

Ref: CAGL/EQ/2023-24/62

July 31, 2023

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 FY2022-23.**

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 2022-23.

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 & SUSTAINABILITY REPORT FY2023

### 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	<a href="http://www.creditaccessgrameen.in">www.creditaccessgrameen.in</a>
9.	Financial year for which reporting is being done	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	BSE, NSE
11.	Paid-up Capital	₹1,589.06 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 FY23, the disclosures under this report are made on a consolidated basis, except for the GHG emissions disclosures which are computed across 74% of branches (81% of employees), excluding the branches of Madura Micro Finance Limited which merged with the Company in February 2023.  For FY22 & FY21, the disclosures are on standalone basis, excluding the erstwhile subsidiary Madura Micro Finance Limited.

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## 2. Products / Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Microfinance Services	Providing loans for income generation activities and other lifecycle needs to economically weaker sections	99.2%

### 15. 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	99.2%

## 3. Operations

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

Location	Number of Branches	Number of offices	Total
National	1,786	1 Head Office, 19 Regional Offices	1,806
International	0	0	0

### 17. Markets served by the entity:

#### a) Number of locations

Location	Number
National (No. of States)	14 States & 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 (99.99%) customers from low income households (economically weaker sections) availing loans primarily for income generation activities and for other lifecycle needs.

## 4. Employees

### 18. Details as at the end of Financial Year:

#### a) Employees (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (D)	16,759	14,842	88.56%	1,917	11.44%
2.	Other than Permanent (E)	Nil	Nil	0.00%	Nil	0.00%
3.	<b>Total employees (D + E)</b>	<b>16,759</b>	<b>14,842</b>	<b>88.56%</b>	<b>1,917</b>	<b>11.44%</b>

#### a) Differently abled Employees

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (D)	1	1	0.006%	Nil	0.00%
2.	Other than Permanent (E)	Nil	Nil	0.00%	Nil	0.00%
3.	<b>Total employees (D + E)</b>	<b>1</b>	<b>1</b>	<b>0.006%</b>	<b>Nil</b>	<b>0.00%</b>

### 19. 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	Nil	0.00%

### 20. Turnover rate for permanent employees

	FY2023			FY2022			FY2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	39.97%	44.39%	40.35%	31.71%	36.96%	32.09%	28.75%	35.35%	29.23%

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

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

### 21. 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

## 6. CSR Details

### 22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (₹ in million): 35,507.90

(iii) Net worth (₹ in million): 51,069.70 million

7. **Transparency and Disclosures Compliances**

23. **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	FY2023			FY2022		
		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	100	Nil	-	Nil	Nil	-
Employees	Yes	84	1	-	39	Nil	-
Customers	Yes	2,933	Nil	-	3,189	1	-
Value Chain Partners	No	Nil	Nil	Value Chain Partners grievances currently not recorded	Nil	Nil	Value Chain Partners grievances currently not recorded

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

Refer to Page 34 of Integrated Annual Report.

SECTION B: GENERAL DISCLOSURES

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1.a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs.	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	<a href="https://www.creditaccessgrameen.in/governance/policies/">https://www.creditaccessgrameen.in/governance/policies/</a>								
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 /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 practises.								
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.								
<b>Governance, leadership, and oversight</b>									
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) Refer to Page 15 of Integrated Annual Report									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	DIN: 07235226 Name: Udaya Kumar Hebbar Designation: Managing Director and CEO								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. Refer to Question No. 8								
10. Details of Review of NGRBCs by the Company									
(a) Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y
(b) Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency?	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:	Not Applicable								

## 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	1 Familiarization program for independent directors	Training on business matters	50%
	1 Familiarization program for all board of directors	Compliance Obligations under SEBI PIT Regulations, 2015	100%
Key Managerial Personnel	4 Training programs	Prevention of Sexual Harassment (POSH), IT Security, Compliance Obligations under SEBI PIT Regulations, 2015, Enhanced Leadership Program	100%
Other Employees	5 Trainings Programs conducted through the e-learning portal	Code of Conduct, Client Protection Principles, Client Data Privacy, Environmental & Social System, Prohibition of Insider Training	84.7% of employees at end of Mar-23

**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:**

	NBRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty / Fine	Principle 1	BSE	INR 1,000 + Tax	The Company has not intimated BSE Limited about the details of Interest payment obligation during the quarter from 01.07.2022 to 30.09.2022, with respect to one of the listed NCDs as required u/r. 57(4) of the SEBI LODR.	No
		BSE & NSE	INR 1,70,000 + Tax each	The Audit Committee was not constituted with at least two-thirds of the independent directors during 21.10.2022 to 12.01.2023 as required u/r. 18(1) (b) of SEBI LODR.	No
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

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

Nil.

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

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

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

FY2023: Nil. FY2022: Nil

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

Number of complaints received in relation to issues of Conflict of Interest of the Directors: FY2023: Nil. FY2022: Nil.

Number of complaints received in relation to issues of Conflict of Interest of the KMPs: FY2023: Nil. FY2022: 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.

### 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
-	-	-

**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 the course of 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 & CEO of any personal conflict of interest relationship which may involve the Company. Every director or employee shall also notify the MD & CEO of any conflict of interest of a non-personal nature involving the Company or its business arrangements. The MD & 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**

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.**

	FY2023	FY2022	Details of improvements in environmental and social impacts
IT Capex	₹ 55.97 million	₹ 73.59 million	Refer to Page 72 of Integrated Annual Report

2. **a. Does the entity have procedures in place for sustainable sourcing?**  
The company conducts all branch procurement from local businesses / suppliers.  
**b. If yes, what percentage of inputs were sourced sustainably?**  
100% of Company's branch procurement happens from local businesses / suppliers.
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.**  
Not Applicable.
4. **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.**  
Not Applicable.

**Leadership Indicators**

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)?**  
Not Applicable.
2. **If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**  
Not Applicable.
3. **Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**  
Not Applicable.
4. **Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**  
Not Applicable.
5. **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**

1. **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)
Male	14,842	14,842	100%	14,842	100%	0	0%	552	3.72%	We have a creche facility at the Head Office	
Female	1,917	1,917	100%	1,917	100%	33	1.72%	0	0.00%		
<b>Total</b>	<b>16,759</b>	<b>16,759</b>	<b>100%</b>	<b>16,759</b>	<b>100%</b>	<b>33</b>	<b>0.20%</b>	<b>552</b>	<b>3.29%</b>		

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

Benefits	FY2023		FY2022	
	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*	71.82%	Y	75.61%	Y
ESI	13,774 out of 16,759 employees fall under ESIC and 100% covered	Y	10,006 out of 11,951 fall under ESIC and are 100% covered	Y

\* Gratuity is applicable after confirmation of employees

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%	94%
Female	Out of 20 women employees, 50% returned, and the remaining 50% are still on leave as per policy	

(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) = Return to work rate

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 64 of 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	FY2023					FY2022				
	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)
Male	14,842	9,718	65.48%	11,207	75.51%	11,065	7,134	64.47%	7,975	72.07%
Female	1,917	1,740	90.77%	947	49.40%	886	464	52.37%	579	65.35%
<b>Total</b>	<b>16,759</b>	<b>11,458</b>	<b>68.37%</b>	<b>12,154</b>	<b>72.52%</b>	<b>11,951</b>	<b>7,598</b>	<b>63.58%</b>	<b>8,554</b>	<b>71.58%</b>

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

Category	FY2023			FY2022		
	Total (A)	Total (B)	Total (B/A)	Total (C)	No. (D)	% (D / C)
Male	13,869	10,360	74.70%	9,829	7,475	76.05%
Female	1,313	908	69.15%	807	585	72.49%
<b>Total</b>	<b>15,182</b>	<b>11,268</b>	<b>74.22%</b>	<b>10,626</b>	<b>8,060</b>	<b>75.78%</b>

**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 and regular branch and field audits help in capturing any deviations and timely corrective action.

**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	FY2023	FY2022
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	28	40
No. of fatalities	Employees	20	21*
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0

\*out of 21 fatalities, there are 8 deaths due to Covid-19

**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 and regular branch and field audits help in capturing any deviations and timely corrective action.

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

	FY2023			FY2022		
	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 / ill-health / 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:**

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY2023	FY2022	FY2023	FY2022
Employees	Nil	Nil	Nil	Nil

**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 31 of 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 57 of 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	FY2023			FY2022		
	Total (A)	No. of employees covered (B)	% (A/B)	Total (C)	No. employees covered (D)	% (C / D)
Permanent	16,759	Nil	-	11,951	Nil	-
Other than Permanent	Nil	Nil	-	Nil	Nil	-
<b>Total Employees</b>	<b>16,759</b>	<b>Nil</b>	<b>-</b>	<b>11,951</b>	<b>Nil</b>	<b>-</b>



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

Category	FY2023					FY2022				
	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	16,759	1,356	8.09%	15,403	91.91%	11,951	5,759	48.19%	6,192	51.81%
Male	14,842	1,099	7.40%	13,743	92.60%	11,065	5,280	47.72%	5,785	52.28%
Female	1,917	257	13.41%	1,660	86.59%	886	479	54.06%	407	45.94%

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

In ₹	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (Independent)	2	22,30,000 (commission)	2	13,30,000 (commission)
Key Managerial Personnel	4	1,44,38,064	Nil	Nil
Other Employees	14,838	2,84,052	1,917	2,07,182

**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.

**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:**

	FY2023			FY2022		
	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	Nil	Nil	-	1	Nil	There was no evidence of sexual harassment found during the investigation.
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour / Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

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

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

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

Yes.

**9. Assessments for the year:**

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

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

Nil.

**Leadership Indicators**

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

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:**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Nil
Discrimination at workplace	Nil
Child Labour	Nil
Forced Labour / Involuntary Labour	Nil
Wages	Nil
Other human rights related issues	Nil

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

Nil.

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

**Essential Indicators**

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

Parameter	FY2023	FY2022
Total electricity consumption (A)	20,422 GJ	11,420 GJ
Total fuel consumption (B)	1,57,182 GJ	1,23,861 GJ
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	1,77,604 GJ	1,35,282 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.000006 GJ	0.000006 GJ
Energy intensity (optional) – the relevant metric may be selected by the entity	13.02 GJ (Per FTE)	11.32 GJ

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

Not Applicable.

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

Not Applicable.

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

Not Applicable.

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

Not Applicable.

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

Parameter	Unit	FY2023	FY2022
Total Scope 1 emissions (CO2)	Metric tonnes of CO2 equivalent	144.51	30.41
Total Scope 2 emissions (CO2)	Metric tonnes of CO2 equivalent	4,595.04	3,349.92
Total Scope 1 and Scope 2 emissions per rupee of turnover		0.00000016	0.00000015
Total Scope 1 and Scope 2 emission intensity (calculated on number of full time employees)		0.35	0.28

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

Not Applicable.

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

Parameter	FY2022	FY2021
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	Not Applicable	Not Applicable
E-waste (B)	1.87 metric tonnes of e-waste safely disposed	0.86 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

**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.**

Not Applicable.

**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:**

Not Applicable.

**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:**

Not Applicable.

**Leadership Indicators**

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

Not Applicable.

**2. Provide the following details related to water discharged:**

Not Applicable.

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

Not Applicable.

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

Parameter	Unit	FY2023	FY2022
Total Scope 3 emissions	Metric tonnes of CO2 equivalent	8,839.97	7,049.48
Total Scope 3 emissions per rupee of turnover		0.0000003	0.0000003
Total Scope 3 emission intensity (calculated on number of full time employees)		0.65	0.59

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

Not Applicable.

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

Not Applicable.

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

Not Applicable.

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

Not Applicable.

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

Not Applicable.

**PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential Indicators**

**1. a. Number of affiliations with trade and industry chambers/ associations.**

**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.**

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	Microfinance Institutions Network (MFIN)	National
2	ASSOCHAM	National
3	Association of Karnataka Microfinance Institutions	State
4	Federation of Karnataka Chamber of Commerce and Industry	State
5	Odisha State Association for Financial Inclusion Institutions	State
6	Kerala Association of Microfinance Institutions	State
7	Uttar Pradesh Microfinance Association	State
8	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.**

Nil.

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

Nil.

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

Refer to Page 56 of Integrated Annual Report.

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

Nil.

**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:**

Refer to Page 57 of Integrated Annual Report.

**3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups?**

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

**(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 57 of 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 56 of 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.**

Not Applicable

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

	FY2023		Remarks	FY2022		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	2,933	Nil	-	3,189	1	-

**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.

**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](http://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 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 56 of Integrated Annual Report.

**5. Provide the following information relating to data breaches:**

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

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

Nil.