.

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)	14318	10921	76%	3397	24%
2	Other than Permanent (E)	1149	668	58%	481	42%
3	Total employees (D + E)	15467	11589	75%	3878	25%

*Note: The Company does not have any workers as defined in the guidance note on BRSR.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
			EMPLOYEES		EMPLOYEES	
1.	Permanent (D)	25	19	76%	6	24%
2.	Other than Permanent (E)	5	2	40%	3	60%
3.	Total employees (D + E)	30	21	70%	9	30%

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	3	33.3%

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Key Management Personnel	4	0	0%
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1. 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	101%	108%	104%	83%	98%	87%	83%	99%	87%

Increase in turnover is driven by infant attrition (0-1month) in contact center operations which is owing to the two factors - higher quality standards in new hire training assessment and certifications as well as surge in contact center openings in the market. Removing infant attrition, there is degrowth in attrition from 72% in 20-21 to 70% in 22-23. Annualised attrition in corporate functions and non-operations for FY23 is 32.4%.

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	Paisabazaar Marketing and Consulting Private Limited	Wholly owned subsidiary	100%	Yes
2	Policybazaar Insurance Brokers Private Limited	Wholly owned subsidiary	100%	Yes
3	Docprime Technologies Private Limited	Wholly owned subsidiary	100%	Yes
4	Icall Support Services Private Limited	Wholly owned subsidiary	100%	Yes
5	Accurex Marketing and Consulting Private Limited	Wholly owned subsidiary	100%	Yes
6	PB Marketing and Consulting Private Limited	Wholly owned subsidiary	100%	Yes
7	PB Fintech FZ- LLC	Wholly owned subsidiary	100%	Yes
8	PB Financial Account Aggregators Private Limited	Wholly owned subsidiary	100%	Yes
9	MyLoanCare Ventures Private Limited	Subsidiary	70.10%	Yes
10	Visit Internet Services Private Limited	Step down wholly owned Subsidiary	100%	Yes
11	Visit Health Private Limited	Indirect Associate Company	31.62%	No
12	MLC Finotech Private Limited	Step down subsidiary	70.10%	Yes
13	ZPHIN Computer Systems and Software Designing – Sole proprietorship LLC	Step down subsidiary	100%	Yes
14	YKNP Marketing Management LLC	Indirect Associate Company	26.72%	No

Directors' Report

VI. CSR Details

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

(ii) Turnover (in ₹) - ₹2557.84 Crores (FY 2022-23)

(iii) Net worth (in ₹)- ₹548.48 Crores (FY 2022-23)

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		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	Y*	-	-	-	-	-	-
Investors (other than shareholder)	Y**	-	-	-	-	-	-
Shareholders	Y**	-	-	-	-	-	-
Employees and workers	Y***	18	2	Out of the two open complaints, one complaint was received on 2nd March 2023 and is underway, timelines are being followed and matter would be closed within the statutory allowed time of 90 days. The other complaint was closed on 11th April 2023.	8	1	The complaint was received on 16th February 2022 and the complainant opted for inquiry. The enquiry proceedings were completed within 90 days in the next FY.
Customers	Y****	7918	12		5717	-	-
Value Chain Partners	Y*****	-	-	-	-	-	-

*There are several mechanisms in place to receive and address grievances from the community such as access to e-mail ID of Legal and Compliance officer, Website, Customer helpline/Toll-free number, and the offline outlets of the organization. The grievances from community are addressed by Legal and Compliance officer along-with Stakeholders' Relationship Committee of the Board on a case-to-case basis.

**Board has constituted several Committees of Directors with adequate delegation of powers to focus effectively on issues and ensure expedient resolution of diverse matters. The Stakeholders' Relationship Committee deals with all the grievances and complaints of the Investors and Shareholders. In addition to this investor can contact the Company Secretary & Compliance Officer or Investor Relations Head through their email id and contact number, which are updated on the website of the company. Investors also have the recourse to reach out to the Registrar and Transfer Agent (RTA) of the company and can also register their complaints or concerns with SEBI Complaints Redressal Mechanism i.e., SCORES Portal.

***The details of grievance redressal mechanism for employees and workers are provided in Principle 3, point No. 6.

**** The various mechanisms in place to receive and respond to consumer complaints and feedback are Customer helpline number/Toll-free number, website, App and every outlet as provided in Principle 9, point No. 1.

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*****Complaints / Grievances from Value Chain Partners are addressed by relevant Departments on a case-to-case basis.

No complaints have been received from communities, value chain partners and investors during the FY 2021-22 and FY 2022-23.

Policies & grievance redressal mechanism are accessible on <https://www.pbfintech.in/investor-relations/>

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	Energy Efficiency	R	Being an online platform, data centers consume electricity and hence ensuring energy efficiency is of paramount importance to save costs and minimize impact on global warming and climate change.	Installation of renewable energy like solar power and regular maintenance of our servers and data centers and other electrical installations and equipment.	NA
2	Talent Management	R	Our team being our biggest strength the importance of Talent Management is very crucial for the success of the organization objectives.	We continue to invest and reinvest in organizational talent in the form of paid courses, in-house training, soft-skill sessions, at the time of joining and during the job tenure. Our HR policies and procedures are aligned to attract and retain the best talents. The post-Covid era has been about raising the bar when it comes to employee engagement. For example, at Policybazaar, the Jeeto Apna Ghar contest, which gives high performing employees a chance to win their own home, has been a key motivator for employees and has helped slash the attrition rate.	NA
3	Information Security and Data Privacy	R	PB Fintech Limited provides information services to customers with technology enabled platforms that offer convenient access to insurance, credit, and other financial products to make informed purchase decisions. To effectively deliver value to stakeholders, the information security and data privacy becomes very important.	Solutions like WAF, next-gen firewall, endpoint security, cloud workload security, URL proxy, cloud security groups, logging & monitoring, cyber threat intelligence are in place to ensure adequate protection against security breaches. Processes like user access rights review, database access review, principle of granting least privilege and backup management among others are defined, documented, and implemented to further strengthen the security.	NA

Directors' Report

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)
4	Financial Literacy Awareness	O	Financial literacy awareness is much desired so that people can take right action for their financial safety and security. This becomes more so important in our country where still a large section of the community depends upon informal channels for their insurance and financial needs.	As part of our Community work we launched "Financial Literacy" program to 100 Final Year undergraduate students at each of the locations Gurgaon, Chennai, Kolkata and Mumbai. The total duration of the program was 20 Hrs. in offline mode and with a placement of 50% of which 50 eligible students had been placed within the organization. Till date we have trained more than 6000 school and college students on financial literacy.	NA

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.

We have implemented Business Responsibility and Sustainability Policy, which is aligned with the 9 principles of National Guidelines on Responsible Business Conduct (NGRBC). We also have implemented following specific policies regarding each of the 9 principles of NGRBC.

<p>Principle P1: Transparency & Accountability</p> <ul style="list-style-type: none"> a. Code of Conduct b. Gifting and Anti-Bribery Policy c. Code of Conduct for Prevention of Insider Trading Policy d. Whistle Blower Policy e. Code of conduct for board of directors and senior management personnel f. Code for fair disclosure of unpublished price sensitive information g. Policy on board diversity h. Policy of related party transactions 	<p>Principle P2: Product Responsibility</p> <ul style="list-style-type: none"> a. Business Responsibility and Sustainability Report 	<p>Principle P3: Employee Development</p> <ul style="list-style-type: none"> a. Code of Conduct b. Anti-Sexual Harassment Policy c. Equal Opportunity Policy d. Gifting and Anti-Bribery Policy e. Work From Home Policy f. Workplace Privacy for Employees g. Rewards & Recognition Policy
<p>Principle P4: Stakeholder Engagement</p> <ul style="list-style-type: none"> a. Corporate Social Responsibility Policy b. Charter of the Stakeholders' Relationship Committee 	<p>Principle P5: Human Rights</p> <ul style="list-style-type: none"> a. Anti-Sexual Harassment Policy b. Equal Opportunity Policy 	<p>Principle P6: Environment Principle</p> <ul style="list-style-type: none"> a. EHS Policy
<p>Principle P7: Policy Advocacy</p> <ul style="list-style-type: none"> a. Business Responsibility and Sustainability Report 	<p>Principle P8: Inclusive Growth</p> <ul style="list-style-type: none"> b. Corporate Social Responsibility Policy 	<p>Principle P9: Customer Value</p> <ul style="list-style-type: none"> a. Data Privacy Policy b. SOP for Escalation Management

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Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/ No)	Yes								
c. Web Link* of the Policies, if available	https://www.pbfintech.in/investor-relations/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	N	N	N	N	N	N	N	N	N
4. Name of the national and international codes/ certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Policies has been made as per the National Guidelines on Responsible Business Conduct, 2019 released by the Ministry of Corporate Affairs.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Our strategies, business model and operations are based on environment protection, employee and customer safety.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not Applicable								
Governance, leadership, and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	The message from our Executive Vice Chairman & Whole-time Director has been included at the beginning of this report.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>Implementation and oversight of the Business Responsibility Policies and the decision making on sustainability related issues is the responsibility of the Business Responsibility and Sustainability Committee (BRSR Committee) of the Board of Directors, which comprises of following members as on March 31, 2023:</p> <ol style="list-style-type: none"> 1. Mr. Yashish Dahiya- Chairman, Executive Director & Chief Executive Officer (Chairperson) 2. Mr. Alok Bansal – Executive Vice-Chairman and Whole Time Director (Member) 3. Mr. Sarbvir Singh - Joint Group CEO and Executive Director (w.e.f. 26.08.2023) (Member) 4. Mr. Mandeep Mehta- Group Chief Financial Officer (Member) 5. Mr. Naveen Kukreja- CEO & WTD of Paisabazaar (Member) 								
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.	BRSR Committee of the Board is the highest authority for implementation and oversight of the Business Responsibility policies								

Directors' Report

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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	The review has been done by Business Responsibility and Sustainability Committee.									The frequency of the review is Half Yearly by the Business Responsibility and Sustainability Committee.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Compliance with the laws of the land is the first step in responsible business conduct. The compliance review with all the statutory requirements of relevance to the principles of National Guidelines on Responsible Business Conduct has been done by the respective committees of the Board.																	

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

No, the assessment / evaluation of the working of its policies is being done internally as part of the business operating policies and procedures.

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

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

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.

We follow and adhere to the best governance practices to ensure cultivating a robust value system of professionalism, honesty, integrity as well as high moral and ethical standards that safeguards and brings benefits for all stakeholders.

We have laid down appropriate structures, policies, and procedures to promote this principle which guides its directors, KMPs & employees to ensure that contravention is prevented, and timely action is taken against any transgressions. In addition, the company has adopted the Whistle Blower Policy that provides employees and third parties a mechanism to report any concerns or grievances pertaining to violation of Company's Code of Conduct policy or any unethical behavior.

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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	All Principles	100%
Key Managerial Personnel	2	All Principles	100%
Employees other than BoD and KMPs	Continuous – Induction program and quarterly refresher trainings	Principles relevant to their respective functional area	100%
Workers	NA		

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 based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	No fines or penalties have been levied on the entities directors / KMPs by regulators/ law enforcement agencies/ judicial institutions				
Settlement					
Compounding fee					
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	No Non-Monetary imprisonment or punishment has been imposed on the entity or on the directors / KMPs.				
Punishment					

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Not applicable as no fines/penalties etc. has been levied or paid by the organization	

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.

The Code of Conduct covers the anti-corruption and anti-bribery policies of the organization. The company has also adopted a policy on Gifting and Anti-Bribery during the FY 2022-23.

Directors' Report

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

No disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption against any of the Directors/KMPs/employees for the FY 2022-23 and 2021-22.

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

No complaint was received with regard to conflict of interest of the Directors, KMPs or any other employee.

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.

This is not applicable as no fines / penalties / action has been taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

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

We have identified ways to optimize resource consumption in our operations through environment friendly installations such as energy efficient equipment etc. We prefer procuring goods and services which are required to run our business, to the local small and medium enterprises which are listed with the Company. The company also prefers local employees/staff for different manpower services, up to the extent possible.

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.

	Current Financial Year 2022-23	Previous Financial Year 2021-22	Details of improvements in environmental and social impacts
R & D	Not applicable, considering the nature of the operations		
Capex	Not applicable, considering the nature of the operations		

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

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

The company is not producing any products and hence the sustainable procurement is not directly relevant, however we have Business Responsibility and Sustainability Policy which covers sustainable sourcing for office supplies.

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.

This is not applicable since the company is not producing any physical product.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Extended Producer Responsibility (EPR) is not applicable since the company is not producing any physical product.

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

Our Team is our biggest strength, and our policies and practices are aligned to ensure the well-being of the employees. We continue to invest and reinvest in organizational talent in the form of paid courses, in-house training, soft-skill sessions, and a lot more at the time of joining and during the job tenure.

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Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	10,921	10921	100%	10921	100%	-	-	10921	100%	9453	87%
Female	3,397	3397	100%	3397	100%	3397	100%	-	-	3117	92%
Total	14,318	14,318	100%	14318	100%	3397	100%	10921	100%	12570	88%
Other than Permanent employees											
Male	668	668	100%	668	100%	-	-	-	-	-	-
Female	481	481	100%	481	100%	481	100%	-	-	-	-
Total	1,149	1,149	100%	1,149	100%	481	100%	-	-	-	-

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

Not Applicable

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

Benefits	FY 2022-23			FY 2021-22		
	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%	NA	Y	100%	NA	Y
Gratuity	100%	NA	NA	100%	NA	NA
ESI*	40.04%	NA	Y	42.63%	NA	Y
Other - Pls. specify	-	-	-	-	-	-

* ESIC coverage is governed by the salary based eligibility as per the ESI Act. Lesser number of employees are covered in ESIC compared to last year owing to annual salary increments and an increase in the average salary offered to new joiners in FY23. Health coverage for all employees continues to be 100%.

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, all the Company's facilities are wheelchair accessible, making it convenient for a person to move around. All the offices and the outlets are accessible with elevators and ramps for persons with disabilities.

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 entity does have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. The policy is accessible on <https://www.pbfinetech.in/pdf/equal-employment-opportunity-policy.pdf>.

Directors' Report

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%	84%
Female	98%	75%
Total	99%	80%

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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Yes, we have an Employee Grievance Redressal Policy in place, under which three Employee Grievance Redressal Committees (EGRC) are constituted:
Other than Permanent Workers	
Permanent Employees	<ul style="list-style-type: none"> - Core committee, - A first level escalation committee, and - A second level escalation committee. <p>Employees can reach out to the committees to formally file a grievance or to appeal the decision of a lower-level committee, either via email or via the Company's digital employee helpdesk called PB Support which is available on the Company's intranet. Complaints are dealt with in a confidential manner.</p> <p>The committees are entrusted to run unbiased and impartial enquiries based upon the principles of natural justice. The respondent is served with a chargesheet at the beginning of an enquiry. Both the complainant and the respondent are given an opportunity to be heard, to defend themselves, to present evidence and to bring forth witnesses. The Committee endeavors to complete the enquiry within a reasonable period but not beyond 15 working days and communicate its findings and its recommendations for action to the HR Head/Committee Head. The report of the committee is treated as an enquiry report based on which an erring employee can be awarded appropriate punishment. The punishment can range from a verbal warning upto termination of service/contract. A record of the enquiry proceedings is maintained by the company and the report / document of reprimand is additionally placed in the personnel file of the employee(s).</p>
Other than Permanent Employees	

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

There are no employee association(s) or unions recognized by the company.

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	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	10921	10506	96.2%	9064	83.0%	8444	8056	95.4%	6840	81.0%
Female	3397	3268	96.2%	2786	82.0%	2785	2657	95.4%	2256	81.0%
Total	14318	13774	96.2%	11,850	82.8%	11,229	10,713	95.4%	9,095	81.0%

*Health and safety: Data includes joiners upto Feb'23 as the last workshop was held in early March'23. March'23 joiners were trained post closure of FY22-23. Skill upgradation include in-house induction, online and offline product and process refreshers, external and paid courses and certification programs.

STATUTORY REPORTS

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees*						
Male	10921	8969	82%	8444	6726	80%
Female	3397	2684	79%	2785	2204	79%
Total	14318	11653	81%	11,229	8930	80%

The company follows an annual appraisal cycle for which employees joining uptill 31st December are eligible for increments in the next year. Joiners from 1st January onwards are eligible for increment in the next financial year and receive pro-rated increment for the number of months served in excess of 12 months.

10. Health and safety management system:

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

Yes, the health and safety management system cover all employees at all facilities of the organization. Some of the infrastructure measures that have been undertaken to ensure health and safety of employees are as follows:

1. Timely Maintenance and upkeep of electrical / plumbing equipment
2. CCTV Surveillance and Monitoring
3. Access Control for critical areas
4. Physical Security of premises
5. Fire and safety deployment and maintenance at premises
6. Carry out sanitization and pest control across all facilities
7. Catering to Medical Emergency and ensuring medical kits are available for timely help
8. Maintaining Washroom Checklist for consistent hygiene
9. Ensuring safe / filtered drinking water
10. Office infrastructure is clean and hygienic
11. Chair / workstations are ergonomic and well-maintained

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

1. The Company communicates, involves, and actively engages in training all employees on health and safety issues.
2. The Company monitors the internal health and safety performance, including work-related accidents, incidents, and significant ill-health occurrences such as epidemic threats and investigates those that do occur and helps reduce their number and severity.
3. The Company works closely with appropriate external agencies and within its industry to ensure the continued adoption of appropriate best-practice in health and safety management.

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

Considering the nature of the operations this is not directly applicable.

Directors' Report

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

Yes, the company has a policy of health and accident insurance for the employees. Also, the Company has tie-ups with hospitals and online consultations for the physical and mental well-being of employees.

Details of safety related incidents, in the following format:

Safety Incident/Number	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	0.78	-
Total recordable work-related injuries	24	-
No. of fatalities	-	-
High consequence work-related injury or ill-health (excluding fatalities)	-	-

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

Yes, the Company is committed to eliminate all kinds of discrimination on the grounds of HIV or AIDS, age, colour, disability, marital status, nationality, race, religion, gender, or sexual orientation. The Company strives that all decisions on employment, career progression, training or any other benefits are solely based on qualification and merit. The company has an Equal Employment Opportunity (EEO) policy and Prevention of Sexual Harassment (POSH) policy in place. The Company is committed to maintain a work environment that is free from any harassment and has a work culture which is conducive for diversity. The EEO Policy is aligned with The Right of Persons with Disability Act, 2017, The Transgender Persons (Protection of Rights) Act, 2019 and the HIV & AIDS (Prevention and Control) Act, 2017 and any rules, guidelines or government policies incidental, along with other applicable laws & regulations whose intent is primarily anti-discrimination. The objective of this policy is to provide equal opportunities in terms of employment, and protection from various forms of discrimination throughout the employee lifecycle which includes recruitment to superannuation.

Similarly, the Company's POSH policy is In line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 ("Act") and the rules framed thereunder ("Rules"). This POSH policy aims to prohibit, prevent or deter the commission of acts of sexual harassment against women at workplace and to provide the procedure for the redressal of complaints pertaining to sexual harassment of women Personnel at the workplace. The following appointments are made to ensure any grievances arising out of EEO / SH are dealt with in a fair manner:

1. Appointment of a Liaison officer to oversee recruitment of disabled as per The Right of Persons with Disability Act, 2016.
2. Appointment of a Complaints officer for grievance redressal and complaint resolution in case of Transgender & people infected with and affected by HIV and AIDS respectively.
3. Appointment of an Internal Complaints Committee for grievance redressal and complaint resolution in case of sexual harassment of women at the workplace

Apart from above the company has following policies which contribute to ensure a safe and healthy workplace:

- a. Rewards & Recognition Policy
- b. Work From Home Policy
- c. Employee Welfare Guideline
- d. Workplace Privacy for Employees

STATUTORY REPORTS

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

	FY 2022-23			FY 2021-22		
	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	-	-		-	-	
Health & Safety	-	-		-	-	
Sexual Harassment	18	2	Out of the two open complaints, one complaint was received on 2nd March 2023 and is underway, timelines are being followed and matter would be closed within the statutory allowed time of 90 days. The other complaint was closed on 11th April 2023.	8	1	The complaint was received on 16th February 2022 and the complainant opted for inquiry. The enquiry proceedings were completed within 90 days in the next FY.
Discrimination at workplace	-	-		-	-	
Child Labour	-	-		-	-	
Forced Labour / Involuntary Labour	-	-		-	-	
Wages	-	-		-	-	
Any other type of complaint	-	-		-	-	

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	98%
Working Conditions	95%

The assessments have been carried on internally by the entity as part of the business operations.

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.

The Administration and Facilities Management Team is responsible for conducting investigation of reported incidents, assisting in the development and implementation of the best practices to minimize risks, and eliminate / reduce occurrence of safety incidents.

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

As a responsible organization, our objective is to deliver profitability for all our stakeholders with a long-term perspective. We have constituted a Stakeholders Relationship Committee (SRC) to redress investors' related issues.

For all our stakeholders, including customers, insurer partners and lending partners, our technological infrastructure and data analytical skills serve as the cornerstone for resolving critical problems. While offering good data insights to the Company's insurer partners and lending partners to further enhance their service delivery, we will continue to invest in its platforms to provide a smooth experience filled with convenience, speed, and options for its customers. We will continue to build on the foundation that we have created to enhance value for our consumers and all other stakeholders.

Directors' Report

We have also constituted a Risk Management Committee to manage, mitigate and protect the interests of shareholders and stakeholders, to achieve business objectives and enable sustainable growth. We have robust risk management framework that is aimed at effectively mitigating our various business and operational risks.

Essential Indicators

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

Stakeholders are individuals or groups that have interests that are affected or could be affected by an organization's activities. The internal and external groups of key stakeholders have been identified on the basis of their immediate impact on the operations and working of the company and where the business can have the greatest impact. PB Fintech Limited recognizes existing and potential customers, employees, shareholders, investors, regulatory authorities, media, and community as its stakeholders.

- 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
Customers	N	Customer Feedback/Customer Satisfaction Index (CSAT) Website, Social Media Platforms	Ongoing	Customer Satisfaction
Employees	N	Notice Boards, Website, Employee Survey feedback, Annual Performance Review, Meetings, Trainings	Ongoing	Working condition, Employee performance and Career Progression, Employee Satisfaction
Shareholders	N	AGM, Investor meets, Filing to Stock Exchanges, Investor Grievance redressal mechanism, Newspaper publications, website of the company	On going	Business Strategies and Performance
Regulatory Authorities	N	Regulatory Filings	Ongoing	Legal Compliance
Media	N	Press Releases, Social Media Platforms, Media interactions	Ongoing	Information dissemination, communicating company's perspective
Community	Y, Underprivileged communities; and People with Disabilities	Corporate Social responsibility initiatives	Ongoing	Social welfare

PRINCIPLE 5 Businesses should respect and promote human rights Essential Indicators

We are committed to ensure we protect the Human Rights of all stakeholders impacted by our business especially our employees and people who are vulnerable and marginalized. We always encourage our business partners and third parties with whom we conduct business to abide by the Human rights policy. We have in place Policy on Prevention of Sexual Harassment of women at workplace and Equal Employment Opportunity Policy along with access to various grievance redressal mechanisms to address grievances related to human rights issues.

STATUTORY REPORTS

Essential Indicators

1. Employees 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)
Permanent	14318	14318	100%	11,229	11229	100%
Other than permanent	1149	1149	100%	526	526	100%
Total Employees	15467	15467	100%	11,755	11755	100%

2. Details of minimum wages paid to employees, 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)
Permanent										
Male	10,921	64	1%	10857	99%	8444	1	0%	8443	100%
Female	3,397	28	1%	3369	99%	2785	0	0%	2785	100%
Other than Permanent										
Male	668	261	39%	407	61%	330	207	63%	123	37%
Female	481	36	7%	445	93%	196	182	93%	14	7%

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)	4	38,00,000*	2	32,00,000
Key Managerial Personnel**	2	97,63,848	-	-
Employees other than BoD and KMP	10913	3,35,000	3395	2,99,070
Workers	-	-	-	-

*Median Remuneration of directors does not include value of ESOPs.

**KMPs other than board of directors

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 HR Head is the focal point responsible for addressing human rights impacts or issues caused or contributed to by the business.

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

The details of grievance redressal mechanism related to human rights issues are provided in Principle 3, point No. 6.

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

Directors' Report

	FY 2022-23			FY 2021-22		
	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	18	2	Out of the two open complaints, one complaint was received on 2nd March 2023 and is underway, timelines are being followed and matter would be closed within the statutory allowed time of 90 days. The other complaint was closed on 11th April 2023.	8	1	The complaint was received on 16th February 2022 and the complainant opted for inquiry. The enquiry proceedings were completed within 90 days in the next FY.
Discrimination at workplace	-	-		-	-	
Child Labour	-	-		-	-	
Forced Labour/ Involuntary Labour	-	-		-	-	
Wages	-	-		-	-	
Other human rights related issues	-	-		-	-	

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

PB Fintech Limited is committed to providing a safe and positive work environment. Employees also have access to several forums where they can highlight matters or concerns faced at the workplace. This is achieved through a well-established and robust grievance resolution mechanism, which are based on the principles of natural justice, confidentiality, sensitivity, non-retaliation, and fairness while addressing concerns. Also, the Whistle Blower Policy provides for the complete protection to the whistleblowers against any unfair practice like retaliation, threat, or intimidation of termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the whistleblower's right to continue to perform his/her duties/functions including making further complaint.

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

No, however Legal function is studying this and working towards including human rights requirements in business agreements and contracts.

9. Assessments for the year:

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

All the assessments have been done by the entity during the course of business operations and according to applicable regulations and policies of the organization.

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

Not Applicable

STATUTORY REPORTS

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

As a responsible corporate citizen, the Company endeavors to reduce the environmental impact of its operations. The Company complies with applicable environmental regulations in respect of premises and operations and ensures stakeholders to abide with the same. Being a tech company, it has very limited impact on environment although the company has identified ways to optimize resource consumption in its operations. To ensure optimal resource consumption, the Company has incorporated environment friendly installations such as energy efficient equipment etc. We have also established procedures in place to responsibly dispose of E-waste. The Company aspires to adopt sustainable products and practices, and it strives to reduce its operations and buildings' carbon footprint.

Essential Indicators

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

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)*	26410 GJ	16477 GJ
Total fuel consumption (B)	3999 GJ	2972 GJ
Energy consumption through other sources (C) (Solar Power)	212 GJ	-
Total energy consumption (A+B+C)	30621 GJ	19449 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	11.97 GJ/Crores of Turnover	13.65 GJ/Crores of Turnover
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

*The increase in absolute power consumption in FY22-23 as compared to FY21-22 is due to the fact that in FY22-23 we have more number of offices and also that transition happened from gradually “work from home” to “work from office”.

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, No independent assessment / evaluation/assurance has been carried out by an external agency

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.

The operations of the company are not covered under the Performance, Achieve and Trade (PAT) Scheme of the Government of India

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water*	12000	8000
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	12000	8000
Total volume of water consumption (in kilolitres)	12000	8000
Water intensity per rupee of turnover (Water consumed / turnover)	4.69 KL/Crores of Turnover	5.61 KL/Crore of Turnover
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*Municipal Water

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, No independent assessment / evaluation/assurance has been carried out by an external agency

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

Not Applicable

Directors' Report

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

The DGs installed at most locations are mostly rented and the emissions are as per Bharat Stage Norms.

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

Parameter	Unit	FY 2022-23	FY 2021-22
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)	Metric tonnes of CO ₂ equivalent	296	220
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)	Metric tonnes of CO ₂ equivalent	5942	3616
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ Equivalent / Crores of Turnover	2.44 TCO ₂ e / Crores of Turnover	2.69 TCO ₂ e / Crores of Turnover
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

Yes, an independent evaluation has been carried out by Sustainability Actions Private Limited.

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

The Company's headquarters are equipped with solar panels capable of producing up to 60KW of power, which is used to power the lights in the contact centres. It has also identified regions within its physical sites where energy conservation might be maximized. It has powered most of its offices around the country with LED lights, which provide optimal energy use, and has employed sectional lighting to prevent electricity loss in temporarily vacant office spaces. Utilizing VRV air conditioners has also aided in reducing energy consumption in geographies where it is most needed.

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)- Used Oil	-	-
Other Non-hazardous waste generated (H). Please specify, if any.	-	-
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	-	-

STATUTORY REPORTS

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.

N, No independent assessment / evaluation/assurance has been carried out by an external agency.

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.

Green practices are engrained in the Company's culture, with employees willingly recycling and reusing paper in workstations to reduce waste. All the waste are sent for recycling through authorized collectors. We are reusing all physical assets including information systems hardware and at the end of life the E-waste is given to authorized recyclers / collectors. Batteries and used oil generated are disposed of through authorized vendors.

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:

No facilities are in/around ecologically sensitive areas.

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

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, PB Fintech Limited is compliant with all the applicable environmental laws and regulations based on its nature of business.

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.

7 (Seven)

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2	The National Association of Software and Service Companies (NASSCOM)	National
3	Internet and Mobile Association of India (IAMAI)	National
4	Digital Lenders Association of India (DLAI)	National
5	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
6	Confederation of Indian Industry (CII)	National
7	The Merchant Payments Alliance of India (MPAI)	National

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

Not applicable as no adverse orders from regulatory authorities has been received during the year.

Directors' Report

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Our Corporate Social Responsibility (CSR) Policy and Equal Opportunity policy outlines our commitment to promote inclusive growth and equitable development.

We have collaborated with Y4D Foundation, a NGO that provides financial literacy programs to young people to reduce unemployment by promoting financial awareness.

As part of our community work we partnered with Ma Foi Foundation to provide awareness training to 400 candidates on "Financial Literacy" in Gurgaon, Chennai, Kolkata, and Mumbai. These 400 candidates were final year undergraduate students with good understanding on the Financial Insurance Industry and were willing to take up opportunities in the BFSI vertical. The total duration of the program was 20 hours in offline mode and with a placement guarantee of 50% in which 50 eligible students had been placed within our company.

Along with financial literacy our organization have focused on Road safety, blood donation and eye-checkup camps. The various in-house initiatives that were carried out FY 2022-23 are as follows:

- a. 21st June-22- Blood Donation Camp (Participations- 135)
- b. 28th & 30th Nov-22- Blood Donation Camp organized on large scale.
- c. Nov & Dec-22 - Clothes & Shoes donation with Goonj (NGO - for poor children & elderly)

Essential Indicators

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

No requirement of Social Impact Assessments (SIA) of projects was applicable to the company.

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

There was no project involving R&R during the FY 2021-22 or FY 2022-23.

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

There are several mechanisms in place to receive grievances from the community such as access to e-mail ID of Legal and Compliance officer, Website, Customer help-line/Toll-free number, Policybazaar and Paisabazaar App. and every outlet. The grievances from community are addressed by Legal and Compliance officer along-with Stakeholders' Relationship Committee of the Board.

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

Although we do not procure goods for further processing due to the nature of our business, we give preference for procurement of goods and services which are required to run its business, to the local small and medium enterprises which are listed with the Company. We also prefer local employees/staffs for different manpower services, up to the extent possible.

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

We are on the quest to enhance our consumer centric approaches and place their needs on priority while improving and digitalizing cumbersome offline processes. We have also enhanced consumer experience with one-click renewals and real-time updates on services and claims request. We use advanced technology options such as chatbots and video calls to effectively communicate with our consumers which also provides a tool for verification and fraud prevention. For example, we use chatbots on WhatsApp, to share policy updates and schedule appointments with our advisors.

Quick video and document uploads have made cumbersome processes like KYC, fraud detection and motor claims seamless. We have aimed to add voice-aided renewals to our store of renewal offerings. Our technology solutions are focused on automation and self-service driven consumer experiences while providing sales and service support using telecalls and chats through our website and app. To add to our current support networks, we now complement our consumer support with accessible offline stores wherein our consumers can walk in and book in-person appointments to be guided by our advisors.

STATUTORY REPORTS

Essential Indicators

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

At Policy Bazaar, a customer can primarily get in touch with the following modes:

1. Complaint through My A/c.
2. Complaint through social media
3. Emails where IRDA is copied
4. Emails where CXO's are copied
5. Toll Free Number

The organization has put in place a structured internal escalation mechanism to ensure systematic handling of all complaints along with addressing the complaints within a defined turnaround time and those surpassing the TAT are systematically escalated to the higher authority. Policy Bazaar has a system and a procedure for receiving, registering and disposing of grievances. The company ensures that the following minimum timeframes are adopted:

- a) Endeavour is made to send a written first-time response to a complainant within 2 hours of the receipt of the grievance.
- b) The first-time response contains the name of the officer who will deal with the grievance
- c) It contains the details of the insured grievance and the follow-up TAT procedure and the time to be taken for the resolution of the complaint
- d) Where the complaint will get resolved within stipulated days, the resolution is communicated along with the acknowledgement.
- e) Here the grievance is not resolved within the stipulated working days, it is mandatory to share the interim time with the customer on the follow-up done.
- f) If the customer does not respond to calls and emails 3 times the complaint is closed, and an interim closure email is also sent. The complaint is again opened when the customer responds.

Regarding Paisa Bazaar, any customer having a grievance with respect to the product and services offered by the company may reach out to the Company through any of the following channels:

1. Toll Free No.
2. Email at: care@paisabazaar.com
3. Write a letter at the address: Paisabazaar Marketing and Consulting Private Limited, Plot number 135P, Sector 44, Gurgaon-122001

The customers are requested to necessarily provide the following details which includes:

1. Details of Products for which Grievance is made
2. Date of Application submitted
3. Details of Grievance
4. Valid Contact Information including Phone No. & E-mail ID registered with the Company at the time of registration for availing the services of Paisabazaar.

Once the customer Grievance is received, we will endeavour to send an acknowledgement/a response within 48 working hours of receiving the Grievance. After examining the matter, we will send our final response or explain why we need more time to respond and shall endeavour to do so within 30 days of receipt of Grievance.

The Nodal Grievance Redressal Officer details are as follows:

E-mail- servicehead@paisabazaar.com

Call at - 0124-6473726

There is continuous improvement in customer onboarding, service and claim support which has let us in the last few months to receive more than 10,000 appreciation letters from customers every month and a CSAT of 88% for Policy Bazaar. It is indeed a massive change in the number of appreciations that we are receiving from consumers.

Directors' Report

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

This is not directly applicable as the company is not providing and physical products/services.

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

The Company is committed to creating products and solutions that exceed customer expectations and enhance the level of business profitability. We consistently strive forth to ensure higher customer satisfaction

	FY 2022-23			FY 2021-22		
	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
Data Privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber Security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	7918	12	-	5717	-	-

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? (Yes/No) If available, provide a web-link of the policy.

Yes.

<https://www.policybazaar.com/legal-and-admin-policies/>

<https://www.paisabazaar.com/privacy-policy>

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

PB Fintech Limited has a comprehensive cybersecurity framework which includes policies, processes, procedures and standards aimed at achieving and sustaining the enterprise-level information security objectives. The company has implemented solutions like WAF, next-gen firewall, endpoint security, cloud workload security, URL proxy, cloud security groups, logging & monitoring and cyber threat intelligence are in place to ensure adequate protection against security breaches. Processes like user access rights review, database access review, principle of granting least privilege and backup management among others are defined, documented and implemented to further strengthen the cyber security and data privacy.