



Ref/No/HDFCAMC/SE/2024-25/24

Date- July 3, 2024

National Stock Exchange of India Limited Exchange Plaza, Plot C/1, Block G, Bandra Kurla Complex, Bandra (East), Mumbai – 400051. <b>Kind Attn: Head – Listing Department</b>	BSE Limited Sir PJ Towers, Dalal Street, Mumbai – 400001. <b>Kind Attn: Sr. General Manager – DCS Listing Department</b>
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Dear Sir/Madam,

**Sub: Disclosure under Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Regulations”)**

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Business Responsibility and Sustainability Report (BRSR) along with the reasonable assurance report for the financial year 2023-24. Additionally, the BRSR and reasonable assurance report are also being uploaded on the website of the Company at [www.hdfcfund.com](http://www.hdfcfund.com)

This is for your information and records.

Thanking you,

Yours faithfully,  
For **HDFC Asset Management Company Limited**

**Sylvia Furtado**  
**Company Secretary**

Encl: a/a

**HDFC Asset Management Company Limited**

CIN: L65991MH1999PLC123027

**Registered Office** : "HDFC House", 2ndFloor, H.T. Parekh Marg, 165-166, Backbay Reclamation, Churchgate, Mumbai-400 020  
Tel.: 022 - 6631 6333 Fax: 022 - 6658 0203 Website: [www.hdfcfund.com](http://www.hdfcfund.com) email: [shareholders.relations@hdfcfund.com](mailto:shareholders.relations@hdfcfund.com)



# Business Responsibility & Sustainability Report

## Principle 1 10

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



## Principle 6 25

Businesses should respect and make efforts to protect and restore the environment



## Principle 2 13

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



## Principle 7 30

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



## Principle 3 15

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



## Principle 8 31

Businesses should promote inclusive growth and equitable development



## Principle 4 20

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



## Principle 9 33

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



## Principle 5 22

Businesses should respect and promote human rights



## Assurance Report 37

Independent Practitioners' Reasonable Assurance Report



## Section A- General Disclosures

### I. Details of the listed entity:

Sr. No	Particulars	Details
1	Corporate Identity Number (CIN) of the Company	L65991MH1999PLC123027
2	Name of the Listed Entity	HDFC Asset Management Company Limited ('HDFC AMC' / 'the Company')
3	Year of Incorporation	1999
4	Registered Office Address	HDFC House, 2nd Floor, H.T. Parekh Marg, 165-166, Backbay Reclamation, Churchgate, Mumbai – 400 020
5	Corporate Address	HDFC House, 2nd Floor, H.T. Parekh Marg, 165-166, Backbay Reclamation, Churchgate, Mumbai – 400 020
6	E-mail	<a href="mailto:shareholders.relations@hdfcfund.com">shareholders.relations@hdfcfund.com</a>
7	Telephone	+91 22 66316333
8	Website	<a href="http://www.hdfcfund.com">www.hdfcfund.com</a>
9	Financial Year for which reporting is done	FY 2023-24
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) & National Stock Exchange of India Limited (NSE)
11	Paid-up Capital	₹ 106.74 Crore
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BSR report	Mr. Kartik Parekh Joint Assistant Vice President- Investor Relations Telephone no- +91 22 66316333 E-mail id- <a href="mailto:kartikp@hdfcfund.com">kartikp@hdfcfund.com</a>
13	Reporting boundary	<p>The disclosures made under this report are on standalone basis. The Business Responsibility and Sustainability Reporting (BSR) is in conformance with the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations 2015.</p> <p>There is a restatement due to re-computation of a BSR attribute on the basis of the approach and methodology adopted for the disclosures of FY 2023-24. The restatement would enable completeness and comparability of information for the current year and previous year. The reason relating to the restatement has been explained as a footnote under the relevant attribute of the report.</p>
14	Name of assurance provider	B S R & Co. LLP
15	Type of assurance obtained	Reasonable Assurance on BSR Core attributes

## II. Products/Services

### 16. Details of Business Activities

Sr. No	Description of Main Activity	Description of Business Activity	% of Turnover
1.	Financial & Insurance Service	Fund Management Services	99.85
2.	Financial & Insurance Service	Financial Advisory, Brokerage & Consultancy Services	0.15

### 17. Products/Services sold by the entity

Sr. No	Product/Service	NIC Code	% of Turnover contributed
1.	The Company offers a wide range of savings and investment products ranging from mutual funds, including both actively managed and passive options, to portfolio management services and alternative investment opportunities catering to the needs of a large and diverse customer base.	66301	100

### III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	NA*	253	253
International#	NA*	1	1

\*The Company is into financial services and does not undertake any manufacturing activity

# Representative Office in Dubai

#### 19. Markets served by the entity

##### a. Number of locations

Locations	Number
National (No. of States) *	36
International (No. of Countries)	-

\*Includes union territories

##### 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

The Company offers a wide range of mutual fund and alternative investment products across asset classes to large and diverse customer base. The Company closed FY 23-24 with 96 Lakh unique customers, 166 Lakh live accounts serviced through 254 branches. Nearly 22% of all MF investors in India have chosen to invest with HDFC AMC. In terms of Monthly Average Assets Under Management (MAAUM) for March 2024, individual investors contribute approximately 71%, while institutional investors account for 29%. Geographically, 19% of MAAUM is sourced from B30\* cities, with the remaining 81% coming from T30\* cities. With a 13.3% market share of individual investor MAAUM for March 2024, the Company has established itself as the premier choice for individual investors.

\*T30 refers to the top 30 geographical locations in India and B30 refers to the locations beyond the top 30.

### IV. Employees

#### 20. Details as at March 31, 2024

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

Particulars	Total (A)	Male		Female	
		No (B)	% (B/A)	No (C)	% (C/A)
Permanent* (D)	1,509	1,090	72%	419	28%
Other than Permanent (E)	541	285	53%	256	47%
<b>Total employees (D + E)</b>	<b>2,050</b>	<b>1,375</b>	<b>67%</b>	<b>675</b>	<b>33%</b>

\*active employees+ employees serving notice

The entire workforce of the Company is categorized as 'Employees' and none as 'Workers'. Therefore, the information in BRSR under the 'Workers' category is not applicable.

##### b. Differently abled employees

Particulars	Total (A)	Male		Female	
		No (B)	% (B/A)	No (C)	% (C/A)
<b>Differently Abled Employees</b>					
Permanent (D)	2	1	50%	1	50%
Other than Permanent (E)	2	2	100%	-	-
<b>Total differently abled employees (D + E)</b>	<b>4</b>	<b>3</b>	<b>75%</b>	<b>1</b>	<b>25%</b>

## 21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No & % of Females	
		No (B)	% (B/A)
Board of Directors	9	2	22.22%
Key Management Personnel	3	1	33.33%

Note: Details as at March 31, 2024

## 22. Turnover rate for permanent employees

Particulars	FY 23-24			FY 22-23			FY 21-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13%	15%	14%	18%	24%	20%	16%	23%	18%

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

### 23. (a) Names of holding / subsidiary / associate companies / joint ventures (As at March 31, 2024)

Sr. No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held in listed entity
1	HDFC BANK LIMITED*	Holding Company	52.55%
2	HDFC AMC International (IFSC) Limited	Wholly Owned Subsidiary ('WOS')	100%

\* Note: HDFC Bank Limited is the Holding Company of HDFC Asset Management Company Limited effective July 01, 2023 pursuant to the Composite scheme of amalgamation of: (i) HDFC Investments Limited and HDFC Holdings Limited, wholly owned subsidiaries of Housing Development Finance Corporation Limited ('HDFC Ltd') with and into HDFC Ltd; and (ii) HDFC Ltd with and into HDFC Bank.

Does the entity indicated at column A above, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)

The Holding Company has its own Business Responsibility (BR) initiatives and generally do not participate in BR initiatives of the Company. The WOS was incorporated on May 27, 2022 and is in process of commencing its operations.

## VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover: ₹ 2,584 Crore
- (iii) Net worth: ₹ 7,079 Crore

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 23-24			FY 22-23		
		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	-	-	-	-	-	-	-
Investors (other than shareholders)	-	-	-	-	-	-	-
Shareholders <sup>1</sup>	Yes	4	0	-	3	0	-
Employees and workers <sup>2</sup>	Yes	3	0	-	0	0	-

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 23-24			FY 22-23		
		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
Customers <sup>3</sup>	Yes	1,858	6	-	2,190	12	-
Distributors (Value Chain Partners) <sup>4</sup>	Yes	4	0	-	8	0	-

1 <https://www.hdfcfund.com/information/shareholders-information-and-helpdesk> Shareholders can also write to [shareholders.relations@hdfcfund.com](mailto:shareholders.relations@hdfcfund.com)

2 Internal polices placed on the intranet and some of the policies guiding company's conduct with its stakeholders on <https://www.hdfcfund.com/about-us/governance/codes-policies>.

3 <https://www.hdfcfund.com/contact-us/investor-relationship-officer>

3 <https://www.hdfcfund.com/information/grievances-redressal-mechanism>

4 Distributors can write to us at [partners@hdfcfund.com](mailto:partners@hdfcfund.com) or [mfonlinefeedback@hdfcfund.com](mailto:mfonlinefeedback@hdfcfund.com)

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

Various material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to the Company's business are as indicated below:

Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Responsible Investing	Opportunity/ Risk	As an institutional investor, the Company has a duty to act in the best long-term interests of its customers along with creating value. In this fiduciary role, ESG issues can also impact the performance of investment portfolios.	<ul style="list-style-type: none"> <li>a. The Company has a robust investment philosophy, efficient risk management, and sound governance practices.</li> <li>b. The Company's investment team monitors ESG related factors in investee companies.</li> <li>c. The Company has also adopted a stewardship code in line with the regulatory requirements.</li> <li>d. The Company has become signatory of the United Nations- supported Principles for Responsible Investment.</li> <li>e. The Company has adopted the globally recognised CFA Institute Asset Manager Code.</li> </ul>	Positive: Embedding ESG considerations in investment decisions reduces portfolio risks. Negative: Reputational risks, in case the Company is unable to meet the stakeholder expectations.
2.	Financial Literacy	Opportunity	Indians have predominantly saved money in traditional fixed income instruments/ lockers which may or may not be able to deliver positive inflation adjusted returns or in unregulated instruments which may be high risk to capital.	The Company aims at inculcating the financial saving mindset by encouraging Indians to invest in mutual funds against traditional methods by launching investor awareness campaigns.	Positive: <ul style="list-style-type: none"> <li>a. Enabling wealth creation for every Indian</li> <li>b. Connect with wider audience</li> <li>c. Increase in financial literacy</li> </ul>

Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Data Security & Customer Privacy	Risk	The Company relies heavily on its technology infrastructure. As majority of transactions are processed digitally, it increases cyber/information security risk.	<ul style="list-style-type: none"> <li>a. The Company has a strong Cyber Risk Management framework wherein cyber risk and its mitigation are monitored by the Information Technology &amp; Security Committee and Risk Management Committee</li> <li>b. The Company sensitises employees, customers and other stake holders on cyber frauds, data privacy and other related concerns.</li> <li>c. Identified personnel are regularly trained and limited access is provided to various members of the team to avoid fraudulent use of critical information.</li> </ul>	Negative: <ul style="list-style-type: none"> <li>a. Reputational risks</li> <li>b. Information Security and Cyber risk</li> <li>c. Compliance risk.</li> </ul>
4.	Digitisation	Opportunity	The demand for and acceptance of digital transactions is increasing, driven by government initiatives like Digital India, low-cost internet data, widespread smartphone adoption and India's biometric identity card system (AADHAR)	The Company has consistently invested in technology, building a robust digital environment within the organization to minimize reliance on paper-based transactions and communication.	Positive: <ul style="list-style-type: none"> <li>a. Cost efficiencies</li> <li>b. Better customer reach &amp; service through digital operations</li> <li>c. Increased penetration in B30 cities</li> </ul>

### Section B- Management & Process Disclosures

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

<b>Principle 1:</b> Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable	<b>Principle 2:</b> Businesses should provide goods and services in a manner that is sustainable and safe	<b>Principle 3:</b> Businesses should respect and promote the well-being of all employees, including those in their value chains
<b>Principle 4:</b> Businesses should respect the interests of and be responsive to all its stakeholders	<b>Principle 5:</b> Businesses should respect and promote human rights	<b>Principle 6:</b> Businesses should respect and make efforts to protect and restore the environment
<b>Principle 7:</b> Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	<b>Principle 8:</b> Businesses should promote inclusive growth and equitable development	<b>Principle 9:</b> Businesses should engage with and provide value to their consumers in a responsible manner



**Policy and Management Processes**

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Ethics & Transparency	Product Responsibility	Well-being of Employees	Responsiveness to Stakeholders	Respect for Human Rights	Environment Protection	Public Policy Advocacy	Inclusive Growth	Customer Engagement
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No <sup>1</sup>	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes (as applicable)								
c. Web Link of the Policies, if available	<a href="https://www.hdfcfund.com/about-us/corporate-governance/code-policy">https://www.hdfcfund.com/about-us/corporate-governance/code-policy</a> Some policies being internal documents are available to the employees through the company's intranet/HRMS								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes (as applicable)								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	The Company has not mandated any vendors, suppliers, business partners etc. to participate in the BR initiatives of the Company. However, they are encouraged to adopt BR initiatives expected from responsible business entities.								
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	<ul style="list-style-type: none"> <li>• Signatory of the United Nations-supported Principles for Responsible Investment.</li> <li>• ISO 27001:2013 (Information security process and practices) - P2, P9</li> </ul>								

**Notes:**

- 1 The Company may share its expertise to help in the formulation of public policy but it does not directly engage in advocacy activities and hence does not have a specific policy for this purpose. The Company actively engages in investor education programmes for mutual funds in line with AMFI guidelines. Further, the Company, through AMFI, has advocated various governance, administration, economic and educational reforms.

## Principle-wise Polices

Principle	Particulars	Policies
P1	Ethics & Transparency	<ul style="list-style-type: none"> <li>Whistle Blower Policy</li> <li>Policy on Conflict of Interest</li> <li>Social Media Policy</li> <li>Anti-Bribery &amp; Anti-Corruption Policy</li> <li>Code of Conduct for Directors &amp; Senior Management Personnel</li> <li>AML/CFT &amp; KYC Policy</li> <li>Policy on Enterprise Risk Management</li> <li>Environmental, Social &amp; Governance Policy ('ESG Policy')</li> <li>Nomination &amp; Remuneration Policy</li> <li>Policy for Determination of Materiality of Events</li> <li>Policy on Related Party Transactions</li> <li>Code of Practices &amp; Procedures for Fair Disclosure of Unpublished Price Sensitive Information</li> <li>Outsourcing Policy</li> <li>Voting Policy</li> <li>Investment Valuation Policy and Procedures</li> <li>Stewardship Code</li> <li>Information Security Policy</li> <li>Fraud Prevention Policy</li> </ul> <p>Other internal policies that elucidate ethical behavior, transparency and accountability</p>
P2	Product Responsibility	<ul style="list-style-type: none"> <li>ESG Policy</li> </ul>
P3	Well-being of Employees	<ul style="list-style-type: none"> <li>Policy on Sexual Harassment of Women at Workplace</li> <li>Whistle Blower Policy</li> <li>ESG Policy</li> <li>Nomination &amp; Remuneration Policy</li> <li>Policy provisions for Safety, Health &amp; Wellbeing*</li> <li>Employee Manual</li> </ul>
P4	Responsive to stakeholders, particularly the marginalised	<ul style="list-style-type: none"> <li>Corporate Social Responsibility Policy</li> <li>Voting Policy</li> <li>Investment Valuation Policy and Procedures</li> <li>Stewardship Code</li> <li>ESG Policy</li> <li>Policy on Enterprise Risk Management</li> </ul>
P5	Respect for Human Rights	<ul style="list-style-type: none"> <li>Policy on Sexual Harassment of Women at Workplace</li> <li>Whistle Blower Policy</li> <li>ESG Policy</li> <li>Equal Opportunity Policy</li> <li>Human Rights Policy</li> </ul>
P6	Environmental Protection	<ul style="list-style-type: none"> <li>Business Continuity Policy</li> <li>ESG Policy</li> <li>Policy on Enterprise Risk Management</li> </ul>
P7	Public Policy Advocacy	<p>The Company may share its expertise to help in the formulation of public policy, but it does not directly engage in advocacy activities.</p> <p>The Company actively engages in investor education programmes for mutual funds in line with AMFI guidelines. Additionally, the senior leadership team takes active part in various committees of AMFI and SEBI aimed at spreading financial literacy, increasing investor awareness, among others. Also, the Company, through AMFI, has advocated various governance, administration, economic and educational reforms.</p>
P8	Inclusive Growth	<ul style="list-style-type: none"> <li>CSR Policy</li> <li>ESG Policy</li> </ul>
P9	Customer Engagement	<ul style="list-style-type: none"> <li>Customer Query &amp; Grievance Redressal Policy</li> <li>Information Security Policy</li> <li>ESG Policy</li> <li>Business Continuity Policy</li> <li>Policy on Enterprise Risk Management</li> <li>Cyber Security Policy</li> <li>Social media Policy</li> <li>Cyber Crisis Management Policy</li> </ul>

\*Part of Employee manual

## 5. Specific commitments, goals and targets set by the entity with defined timelines.

- The Company aspires to be a wealth creator for every Indian while shaping the savings and investment landscape.
- The Company recognises its role in creating a positive impact in the lives of communities by identifying the core focus areas and achieving these through corporate social responsibility activities and investor awareness programmes for improving financial literacy.
- The Company is striving to reduce its environmental impact.
- The Company promotes Diversity, Equity and Inclusion (DE&I) culture at the workplace and at the same time believes in hiring the right talent based on merit.
- The Company believes in up-skilling its human capital for holistic development of its employees and to align with the changing business environment.

## 6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met

### Spreading Financial Literacy

- The Company conducted over 3,000 Investor Awareness Programs covering more than 2,70,000 participants, creating awareness on mutual funds.
- The Company has conducted over 900 investor awareness programs under #BarniSeAzadi campaign, since the launch of this initiative, with the intent of promoting financial independence.
- The Company conducted an investor education initiative that focuses on women investors and their specific financial needs and goals: Fem-power.

### Inclusive growth through CSR Initiatives

The Company has contributed towards healthcare, education, environmental sustainability and sports development through its CSR activities:

- Over 2,48,000 children provided access to foundational learning and over 5,500 teachers trained
- Over 3,000 cancer patients provided with financial aid for initial diagnosis & treatment.
- Over 11,700 children given access to nutritious meals & quality education.
- 100 flats furnished for cancer patients undergoing treatment at TATA Memorial Hospital.

- Over 13,600 cancer patients & their attendants availed the daily transport service.

### Energy & Waste management

- Over 1,900 Kgs of e-waste processed in an environmentally friendly manner.
- 4,000+ Kgs of plastic waste was processed in an environmentally friendly manner under our NurtureNature campaign.
- 90% of transactions are supported by integrated online platform.
- On boarding new applications to cloud platform under Agile infrastructure initiative to reduce carbon footprint.
- HDFC AMC as part of its CSR Initiatives towards Environmental Sustainability has supported the development and sustenance of over 59,000 sq.ft. of "Biodiversity Park".
- The Company procured sustainable stationery products.
- The Company has started tracking the Scope 1, 2 & 3 emissions since FY 2021-22.

- Deployment of timers for signage boards to save electricity.

### Workforce Diversity

- ~33% of the Company's work force are women.
- ~27% of the leadership team comprise of women.
- Differently abled candidates are part of the workforce.

### Up-skilling

- Over 64,000 employee training manhours clocked in FY 2023-24.
- ~1,000 employees attended ESG training on Climate Change and Energy Literacy.
- 11 Ethics workshops conducted for employees.
- Conducted 1,336 distributor training/ awareness sessions (326 soft-skills and 1,010 technical programs) covering a wide range of topics that attracted around 75,000 participants.
- NISM workshops: 509 workshops have been conducted in the financial year covering over 7,000 participants.
- HDFC AMC Certification: PGP Academy & Moody's 50+ hours course – Covering over 3,700 participants which included employees and distributors.

## Governance, leadership and oversight

### 7. Statement by director responsible for the business responsibility & sustainability report, highlighting ESG related challenges, targets and achievements

At HDFC AMC, our commitment to excellence is anchored in the principles of integrity, effective governance, and a client-centric approach. These values are at the heart of our efforts to build a strong ESG framework, aligning with our mission to become "the wealth creator for every Indian" and our vision to be "the most respected asset manager in the world." This dedication is also reflected in our recognition conferred by Great Place To Work® (GPTW) India, and we are now certified as a great workplace signifying our strong organizational culture of high-trust and employee satisfaction.

Our ESG and CSR Committee of the Board plays a crucial role in steering our ESG initiatives, offering strategic guidance and oversight. Our ESG mission, "To create sustainable wealth for every stakeholder by focusing on People, Planet, and Prosperity," reflects our dedication to fostering prosperity for a new India. Over the past year, we have implemented numerous initiatives to honor our fiduciary duty to investors and the broader community,

promote environmental sustainability, and advance social inclusion.

We are dedicated to integrating sustainability into our decision-making processes and remain committed to our ESG goals through collaborative efforts with all stakeholders. As a responsible investor, we have reinforced our commitment to ESG principles by signing the United Nations-Supported Principles for Responsible Investment, Climate Action 100+ and adopting the CFA Institute Asset Manager Code.

Our ongoing mission is to continually improve our ESG practices and contribute to a sustainable future for everyone. By partnering with our stakeholders, we strive to make a positive impact on society and the environment, upholding our responsibilities as a leading asset manager.

### 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)

Name	Mr. Navneet Munot
DIN	05247228
Designation	Managing Director & Chief Executive Officer

### 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, the ESG and CSR Committee of the Board provides guidance, leadership and necessary oversight for ESG initiatives of the Company.

Name	Designation	DIN	Category
Mr. Deepak Parekh	Chairman	00009078	Non – Executive Director
Mr. Navneet Munot	Member	05247228	MD & CEO
Mr. Sanjay Bhandarkar	Member	01260274	Independent Director
Mr. Parag Shah	Member	00374944	Independent Director

### 10. Details of Review of NGRBCs by the Company

Subject for Review	Review of Principles Undertaken and their Frequency
Performance against above policies and follow up action	Relevant policies of the Company are reviewed periodically or on a need basis. The necessary changes to policies and procedures are implemented accordingly.
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is in compliance with the extant regulations as applicable.

### 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

The processes and compliances are subject to audits and inspections as applicable. The policies are reviewed on a periodical basis by the respective departments, and updated accordingly. The updated policies with changes recommended by the management are placed before the Board for its approval, as applicable. An internal assessment of workings of the policies has been carried out as stated above.

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
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)							Note 1		
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

- The Company may share its expertise to help in the formulation of public policy but it does not directly engage in lobbying or advocacy activities and hence does not have a specific policy for this purpose. The Company actively engages in investor education programmes for mutual funds in line with AMFI guidelines. Further, the Company, through AMFI, has advocated various governance, administration, economic and educational reforms.

**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	Update on global ESG principles, standards, ratings and reporting, ESG journey in India, Introduction of reasonable assurance on BRSR Core.	100%
Key Managerial Personnel	9	ESG Workshop, Ethics Training, Prevention of Sexual Harassment, Cyber Security Awareness, Training/awareness initiatives comprising presentations regarding applicable laws/regulations, roles/responsibilities, insights of SEBI orders/guidance, internal policies/codes and sharing periodic refresher materials on do's and don'ts covering policies viz. Polling, Stewardship Code, Voting Policy, Conflict of Interest Policy, Securities Dealing Code(s), Social Media Policy, Unauthenticated news.	100%
Employees other than BOD and KMPs	68	ESG Workshop, Ethics Training, Prevention of Sexual Harassment, Cyber Security Awareness, Anti Money Laundering, Risk Management, Training/ awareness initiatives comprising presentations regarding applicable laws/regulations, roles/responsibilities, insights of SEBI orders/guidance, internal policies/codes and sharing periodic refresher materials on do's and don'ts covering policies viz. Polling, Stewardship Code, Voting Policy, Conflict of Interest Policy, Securities Dealing Code(s), Social Media Policy, Unauthenticated news.	100%

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year,

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

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

Yes. Additionally, anti-corruption and anti-bribery guidelines are part of employee manual. The Company is committed to conduct business by following the highest ethical standards. All forms of bribery and corruption are prohibited. The Company conducts its business in adherence to all statutory and regulatory requirements.

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

Particulars	FY 23-24	FY 22-23
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL

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

Particulars	FY 23-24		FY 22-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	-	NIL	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	-	NIL	-

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

NIL for FY 2023-24

**8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:**

Particulars	FY 23-24	FY 22-23
Number of days of accounts payables*	49	49

\* Number of days of accounts payable is calculated based on average accounts payable which majorly comprises of unbilled dues.

**9. Open-ness of business**

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

Parameter	Metrics	FY 23-24	FY 22-23
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	8.19%	7.56%
	b. Sales (Sales to related parties / Total Sales)	-	-
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)^	0.85%	0.09%

\*HDFC AMC is into financial service business and has not directly procured any goods or services through trading house.

Interpretation of Trading House as per guidance given under the Income Tax Act, 1961, refers to a business that primarily engages in trading and export of various goods or products. Such businesses often play a crucial role in facilitating international trade by sourcing, purchasing, and selling goods to international markets.'

^Investments consist of gross investments made during the year.

**Leadership Indicators**

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

Total number of awareness programmes held	Topics/ principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1,336	Customer first, spreading financial literacy, other technical & Soft-skills, programs	74,826 participants

**2. Does the entity have processes in place to avoid/ manage conflict of interest involving members of the Board/KMPs? (Yes/No) If yes, provide details of the same.**

The Company has Conflict of Interest Policy (CoI) policy to avoid conflict of interest involving Board and KMP. Further, pursuant to SEBI Listing Regulations senior management confirms to the Board of Directors that there were no material, financial and commercial transactions, where they have personal interest that may have a potential conflict with the interest of the Company at large.

The Company has CoI policy to enable compliance with the provisions of the acts and regulations applicable to its business.

The Company has Conflict Resolution Committee (CRC), which includes the Managing Director, Chief Compliance Officer, Company Secretary and the respective Head of Departments based on the subject matter of the Conflict of Interest for managing and dealing with CoI situations within the Company.

The Company has also formulated the policy on related party transactions for providing guidelines in relation to identification of related parties, materiality of Related Party Transaction(s) and on dealing with transactions with related party.

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

**Essential Indicators**

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

Particulars	FY 23-24	FY 22-23	Details of improvements in environmental and social impacts
R&D			Refer note below
Capex			

Note: The Company is primarily into financial services, hence the relevance of the above is largely restricted to capital expenditure towards information technology. Capital expenditure incurred towards IT hardware and software (excluding Right to Use assets) was 50.06% of total capital expenditure investments in FY 23-24 vs 62.21% in FY 22-23. The Company intends to continue identifying and acting on opportunities to reduce its impact on the environment.

- 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.**

No. The Company does not have any physical products as part of its offerings.

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

As the Company is in the business of providing a wide range of savings and investment products, consumption of resources is limited to running of operations. The Company follows sustainable sourcing practices wherever feasible, including but not limited to green standard compliant hardware, Environmental Management System ISO 14001:2015 certified data centres, inverter AC’s, recycled paper diaries, energy efficient fittings, glass bottles, among others.

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

Refer response to point 2.a.

- 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**

Given the nature of the business, the Company has limited scope on these parameters. However, the Company realises that there is a pressing need to manage waste in an eco-friendly manner. To achieve these objectives, the Company encourages reuse/recycle wherever possible. The Company engages with certified e-waste handler for the disposal of e-waste.

**Leadership Indicators**

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

The primary business activity of the Company is asset management. It is a service-oriented business primarily involved in managing the investment of retail & institutional investors across asset classes and servicing their requirements across the life cycle of their journey with the Company.

The investment life cycle is a sequential process ranging from sourcing clients to onboarding them, providing investment solutions and hassle-free customer service to the clients during their journey with us. A brief description of the client life cycle is provided below:

*Sourcing:*

Clients can invest in our schemes either directly or through the distribution partners. They can transact through the physical mode or through our electronic portal. A client can submit his/her physical applications at multiple touch points like our investor service centers, Registrar and Transfer Agent (RTA) i.e. CAMS branches or to the distribution partners. The Company works with a diverse set of distribution partners and currently has over 85,000 empaneled distributors which include mutual fund



distributors, national distributors, banks, investment advisers and fintech firms. While we continue to source business across channels, the focus is on driving the adoption of digital platforms. The Company has witnessed significant growth in electronic transactions vis-à-vis physical paper-based transactions. The Company provides end-to-end digital onboarding solutions for investors and its distributors. The Company has enabled its partners with both tools and educational webinars on digital medium and it also runs extensive education series for its partners on how to build digital presence.

#### *Onboarding:*

As a first step, to begin transactions with us, clients have to be KYC compliant. Clients have access to multiple options where they can complete their KYC while providing their investment applications. The Company has tied up with KYC Registration Agencies (KRA) to update and access client KYC information which provides a seamless experience for the customer. The Company uses CKYCR, which is a government authorized registry where it can access as well as update customers' KYC records. With Aadhaar based e-KYC service, the Company has provided investors with the option to complete KYC online and start investing directly through digital channels.

#### *Transactions:*

The RTA, CAMS, forms the backbone for transaction processing, assisted by an able front office team at the head office/branches. Investment in cutting-edge technology has enabled increased scale and speed in processing transactions and digital fetch tools help in faster authentication of supporting documentation. Transaction bot and WhatsApp have now been added to provide instant access for transactions.

#### *Service:*

The Company supports service requests from clients such as change of bank account details, nominee updating, change of tax status etc. both physically as well as electronically throughout the life cycle of the client. We also proactively send reminders to the clients to update contact details, and conform to changing regulatory

requirements like FATCA/CRS, PAN Aadhaar linking etc. from time to time.

#### *Grievance Redressal Mechanism:*

As part of the Grievance Redressal Policy, the Company has a Complaint Management Platform to record and redress grievances/feedback from customers, which helps in ensuring standard operating procedures and enhanced service standards. The Corporate Client Service (CCS) team oversees and ensures that customer grievances are addressed in a timely manner and that responses sent are appropriate and meets the requirements of customers.

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, as the Company do not offer any physical products.

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

Not applicable, as the Company do not offer any physical products.

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

#### Essential Indicators

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

Category	Total (A)	Health Insurance		Life/Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities*	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent Employees</b>											
Male	1,090	1,090	100%	1,090	100%	NA	NA	1,090	100%	NA	NA
Female	419	419	100%	419	100%	419	100%	NA	NA	NA	NA
<b>Total</b>	<b>1,509</b>	<b>1,509</b>	<b>100%</b>	<b>1,509</b>	<b>100%</b>	<b>419</b>	<b>100%</b>	<b>1,090</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>
<b>Other than Permanent Employees^</b>											
Male	285	285	100%	285	100%	NA	NA	NA	NA	NA	NA
Female	256	256	100%	256	100%	256	100%	NA	NA	NA	NA
<b>Total</b>	<b>541</b>	<b>541</b>	<b>100%</b>	<b>541</b>	<b>100%</b>	<b>256</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

\* There are no day-care facilities on our premises. However, we can make necessary provisions for those who require such facilities.

^ Wellbeing measures for other than permanent employees are taken care by the respective value chain partners.

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

Not applicable.

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

Particulars	FY 23-24	FY 22-23
Cost incurred on well-being measures as a % of total revenue of the company*	<b>0.18%</b>	0.16%

\* The above-mentioned disclosure excludes spends relating to other than permanent employees. The wellbeing measures for other than permanent employees are managed by respective value chain partners.

##### 2. Details of retirement benefits for current and previous financial year

Benefits	FY 23-24		FY 22-23	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	Y	100%	Y
Gratuity	100%	N.A.	100%	N.A.
ESI	100%	N.A.	100%	N.A.
NPS*	100%	9%*	100%	10%*

\* Availed

##### 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.**

Most of our offices are located in commercial premises which are on the ground floor or have elevators and infrastructure for differently abled persons.

##### 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, conspicuously displayed at all business locations in accordance with the provisions of the Act.

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

Gender	Permanent Employees	
	Return to Work rate in %	Retention rate in %
Male	100%	NA*
Female	100%	80%
<b>Total</b>	<b>100%</b>	<b>80%</b>

\*Paternity leave was introduced in April 2023 hence a 12-month period has not passed since returning from Paternity Leave

**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.**

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	
Other than Permanent Employees	Yes

The Company has always followed an open door policy, wherein any employee irrespective of hierarchy have access to the business heads, HR, Legal & Compliance, senior management or other such members.

The Company has adopted a third-party web-based reporting tool which provides a secure and confidential platform to report genuine concerns and can be accessed by all employees/ Directors/ stakeholders for lodging a complaint or expressing genuine concerns.

In addition to that, a Whistle-Blower Policy has been formulated for employees and Directors to report concerns about unethical behaviour, actual or suspected fraud or violation of the Company’s Code of Business Conduct and Ethics Policy.

The Company has zero tolerance for sexual harassment at the workplace and is compliant with provisions relating to the constitution of Internal Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Company also has various online training modules and awareness programmes which sensitise its employees on such issues.

The Company is committed to redressing every grievance of its employees in a fair and just manner. The Company provides various channels of grievance redressal and safeguards employees against any form of victimisation.

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

Category	FY 23-24			FY 22-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>						
- Male						
- Female						

Employees do not have any representative union or association.

## 8. Details of training given to employees

Category	FY 23-24					FY 22-23				
	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	1,090	1,088	99.8%	1,090	100%	924	870	94.2%	853	92.3%
Female	419	412	98.3%	417	99.5%	357	338	94.7%	331	92.7%
<b>Total</b>	<b>1,509</b>	<b>1,500</b>	<b>99.4%</b>	<b>1,507</b>	<b>99.9%</b>	<b>1,281</b>	<b>1,208</b>	<b>94.3%</b>	<b>1,184</b>	<b>92.4%</b>

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

Category*	FY 23-24			FY 22-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	1,090	1,044	95.8%	924	864	93.5%
Female	419	396	94.5%	357	336	94.1%
<b>Total</b>	<b>1,509</b>	<b>1,440</b>	<b>95.4%</b>	<b>1,281</b>	<b>1,200</b>	<b>93.7%</b>

\*Note: All eligible employees have undergone the performance appraisal review process.

Remuneration for employees is as per the Nomination & Remuneration Policy of the Company. The criteria for the evaluation of remuneration for all employees is based on an appraisal process which includes a mid-year review and annual appraisal of performance. The increase in remuneration is factored after compensation benchmarking, individual performance and overall company performance.

## 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?*

Employee well-being continues to be a priority of the Company. The company has tied up with health care service provider which offers 24x7 online medical consultations for employees and their family members. Employees have access to online fitness programs and weight loss programs. Regular wellness and wellbeing webinars covering physical, mental and emotional health are conducted.

Periodic trainings on fire safety and fire-fighting equipment are provided along with evacuation drills. The Company replaced Biometric access control with Face Reader access at HO.

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

While this is not directly applicable given the nature of business, we conduct regular workplace inspections to mitigate any potential hazards.

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

This is not directly applicable given the nature of business. However, the organization extends 24x7 online medical consultation facilities for employees. In case of an unforeseen incident, the organization covers employees through the mediclaim cover extended to employees. In an extreme case of a fatality occurring due to a work-related hazard the organization has covered all employees under life and personal accident insurance.

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

The Company provides facilities like medical consultations and regular health check-ups. The Company has partnered with a health care service provider, which offers 24x7 online medical consultations, fitness and well-being programmes. Additionally, the Company organises regular health check-up for its employees. The Company also provides its employees with group term life and personal accident cover in addition to medical insurance.

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

Safety Incidents/Numbers	Category	FY 23-24	FY 22-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
Total recordable work-related injuries			
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 work place.**

Employee well-being and psychological safety continue to be a priority for the Company. The Company has tied up with health care service provider which offers 24x7 online medical consultations for employees and their family members. Employees have access to online fitness programs and weight loss programs. Regular wellness and wellbeing webinars covering physical, mental and emotional health are conducted. The Company also provides its employees with group term life and personal accident cover in addition to medical insurance.

At the time of joining all employees undergo a comprehensive health screening. The organization also organizes regular complimentary health screening for employees.

The Company engages the services of housekeeping agencies to ensure the work place is clean and hygienic. In fact, ensuring good hygiene is documented as a part of the role of each Branch Manager. Fire drills and quality assurance audits are conducted in the office premises to ensure the maintenance of safety standards. Indoor air quality treatment is carried out to mitigate biological contamination to ensure better and hygienic indoor environment. This ensures preventive maintenance against any air and surface contamination. To maintain a safe workplace the Company has a zero-tolerance policy to any form of harassment. The Company has implemented the following policies and mechanisms to promote a safe workplace –

- Policy on prevention of sexual harassment of women at the workplace (Prevention, Prohibition and Redressal) Act 2013,
- Equal Opportunity Policy framed pursuant to Rights of Persons with Disabilities Act (RPWD)
- Whistle Blower mechanism
- Grievance Redressal mechanism

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

Type	FY 23-24			FY 22-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	-	NIL	NIL	-
Health & Safety	NIL	NIL	-	NIL	NIL	-

**14. Assessments for the year**

Type	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%*
Working Conditions	These parameters are currently not explicitly assessed or measured

\*The Company has entered into preventive periodic maintenance contracts which includes firefighting equipment. The Company has also appointed quality assurance auditors.

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

Not Applicable.

## Leadership Indicators

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

Yes, the Company provides its employees with group term life cover, personal accident cover, future service gratuity in addition to medical insurance. Benefits like provident fund, gratuity, leave encashment etc., are settled on a priority basis. Our Gratuity offerings are significantly better than statutory prescribed limits. The Company has a policy for mid to junior level staff wherein company extends monetary support to families of deceased employees and employment opportunity to meritorious family members.

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

The Company has made it a contractual obligation for its value chain partners to fully deliver on their statutory requirements. We have also appointed an independent auditor to audit vendors with respect to compliance with all statutory obligations.

### 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:

Category	Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 23-24	FY 22-23	FY 23-24	FY 22-23
Employees	-	-	NA	NA

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

The Company has not undertaken any retrenchment of employees owing to business exigencies or employees not having the requisite skills to do the required job. In line with the spirit of applicable law, as and when such step is required to be taken due to business environment or force majeure circumstances, the Company will actively consider undertaking such activities for outgoing employees.

The Company believes in hiring well qualified talent on merit and continuously upskills the work force to align with the changing business environment. In light of this, the need for this transition assistance programmes is not envisaged currently.

### 5. Details on assessment of value chain partners:

Type	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	These parameters are currently not assessed.
Working Conditions	

### 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 believes healthy stakeholder relationships are key to long-term value creation. Any individual, group or institution that adds value to the Company or who are/ could be impacted are identified as a key stakeholder.

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

Key Stakeholder	Whether identified as Vulnerable & Marginalised 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	No	<ul style="list-style-type: none"> <li>Website: <a href="https://www.hdfcfund.com">https://www.hdfcfund.com</a></li> <li>Call Center</li> <li>Mail ID: <a href="mailto:hello@hdfcfund.com">hello@hdfcfund.com</a></li> <li>HDFC MF investor App</li> <li>WhatsApp</li> <li>Chat Bot</li> <li>Satisfaction surveys</li> <li>HDFC MF Branches</li> <li>HDFC MF empaneled distributors.</li> </ul>	Ongoing and need based	<ul style="list-style-type: none"> <li>Product and scheme information</li> <li>Service queries</li> <li>Enhanced Reach</li> <li>Education and awareness programs</li> <li>Regulatory updates and compliance</li> <li>New fund launches</li> </ul>
Distribution partners	No	<ul style="list-style-type: none"> <li>Websites</li> <li>Call Center</li> <li>Mail ID: <a href="mailto:partners@hdfcfund.com">partners@hdfcfund.com</a> <a href="mailto:mfonlinefeedback@hdfcfund.com">mfonlinefeedback@hdfcfund.com</a></li> <li>CONNECT App</li> <li>HDFC MF partners App</li> <li>WhatsApp</li> <li>Chat Bot</li> <li>Satisfaction surveys</li> <li>HDFC MF Branches</li> </ul>	Ongoing and need based	<ul style="list-style-type: none"> <li>Product and scheme information</li> <li>Enhanced Reach</li> <li>Service queries</li> <li>Trainings and awareness programs</li> <li>Regulatory updates and compliance</li> <li>New fund launches</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>One on One Meetings</li> <li>Emails</li> <li>CEO town halls</li> <li>Team meetings</li> <li>Leadership connect</li> <li>Engagement surveys</li> </ul>	Ongoing and need based	<ul style="list-style-type: none"> <li>Rewards and recognition</li> <li>Sense of ownership and alignment to the vision &amp; mission</li> <li>Training and career development</li> <li>Health, safety and wellbeing</li> <li>Organisational developments</li> <li>Performance appraisal</li> <li>Awareness initiatives and engagement</li> </ul>
Shareholders	No	Quarterly earnings calls, audio recording of earnings call, investor presentation, Annual General Meeting, intimation to stock exchanges, annual/ quarterly financials and investor meetings / conferences, press release, annual reports, email, SMS, newspaper, advertisement, notices, website, transcripts etc.	At least quarterly and need based	To stay abreast of developments in the Company, performance of the Company and the sector. Address concerns/grievances
Regulatory Bodies	No	Emails, one-on-one meetings, conference calls, video conferencing, websites	Need based	Discussions with regard to various approvals, circulars, guidelines, suggestions, amendments, etc

Key Stakeholder	Whether identified as Vulnerable & Marginalised 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
AMFI	No	Emails, physical meetings, conference calls, video conferencing, websites	Ongoing & Need based	Discussions with regard to various guidelines/investor education and reporting
Communities & Implementing Agencies/ NGOS	Yes	Emails, physical meetings, and conference calls	Need based	Monitoring & Implementing the CSR projects and activities
Registrar and Transfer Agent	No	Physical meetings, emails and other digital platforms	Ongoing and need based	Ensure smooth operations and seamless client experience
Vendors, Bankers, Custodians and others in value chain	No	Physical meetings, Digital platforms, emails	Ongoing and need based	Product & Service quality and support, contract commercial and technical terms & conditions, custodial services, statutory compliances
Media	No	Newspaper, advertisement, email, annual reports, website, press release and other meetings	Need based	To stay abreast on the developments of the Company

**Leadership Indicators**

- Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

The Company encourages constant and proactive engagement with its stakeholders to better communicate its strategies and performance. There are various platforms through which the company provides an opportunity for stakeholders to interact with the Board/Management, viz. Annual General Meeting, quarterly earnings conference calls on financials results, designated e-mails. The Company has ESG and Corporate Social Responsibility (CSR) Committee of the Board for fulfilling responsibilities with regard to, including but not limited to environmental and social topics. The Company also has Stakeholders Relationship and Unit holder Protection Committee (formerly Stakeholders Relationship Committee) of the Board which is broadly responsible for reviewing the activities carried out by the investor service centres and their adherence to service standards, reviewing the steps taken by the Company to redress the grievances of the investors amongst others. The Board is kept well-informed on various developments and feedback on the same is sought from the Directors/ Senior Management.

- 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.**

Customer complaints / grievances / suggestions are reviewed for a root cause analysis, which also gives an opportunity to the company to improve its services. The Company has identified key ESG focus areas through materiality assessment exercise, conducted in consultation with internal stakeholders.

- Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups.**

As an investment manager, with the aim to also serve the bottom-of-the-pyramid customers, the Company reduced the minimum subscription amount for digital SIP & Lumpsum transactions to ₹ 100. The Company has also initiated multilingual options for some of its email communications. The Company extended its #BarniSeAzadi campaign -first launched in 2021 – to continue promoting financial literacy.

The Company introduced the HDFC Charity Fund for Cancer Cure, a unique mutual fund scheme which allows investors to contribute towards cancer care.

Majority of the CSR projects undertaken by the Company are aimed at benefitting the vulnerable / marginalised sections of the society. The details of the Company’s CSR initiatives project/programmes and activities are available in the Annual report. The CSR Policy of the Company is uploaded on its website and can be viewed at <https://www.hdfcfund.com/about-us/corporate-profile/csr>



**Principle 5: Businesses should respect and promote human rights**

**Essential Indicators**

**1. Employees and workers who have been provided training on human rights issues and policy (ies) of the Company:**

Category	FY 23-24			FY 22-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Permanent	1,509	1,509	100%	1,281	1,281	100%
Other than permanent	541	541	100%	494	494	100%
<b>Total Employees</b>	<b>2,050</b>	<b>2,050</b>	<b>100%</b>	<b>1,775</b>	<b>1,775</b>	<b>100%</b>

The Company promotes a culture of fairness and inclusion. It is the policy and practice of the Company to provide equal employment opportunity to all persons. The Company’s value system encourages dignity of labour. Its policies and managerial framework ensure that all fundamental and human rights of employees are fully protected.

Policies and processes like POSH, Whistleblower, Grievance Redressal, Equal Employment Opportunity, Code of Conduct etc. are in place to protect human rights of employees. The Company policies are well defined and are educated, trained and disseminated through the electronic medium and employees are educated, trained on the same.

**2. Details of minimum wages paid to employees and workers:**

Category	FY 23-24					FY 22-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Permanent	1,509	-	-	1,509	100%	1,281	-	-	1,281	100%
Male	1,090	-	-	1,090	100%	924	-	-	924	100%
Female	419	-	-	419	100%	357	-	-	357	100%
Other than Permanent	541	-	-	541	100%	494	-	-	494	100%
Male	285	-	-	285	100%	259	-	-	259	100%
Female	256	-	-	256	100%	235	-	-	235	100%

**3. Details of remuneration/salary/wages**

**a. Median remuneration/ wages:**

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors	6	50,50,000	2	39,00,000
Key Managerial Personnel^	2	5,11,41,979	1	1,05,32,824
Employees other than BoD and KMP*	800	12,17,857	302	8,39,733

^ Includes MD, CFO and CS

\* Includes only employees who have worked for the entire 12-month period

Note: - Expenses towards gratuity and leave encashment provisions are determined actuarially on an overall basis at the end of each year and accordingly, have not been considered in the above information. Perquisite value of stock options is excluded.

Gaps in median salary between genders is due to different proportion of men & women across experience levels and grades.

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

Particulars	FY 23 - 24	FY 22 - 23
Gross wages paid to females as % of total wages	21.38%	20.12%

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, there are various committees responsible for human rights impacts and issues. For instance, the Company has zero tolerance for sexual harassment at workplace and is compliant with provisions relating to the constitution of Internal Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Company has appointed a Nodal Officer who acts as a single point contact related to human rights issues.

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

Respect for human rights is considered as one of the fundamental and core values of the Company. The Company strives to support, protect and promote human rights to ensure fair and ethical business and employment practices are followed. There are committees and policies formed to handle grievances and complaints related to human rights issues and the details are placed on the HRMS of the Company.

The Company has zero tolerance towards and prohibits all forms of child labour, slavery, forced labour, physical, sexual, psychological or verbal abuse.

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

Particulars	FY 23-24			FY 22-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at Workplace	3	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labor/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other Human Rights Related Issues	0	0	-	0	0	-

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

Particulars	FY 23-24	FY 22-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	-
Complaints on POSH as a % of female employees / workers	-	-
Complaints on POSH upheld	-	-

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

The Company is committed to maintaining safe and harmonious business environment and workplace for everyone, irrespective of the ethnicity, region, sexual orientation, race, caste, gender, disability, work, designation and such other parameters. The Company ensures sensitisation to important social factors like diversity and inclusion, workplace practices and prohibition of economic, racial or physical inequalities. The Company strives to support, protect and promote human rights to ensure fair and ethical business and employment practices are followed.

There are committees and policies formed to handle grievances and complaints related to human rights issues viz Internal Committee under the Sexual Harassment of Women at Workplace, Whistle Blower Policy, etc and the details are placed on the intranet of the Company.

For instance, 6 (six) Internal Committees (IC) for different zones were constituted in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 with women employees being a majority and an external member. The Policy, IC Members' details and the penal consequences of violating the said Act/ Policy are displayed at all offices/ ISCs and on the intranet of the Company. Regular employee awareness sessions are conducted to generate awareness about the policy, reporting mechanism and prevention of sexual harassment at the workplace. The Company also has a well-defined Whistle Blower policy which ensures confidentiality and protection from any form of retaliation.

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

Yes, in certain business agreements and contracts where relevant.

#### 10. Assessments for the year

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced Labour/Involuntary Labour	-
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Others	-

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

No significant risk was identified as an outcome of the above-mentioned assessments/audits.

#### Leadership Indicators

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

The Company creates awareness about the Code of Conduct/policies to sensitise its employees. Employees of the organisation undergo various training programmes and some of the modules are mandatory for the new recruits which cover guidelines on Prevention of Sexual Harassment (POSH), information security, etc.

The Company strives to support, protect and promote human rights to ensure fair and ethical business and employment practices are followed, for instance 6 (six) Internal Committees (IC) for different zones were constituted in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, with women employees being a majority and an external member. The Policy, IC Members' details and the penal consequences of violating the said Act/ Policy are displayed at all offices/ ISCs and on the intranet of the Company.

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

Refer response no 8 of essential indicator & 1 of leadership indicator.

##### 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?

Most of our offices are located in commercial premises which are on the ground floor or have elevators and infrastructure for differently abled persons.

## 4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	These parameters are currently not assessed
Discrimination at Workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Other Human Rights Related Issues	

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

Not applicable in view of point no 4.

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

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

Parameter	FY 23-24	FY 22-23
<b>From renewable sources</b>		
Total electricity consumption in GJ (A)	-	-
Energy fuel consumption in GJ (B)	-	-
Energy consumption through other sources in GJ (C)	-	-
<b>Total energy consumed from renewable sources in GJ (A+B+C)</b>	-	-
<b>From non – renewable sources</b>		
Total electricity consumption in GJ (D)	14,209	13,384
Total fuel consumption in GJ (E)	3,651	1,863
Energy consumption through other sources in GJ (F)	-	-
<b>Total energy consumed from non – renewable sources in GJ (D+E+F)</b>	<b>17,860</b>	<b>15,247</b>
<b>Total energy consumed in GJ (A+B+C+D+E+F)</b>	<b>17,860</b>	<b>15,247</b>
Energy intensity per rupee of turnover (GJ/ INR in Cr.) (Total energy consumed/ Revenue from operations)	6.91	7.04
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (GJ/ INR in Cr.)^ (Total energy consumed / Revenue from operations adjusted for PPP)	158.11	161.00
Energy intensity in terms of physical output*	-	-

\*HDFC AMC being in financial services business, energy intensity in terms of physical output is not applicable to the Company.

^The revenue from operations has been adjusted for PPP based on the PPP conversion factor published by World Bank.

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

Yes. Independent assurance has been carried out by B S R & Co. LLP

## 2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (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:

Parameter	FY 23-24	FY 22-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	7,184	6,387
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7,184	6,387
Total volume of water consumption (in kilolitres)	7,184	6,387
Water intensity per rupee of turnover (KL / INR in crores) (Total water consumption / Revenue from operations)	2.78	2.95
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (KL / INR in crores)^ (Total Water Consumption / Revenue from Operations adjusted for PPP)	63.60	67.44
Water intensity in terms of physical output*	-	-

\*HDFC AMC being in financial services business, water intensity in terms of physical output is not applicable to the Company.

^The revenue from operations has been adjusted for PPP based on the PPP conversion factor published by World Bank.

The Company, being an asset management company, has various branches across the country. The water consumption is predominantly for human consumption. All offices/branches of the Company are operated from leased premises. The Company has water meters in two of its significant leased premises from which data for water withdrawals/consumption is obtained based on the details provided periodically by lessor to the Company. For other leased premises (branches) the withdrawals/consumption values (litres per person per day) have been calculated by extrapolating the actual data for the withdrawals/consumption of FY 2023-2024 of a representative premise for which actual withdrawals/consumption data is available.

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

Yes. Independent assurance has been carried out by BSR & Co. LLP.

## 4. Provide the following details related for water discharge:

Parameter	FY 23-24	FY 22-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface Water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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

Yes. Independent assurance has been carried out by B S R & Co. LLP

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

As the Company's usage of water is restricted to human consumption purposes only, the Company has not implemented a mechanism for zero liquid discharge. However, the Company has taken various initiatives to consume water judiciously like sensors taps at its head office, where water consumption is high and aerator taps in most of the offices.

**6. Please provide details of air emissions (other than GHG emissions) by the entity**

Parameter	Please specify the unit	FY 23-24	FY 22-23
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			

The Company uses DG sets only during power outages and hence the air emissions of pollutants (other than GHGs) are not material.

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.

Not applicable

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:**

Parameter	Unit	FY 23-24	FY 22-23
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	267	135
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	2,826	2,497
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO <sub>2</sub> e/ INR in Cr.	1.20	1.21
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)^	tCO <sub>2</sub> e/ INR in Cr.	27.38	27.79
Total Scope 1 and Scope 2 emission intensity in terms of physical output*		-	-

\*HDFC AMC being in financial services business, emission intensity in terms of physical output is not applicable to the Company.

^The revenue from operations has been adjusted for PPP based on the PPP conversion factor published by World Bank.

Scope 1 emission have been calculated using the emissions factors published by IPCC. Scope 2 emission factor is from the CO<sub>2</sub> Baseline Database for the Indian Power Sector published by the Central Electricity Authority of India (CEA).

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. Independent assurance has been carried out by B S R & Co. LLP

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

The Company is shifting towards green methods of conducting business, such as shifting towards electronic transactions by creating a robust digital infrastructure, eliminating paper reports and forms wherever possible, recycling and reducing waste in all premises, etc. Kindly refer to initiatives mentioned in point no. 4 under leadership indicators of this principle

## 9. Provide details related to waste management by the entity

Parameter	FY 23-24	FY 22-23
Total waste generated & safely disposed (in metric tonnes)		
Plastic waste (A)	-	-
E – Waste (B)	1.965	0.685
Bio – Medical Waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery Waste (E)	-	-
Radioactive Waste (F)	-	-
Other Hazardous Waste. Please specify, if any (G)	-	-
Other Non - Hazardous waste. Please specify, if any. (H) (Break up by composition i.e. by material relevant to the sector)	-	-
<b>Total (A+B+C+D+E+F+G+H)</b>	<b>1.965</b>	<b>0.685</b>
Waste intensity per rupee of turnover (metric tonnes / INR in crores) (Total waste generated / Revenue from Operations)	0.00076	0.00032
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (metric tonnes / INR in crores) (Total waste generated / Revenue from Operations adjusted for PPP)^	0.01740	0.00723
Waste Intensity in terms of physical output*	-	-
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	1.965	0.685
(ii) Reused	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>1.965</b>	<b>0.685</b>
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	-	-
<b>Total</b>	<b>-</b>	<b>-</b>

\*HDFC AMC being in financial services business, waste intensity in terms of physical output is not applicable to the Company.

^The revenue from operations has been adjusted for PPP based on the PPP conversion factor published by World Bank.

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. Independent assurance has been carried out by B S R & Co. LLP

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

Not applicable



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

Sr. No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
The Company does not have any offices in ecologically sensitive areas			

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

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

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

S. No	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not applicable				

**Leadership Indicators**

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

Not applicable

2. Please provide details of total Scope 3 emissions and its intensity.

Parameter	Unit	FY 23-24	FY 22-23
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	12,992	16,270
Total Scope 3 emissions per rupee of turnover	tCO <sub>2</sub> e / INR in crores	5.03	7.51

The reported Scope 3 emissions include those associated with the following GHG Protocol categories: Purchased Goods & Services, Capital Goods, Fuel and Energy related activities (not covered in Scope 1 or Scope 2), Waste generated in operations, Business travel and Employee commute. Scope-3 Categories: 1 and 2 have been further refined to enhance alignment with GHG protocol guidelines. Additionally, the methodology for Category 6: Business Travel has been updated to a distance-based approach from a spend-based approach.

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

Not applicable

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

The Company is into service-oriented business primarily involved in the flow of information and financial transactions and hence the Company's carbon footprint is limited to the use of consumables, such as paper, plastic, office equipment, water and energy. The Company has taken some initiatives as described below in view of the same.



Sr. No	Initiative undertaken	Details of the initiative (Web link, if any, may be provided along-with summary)	Outcome of the initiative
1	E-waste management	E-waste processed in an eco-friendly manner	1,965 kgs of e-waste was processed in an ecofriendly manner
2.	Agile Infrastructure	Ready to use infrastructure for new application deployments	Faster deployment of applications, enhanced performance & efficient use of infrastructure. The applications are powered on as per need. The service provider data center also uses electricity sourced from green energy providers thereby reducing the carbon footprint
3.	Nurture Nature	Repurposed 250 gms of plastic for every online SIP in our open-ended equity-oriented and Gold/Silver schemes which were registered for a specific tenure	4,000+ Kgs of plastic waste was processed in an environment friendly manner
4.	Robust digital environment	The Company has consistently invested in technology and built a robust digital environment in the organization	90% of transactions were executed digitally in FY 23-24
5.	Timers for signage boards	Deployment of timers for signage boards	Less Power Consumption
6.	Bio-diversity park	As part of its CSR Initiatives towards Environmental Sustainability, the company supported the development & sustantation of "Biodiversity Park"	Environmental sustainability

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

Yes, the Company has devised a disaster recovery and business continuity plan with strategies like utilising branches as alternate sites, remote working and IT disaster recovery site, which are tested on a regular basis. Critical data is replicated every hour to both the intra-city and inter-city sites, while non-critical user data is replicated every 24 hours to the Far DR site. All databases are replicated to DR site as per the RPO (Recovery Point Objective). These plans also cover the entire operations of the Company, and these are periodically tested and results are placed before the Board of Directors.

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

Not applicable.

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

Not applicable.

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

**Essential Indicators**

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

The Company is member of Six 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:**

Sr. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Association of Mutual Funds in India (AMFI)	National
2	Indian Association of Alternative Investments Funds (IAAIF)	National
3	Bombay Chamber of Commerce and Industry	State
4	Association of Portfolio Managers in India ("APMI")	National
5	Indian Venture and Alternate Capital Association (IVCA)	National
6	United Nations-Supported Principles for Responsible Investment (UNPRI)	International

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

Name of authority	Brief of the case	Corrective action taken
No material instances reported		

**Leadership Indicators**

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

Sr. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web link, if available
1.	The Company is the member of Association of Mutual Fund of India (“AMFI”). AMFI is dedicated to developing the Indian mutual fund industry by protecting the interest of investors/ unitholders, creating awareness about mutual funds, recommending and promoting best business practices and code of conduct, etc.	Senior leadership team actively participates in several important committees of AMFI, covering areas like ARN, ETF, Operations and Compliance, Risk, Equity, Valuation, and Technology. Their involvement extends beyond these areas to include initiatives such as promoting financial literacy and enhancing investor awareness. Additionally, the Company has been a strong advocate for governance, administration, economic, and educational reforms through its association with AMFI.	Yes	Ongoing & Need based	<a href="https://www.amfindia.com/">https://www.amfindia.com/</a>
2.	The Company is the member of Association of Portfolio Managers in India APMI. (“APMI”). APMI strives to protect and promote the interests of the portfolio management industry and its investors, to define and maintain high professional and ethical standards, etc.	Senior leadership team of the Company takes active part in various forums.	Yes	Ongoing and Need based	<a href="https://www.apmiindia.org/">https://www.apmiindia.org/</a>

**Principle 8: Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

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

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

\*Social Impact Assessments (SIA) w.r.t. Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.

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

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

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

Not Applicable

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

Particulars	FY 23-24	FY 22-23
Directly sourced from MSMEs/ small producers	18.10%	14.08%
Directly from within India	98.14%	96.85%

The disclosure for FY 2022-23 has been restated due to a change in approach and methodology to calculate purchases of input material and this helps ensure comparability of information with the current year. The methodology for computation of purchases has been changed basis the additional guidance available under BRSR Core framework dated 12 July 2023.

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

Location	FY 23-24	FY 22-23
Rural	0.07%	0.04%
Semi-urban	1.76%	1.60%
Urban	16.56%	15.19%
Metropolitan	81.61%	83.17%

#### Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above)

Details of negative social impact identified	Corrective action taken
Not applicable in view of Question 1 of Essential Indicators	

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

Sr. No	State	Aspirational District	Amount spent (In INR)
1	Madhya Pradesh	Khandwa & Vidisha	2,37,74,594
2	Maharashtra	Nandurbar, Washim, Gadchiroli & Osmanabad	1,00,05,713

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

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

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

Given the nature of the business, purchases from suppliers in the aforementioned groups are limited. During FY 2023-24, the Company procured notebooks made of recycled paper from the Akanksha Foundation, a non-profit organization in India that works with children from low-income communities.

For % of materials sourced from MSMEs/small producers, please refer to answer of Q4 - Principle 8, Essential Indicator.

**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**

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

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

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

**6. Details of beneficiaries of CSR Projects**

Sr. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
<b>1</b>	<b>CSR Projects for Healthcare</b>	Cancer Patients & attendants – <b>17,173</b>	100%
	<ul style="list-style-type: none"> <li>Indian Cancer Society – Cancer Cure Fund (Cancer Support)</li> <li>Indian Cancer Society – Arun Kurkure Initiation &amp; Treatment Fund (AKITF) (Cancer Support)</li> <li>Deepsikha - Cancer Support</li> <li>Rotary Club of Bombay - Dharamshala Project- Cancer Support</li> </ul>		
	Kanchi Kamakoti CHILDS Trust Hospital	Critically ill Babies & Children - <b>35</b>	80%
<b>2</b>	<b>CSR Projects for Education</b>	Students – <b>2,48,921</b> Teachers – <b>5,579</b>	100%
	<ul style="list-style-type: none"> <li>Parivaar Seva Kutirs in Madhya Pradesh – Overall development &amp; nutrition</li> <li>Sampark Foundation -Foundational Learning</li> <li>Muktangan – Access to holistic and inclusive quality education through the “Total Systems Approach”</li> </ul>		
<b>3</b>	<b>CSR Projects for Sports</b>	Athletes- <b>54</b> Para Athletes- <b>18</b>	-
	Olympic Gold Quest – Training, Coaching, Equipment and Sports Science		

HDFC AMC as part of its CSR Initiatives towards Environmental Sustainability has supported the development & sustention of “Biodiversity Park” for creation of an urban forest using the Akira Miyawaki technique and rejuvenation of waterbody. The project spreads over a 59,000 sq. ft area of the Kalina Campus of the University of Mumbai. HDFC AMC as part of its CSR Initiatives towards Education & Healthcare has supported the Akshaya Patra foundation towards the Mid-Day Meal Program for school children.

better informed, it is imperative that Company’s frontline service support is agile, well-trained and customer centric. The Company relentlessly educates its staff on these objectives.

*Mechanism to receive the Consumer complaints and feedback*

As part of our endeavor in offering the best of products and ensuring high service standards, we believe that our customers should be able to seamlessly contact us to offer their comments on our products/services and also to air their grievances. The Company has put in place a Customer Query & Grievance Redressal Policy and set up processes and technology supported infrastructure to support this function. As part of the policy, the management continuously reviews the grievances to systemically strengthen its processes leading to progressive reduction in complaints. The following are the various avenues for the customer to contact/write to us, depending on their convenience.

**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.**

At HDFC AMC, providing excellent service has been the cornerstone of customer centricity. The Company always endeavors to raise those standards that truly reflect the brand. In a world where customers are increasingly

*E-mail:*

Investors can email us at our corporate email id - [hello@hdfcfund.com](mailto:hello@hdfcfund.com) for any queries, complaints or feedback they have. They can also post their grievances/feedback/queries/complaints on the 'Write to Us' link available on the website (<https://www.hdfcfund.com/contact-us/get-in-touch>). Alternatively, they can also write to the RTA CAMS on [enq\\_h@camsonline.com](mailto:enq_h@camsonline.com).

*Call centre:*

Investors can call us from 9.00 am to 6.00 pm (Monday to Friday) and 9.00 am to 1.00 pm (Saturday) on the toll-free numbers 1800 3010 6767/ 1800 419 7676. Investors calling from abroad can call us on +91 44 33462406.

*SMS:*

Investor can SMS 'HDFCMF' to 56767.

*Escalation:*

The Company has a well-defined escalation matrix. Investors can choose to route their query through these escalation levels should they feel that they have not received a satisfactory response at the initial stage.

Following matrix (Link) is available for investor to raise grievances

<https://www.hdfcfund.com/information/grievances-redressal-mechanism>

*Customer Satisfaction Surveys:*

As a part of feedback mechanism, company conducts satisfaction survey for customers to understand the feedback on processes, services rendered & various touch points.

*Mechanism to respond to consumer complaints:*

All queries and complaints received across various touch points are processed through the central Customer Relationship Management application which has a rule-based allotment logic for disseminating the same amongst our branches and central staff who will provide the final response to the customers. There are defined service levels assigned for each type of complaint.

The Company regularly undertakes Root Cause Analysis of the top complaint types with the help of the service team at branches who are supported by the Corporate Client Services (CCS) team at the corporate office. Regional Service Managers (RSMs), who focus on service delivery across various regional offices, conduct periodic visits to branches and engage with the staff and augment support to the branches, besides seeking feedback. The CCS team engages with these RSMs to work on the feedback and also trains them routinely. Service delivery and quality assessment are measured, using multiple parameters like turnaround time, repeat complaints, escalations etc. which are evaluated on a periodic basis to improve and provide seamless delivery.

The Compliance team also oversees redressal of customer grievances.

The Company has put in place a Stakeholders Relationship and Unitholder Protection Committee (SR&UHPC) which reviews the activities carried out by the Investor Service Centers (ISCs) / branches of the Company and their adherence to service standards, reviews the steps taken by the Company to redress the grievances of the investors and the cases, if any, pending before the Courts/ Forums/ Regulatory Authorities against the Company etc.

It is important that all stakeholders who work towards enhancing customer experience should work in tandem. The RTA, CAMS, forms the backbone of service delivery chain. The Company works closely with CAMS to ensure smooth operations and seamless client experience.

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

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable
Safe and responsible usage	
Recycling and/or safe disposal	

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

Particulars	FY 23-24			FY 22-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	1,858	6	-	2,190	12	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

Particulars	Number	Reasons for recalls
Voluntary recalls		
Forced recalls		Not Applicable

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

Yes, the Company has Board approved Information Security Policy, Cyber Security Policy, Cyber Crisis Management Policy and Business Continuity Policy. Given the rapid technological and digital advancement, cyber risks are inevitable. The Company has a strong Cyber Risk Management framework wherein cyber risk and its mitigation are monitored by the Information Technology & Security Committee and Risk Management Committee.

Key areas covered under the cyber risk management include strong adherence to the Board approved Information and Cyber Security policies, compliance with SEBI guidelines and ISO 27001 standards to ensure that the Company is in line with industry best practices. The Company maintains a robust cyber security architecture and has in place a cyber-resilience framework to protect the integrity of data and guard against breaches of privacy. The Company also trains employees on cyber security.

The Company ensures that cyber security controls and practices are embedded into the business process and it follows concept of 'Security by Design'. Enhanced cyber security practices and effective governance have resulted in matured cyber security frameworks. IT assets are reviewed and audited regularly by independent agencies. Systems are subject to intense scrutiny and validations

in the systems audit. Proactive measures are taken to ensure that they are adequately protected against external threats.

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

NIL

### 7. Information relating to data breaches:

- Number of instances of data breaches
- Percentage of data breaches involving personally identifiable information of customer
- Impact, if any, of the data breaches

The Company did not witness any instances of data breaches during the year. A cyber incident was detected during the year which pertained to and was in connection with an old cyber-incident. The Company ascertained that there is no misuse by any person on account of the old cyber incident. The Company does not perceive a material risk regarding this incident as the Company has strong Cyber security framework and established / robust Data leakage and Protection safeguards.

## 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 products & services of the Company is available through various touchpoints as follows:

- Website: [www.hdfcfund.com](http://www.hdfcfund.com)
- Company's Mobile applications- HDFC MF Online – Investors, and HDFC MF Online – Partners
- All leading Fintech Platforms
- Distributors / RIA
- MF Central: [www.mfcentral.com](http://www.mfcentral.com)
- Call centre @ 1800 3010 6767 / 1800 419 7676
- HDFC Mutual Fund Branches
- CAMS Service Centres
- CAMS investor portal: [mycams.camsonline.com](http://mycams.camsonline.com)

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

The Company complies with all disclosure requirements relating to its products and services, as per AMFI/SEBI guidelines on product labelling within risk and disclosure categories. The Company on a monthly basis provides disclosure of Riskometers' which covers scheme-wise risks and is available on Company's Website. Additionally, the Riskometer is also updated as and when it is warranted by the scheme. An addendum is issued in this case. The Company also has product literatures which has riskometer for various product schemes.

For the safety of customer, the Company sends communication to educate and advise customers on guarding themselves against financial frauds.

As part of the Go Green initiative in Mutual Funds, and providing information to investors in a cost effective yet transparent manner, following steps have been implemented:

- The Company does not encourage printing of physical account statements at branches and instead request clients / distributors to opt for statements through electronic mode.

- Customers are able to raise and process most of their service requests electronically with the confirmations also being sent to them electronically.
- Latest NAVs of all schemes have been prominently disclosed under a separate head on our website and is also provided through SMS & call center upon request.

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

The Company has devised a robust Disaster Recovery (DR) and Business Continuity Plan (BCP) which covers entire operations of the AMC. Communications on any disruption/ discontinuation of essential services, albeit rare, are intimated to customers through emails, call centres, the Company's website and other modes of electronic communication.

In case of any disruption of services either planned or unplanned related to digital platforms (Website, mobile app etc.), the company informs the customers with reason for unavailability through alternate channels.

### 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.

The Company has always believed in being transparent with its customers by providing all the relevant details. Product communication is done through SMS, mails and other platforms. The Company also displays the following documents on the website:

- Fact sheet
- Scheme performance
- Product literature

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

Yes, the Company conducts surveys to gather customer feedback through the Customer Satisfaction (CSAT) survey. These surveys are conducted separately for both financial and non-financial transactions. Our goal is to capture customer feedback on various processes, their transaction experiences, interactions with different touchpoints, and suggestions for improvement. Based on the feedback received, a dedicated team works on actionable areas and implements improvements. The management reviews these efforts periodically.



# Independent Practitioners' Reasonable Assurance Report

## To the Directors of HDFC Asset Management Company Limited

### Assurance report on the sustainability disclosures in the Business Responsibility and Sustainability Reporting (BRSR Core attributes) of HDFC Asset Management Company Limited (the 'Company') for the period 1 April 2023 to 31 March 2024.

The BRSR Core attributes are included in the Business Responsibility and Sustainability Reporting of the Company for the period 1 April 2023 to 31 March 2024.

### Opinion

We have performed a reasonable assurance engagement on whether the Company's sustainability disclosures in the BRSR Core attributes (refer to Appendix 1) for the period 1 April 2023 to 31 March 2024 have been prepared in accordance with the reporting criteria (refer table below).

BRSR Core attributes subject to assurance	Period subject to assurance	Reporting criteria
BRSR Core attributes (refer Appendix 1)	1 April 2023 to 31 March 2024	<ul style="list-style-type: none"> <li>Regulation 34(2)(f) of the Securities and Exchange Board of India (SEBI) Listing Obligations and Disclosure Requirements (SEBI LODR)</li> <li>Guidance note for BRSR format issued by SEBI</li> </ul>

This engagement was conducted by a multidisciplinary team including assurance practitioners, engineers and environmental and social practitioners.

In our opinion, the Company's BRSR Core attributes for the period 1 April 2023 to 31 March 2024, subject to reasonable assurance are prepared, in all material respects, in accordance with the Regulation 34(2)(f) of the Securities and Exchange Board of India (SEBI) Listing Obligations and Disclosure Requirements (SEBI LODR) and basis of preparation set out in Section A: General Disclosures 13 of the Business Responsibility and Sustainability Reporting of the Company.

### Basis for opinion

We conducted our engagement in accordance with Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information" issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India ('ICAI'). Our responsibilities under those standards are further described in the "Our responsibilities" section of our report.

We are required to comply with the independence and other ethical requirements of the Code of Ethics issued by the ICAI.

Our firm applies Standard on Quality Control (SQC) 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements" issued by the ICAI. This standard requires the firm to maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Other information

Management and the Board of Directors are responsible for the other information. The other information comprises the information included in the Company's Annual Report but does not include the BRSR Core attributes and assurance report thereon. The Company's Annual Report is expected to be made available to us after the date of this assurance report.

Our reasonable assurance opinion on the BRSR Core attributes does not cover the other information and we will not express any form of assurance opinion thereon.

In connection with our assurance on the BRSR Core attributes, our responsibility is to read the other information identified above when it becomes available, and in doing so, consider whether other information is materially inconsistent with the BRSR Core attributes or our knowledge obtained in the assurance, or otherwise appears to be materially misstated.



When we read the annual report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance and describe actions applicable under the applicable laws and regulations.

### Other matter

The BRSR Core attributes for the period 1 April 2022 to 31 March 2023 was not subject to limited/reasonable assurance engagement and, accordingly, we do not express an opinion, or provide any assurance on such information.

Our opinion is not modified with respect to this matter.

### Intended use or purpose

The BRSR Core attributes and our reasonable assurance report are intended for users who have reasonable knowledge of the BRSR Core attributes and the reporting criteria and who have read the information in the BRSR Core attributes with reasonable diligence and understand that the BRSR Core attributes are prepared and assured at appropriate levels of materiality.

Our opinion is not modified in respect of this matter.

### Responsibilities for the BRSR Core attributes

The management of the Company acknowledge and understand their responsibility for:

- designing, implementing and maintaining internal controls relevant to the preparation of the BRSR Core attributes are free from material misstatement, whether due to fraud or error;
- selecting or establishing suitable criteria for preparing the BRSR Core attributes, taking into account applicable laws and regulations, if any, related to reporting on the BRSR Core attributes, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the BRSR Core attributes in accordance with the reporting criteria;
- disclosure of the applicable criteria used for preparation of the BRSR Core attributes in the relevant report/statement;
- preparing/properly calculating the BRSR Core attributes in accordance with the reporting criteria;

- ensuring the reporting criteria is available for the intended users with relevant explanation;
- establishing targets, goals and other performance measures, and implementing actions to achieve such targets, goals and performance measures;
- responsible for providing the details of the management personnel who takes ownership of the BRSR Core attributes disclosed in the report;
- ensuring compliance with law, regulation or applicable contracts;
- making judgements and estimates that are reasonable in the circumstances;
- identifying and describing any inherent limitations in the measurement or evaluation of information subject to assurance in accordance with the reporting criteria;
- preventing and detecting fraud;
- selecting the content of the BRSR Core attributes, including identifying and engaging with intended users to understand their information needs;
- informing us of other information that will be included with the BRSR Core attributes;
- supervision of other staff involved in the preparation of the BRSR Core attributes.

Those charged with governance are responsible for overseeing the reporting process for the Company's BRSR Core attributes.

### Inherent limitations in preparing the BRSR Core attributes

The preparation of the Company's BRSR information requires the management to establish or interpret the criteria, make determinations about the relevancy of information to be included, and make estimates and assumptions that affect the reported information.

Measurement of certain amounts and BRSR Core metrics, some of which are estimates, is subject to substantial inherent measurement uncertainty, for example, GHG emissions, water footprint, energy footprint. Obtaining sufficient appropriate evidence to support our opinion does not reduce the uncertainty in the amounts and metrics.

## Our responsibilities

We are responsible for:

- Planning and performing the engagement to obtain reasonable assurance on the sustainability disclosures in the BRSR Core attributes are free from material misstatement, whether due to fraud or error, in accordance with the reporting criteria in line with the section above.
- Forming an independent opinion, based on the procedures we have performed and the evidence we have obtained, and
- Reporting our reasonable assurance opinion to the Directors of HDFC Asset Management Company Limited.

## Exclusions

Our assurance scope excludes the following and therefore we will not express an opinion on the same:

- Operations of the Company other than those mentioned in the "Scope of Assurance".
- Aspects of the BRSR and the data/information (qualitative or quantitative) other than the BRSR Core attributes.
- Data and information outside the defined reporting period i.e., 1 April 2023 to 31 March 2024.
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Company.

## Summary of the work we performed as the basis for our opinion.

We exercised professional judgement and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence that is sufficient and appropriate to provide a basis for our reasonable assurance opinion.

## Reasonable assurance opinion

The nature, timing, and extent of the procedures selected depended on our judgement, including an assessment of the risks of material misstatement of the information subject to reasonable assurance, whether due to fraud or error. We identified and assessed the risks of material misstatement through understanding the information subject to reasonable assurance and the engagement circumstances. We also obtained an understanding of the internal control relevant to the information subject to reasonable assurance in order to design procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of internal controls. In carrying out our engagement, we:

- assessed the suitability of the criteria used by the Company in preparing the reasonable assurance information;
- evaluated the appropriateness of reporting policies, quantification methods and models used in the preparation of the information subject to reasonable assurance and the reasonableness of estimates made by the Company; and
- evaluated the overall presentation of the information subject to reasonable assurance.

For **BSR & Co. LLP**

Chartered Accountants

Firm registration No. 101248W/W-100022

**Kapil Goenka**

Partner

Membership No: 118189

ICAI UDIN: 24118189BKDBDQ1963

Mumbai

25 June 2024

## Appendix – 1

### BRSR Core attributes - Reasonable assurance for FY 2023-24

Sr No	BRSR indicator	Description of indicator
1	Section C – Principle 1 – E8	Number of days of accounts payable
2	Section C – Principle 1 – E9	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties
3	Section C – Principle 3 – E1(c)	Spending on measures towards well-being of employees and workers – cost incurred on wellbeing measures as a % of total revenue of the company
4	Section C – Principle 3 – E11	Details of safety related incidents including lost time injury frequency rate, recordable work-related injuries, no. of fatalities
5	Section C – Principle 5 – E3(b)	Gross wages paid to females as % of wages paid
6	Section C – Principle 5 – E7	Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, including complaints reported, complaints as a % of female employees, and complaints upheld
7	Section C – Principle 6 – E1	Details of total energy consumption (in Joules or multiples) and its intensity
8	Section C – Principle 6 – E3	Total volume of water withdrawal by source and water consumption in Kilolitres and its intensity
9	Section C – Principle 6 – E4	Water discharge by destination and level of treatment (in kilolitres)
10	Section C – Principle 6 – E7	Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity
11	Section C – Principle 6 – E9	Details related to waste generated by category, waste recovered through recycling, re-using or other recovery operations, waste disposed by nature of disposal method and its intensity
12	Section C – Principle 8 – E4	Input material sourced from following sources as % of total purchases – Directly sourced from MSMEs/ small producers and from within India
13	Section C – Principle 8 – E5	Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or non-permanent /on contract) as % of total wage cost
14	Section C – Principle 9 – E7	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events



**HDFC Asset Management Company Limited**

CIN: L65991MH1999PLC123027

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