

Ref. No.: GIC-HO/BOARD/SE-4-AGM/158/2024-25

Date: 03rd September 2024

To,

The Manager
Listing Department
BSE Limited
Phiroze Jeejeebhoy Tower,
Dalal Street
Mumbai – 400001

The Manager
Listing Department
The National Stock Exchange of India Ltd
Exchange Plaza, 5th Floor, Plot C/1,
G Block, Bandra Kurla Complex,
Mumbai - 400051

Scrip Code: (BSE - 540755/ NSE - GICRE)

Sub: SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015 ('SEBI Listing Regulations')

Regulation 34: Business Responsibility & Sustainability Report for the Financial Year 2023-24

Dear Sir/Madam,

Pursuant to Regulation 34 of the SEBI Listing Regulations, please find enclosed herewith the Business Responsibility & Sustainability Report (“**BRSR**”) for the Financial Year 2023-24 which also forms part of the Annual Report submitted to the Stock Exchanges vide letter Ref. GIC-HO/BOARD/SE-2-AGM/157/2024-25 dated September 03, 2024.

The Annual Report including BRSR is also hosted on the website of the Corporation at www.gicre.in

You are requested to take note, of the above information on record.

Thanking You,

Yours Sincerely

For General Insurance Corporation of India

Suresh Savaliya
Company Secretary
& Compliance Officer

Encl.: A/A



INDEPENDENT PRACTITIONER'S REASONABLE ASSURANCE REPORT ON IDENTIFIED SUSTAINABILITY INFORMATION IN GENERAL INSURANCE CORPORATION'S (GIC) BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

To,
The Board of Directors
General Insurance Corporation

We have undertaken to perform reasonable assurance engagement, for General Insurance Corporation (the "Company") vide our engagement letter dated 05.07.2024 in respect of the agreed Sustainability Information listed below (the "Identified Sustainability Information" or "BRSR Core indicators") in accordance with the Criteria stated in paragraph 3 below. This Sustainability Information is included in the Business Responsibility and Sustainability Report (the "BRSR" or the "Report") of the Annual Report (the "AR") of the Company for the year ended March 31, 2024.

2. Identified Sustainability Information

Our scope of reasonable assurance consists of the BRSR Core indicators listed in the Appendix I to our report. The reporting boundary of the Report is as disclosed in Question 13 and Question 23(a) of Section A: General Disclosure of the BRSR with exceptions disclosed by way of note under respective questions of the BRSR, where applicable.

Our reasonable assurance engagement was with respect to the year ended March 31, 2024 information only and we have not performed any procedures with respect to earlier periods, and, therefore, do not express any opinion thereon.

3. Criteria

The Criteria used by the Company to prepare the Identified Sustainability Information is as under:

- Regulation 34(2)(f) of the Securities and Exchange Board of India (the "SEBI") (Listing Obligations and Disclosure Requirements), Regulations, 2015 as amended;
- Business Responsibility and Sustainability Reporting Requirements for listed entities per Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated July 11, 2023; and
- SEBI Circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 and clarifications thereto issued by SEBI.

4. Management's Responsibility

The Company's management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information taking into account applicable laws and regulations, if any, related to reporting on the Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation and maintenance of internal control relevant to the preparation of the Report and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

5. Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between companies.

The assurance is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of assurance.

Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.

The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, any assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.

The assessment also does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.

The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any aspects or comparisons with frameworks beyond the specified ones are not considered in this engagement.

Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.

The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.

The assurance engagement is based on the assumption that the data and information provided by the Company are complete, sufficient and authentic.

6. Our Independence

We have maintained our independence as required under the SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023, and its clarifications thereto and have the required competencies and experience to conduct this assurance engagement.

7. Our Responsibility

Our responsibility is to express a reasonable assurance opinion on the Identified Sustainability Information listed in **Appendix -1** based on the procedures we have performed and evidence we have obtained.

Sustainability Information listed in **Appendix -1** and included in the Report are prepared, in all material respects, in accordance with the Criteria.

As part of reasonable assurance engagement, we exercise professional judgment and maintain professional skepticism throughout the engagement.

8. Reasonable Assurance

A reasonable assurance engagement involves identifying and assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Obtained an understanding of the Identified Sustainability Information and related disclosures;
- Obtained an understanding of the assessment criteria and their suitability for the evaluation and/or measurements of the Identified Sustainability Information;
- Made inquiries of Company's Management, including compliance team and confirmations from human resource team amongst others and those with the responsibility for preparation of the Report;
- Obtained an understanding and performed an evaluation of the design of the key systems, processes and controls for recording, processing and reporting on the Identified Sustainability Information at the corporate office and at other locations/offices on a sample basis. This included evaluating the design of those controls relevant to the engagement and determining whether they have been implemented by performing procedures in addition to inquiry of the personnel responsible for the Identified Sustainability Information;
- Based on the above understanding and the risks that the Identified Sustainability Information may be materially misstated, determined the nature, timing and extent of further procedures;
- Tested the Company's process for collating the sustainability information through agreeing or reconciling the Identified Sustainability Information with the underlying records on a sample basis;

And

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



9. Exclusions

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

- Aspects of the Reports and the data/information (qualitative or quantitative) other than the Identified Sustainability Information; and
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Company.

10. Other Information

The Company's Management is responsible for the other information. The Other information comprises the information included within the BRSR and the Annual Report, other than Identified Sustainability Information and our independent assurance reports dated May 31, 2024 thereon.

Our opinion on the Identified Sustainability Information does not cover the Other information and we do not express any form of assurance thereon.

In connection with our assurance engagement of the Identified Sustainability Information, our responsibility is to read the Other information and, in doing so, consider whether the Other information is materially inconsistent with the Identified Sustainability Information or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this Other information, we are required to report that fact. We have nothing to report in this regard.

11. Reasonable Assurance Opinion

Based on the procedures we have performed and the evidence we have obtained, the BRSR Core indicators for the year ended March 31, 2024 listed in **Appendix -1** are prepared in all material respects, in accordance with the Criteria as below:

- Regulation 34(2)(f) of the Securities and Exchange Board of India (the "SEBI") (Listing Obligations and Disclosure Requirements) Regulations, 2015 as amended;
- Business Responsibility and Sustainability Reporting Requirements for listed entities per Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated July 11, 2023, and
- SEBI Circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 and clarifications thereto issued by SEBI.

12. Restriction on use

Our Reasonable Assurance report has been prepared and addressed to the Board of Directors of the Company at the request of the Company solely, to assist the Company in reporting on Company's sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Company. Our Reasonable Assurance report should not be used for any other purpose or by any person other than the addressees of our report. We neither accept nor assume any duty of care or liability for any other purpose or to any other party to whom our report is shown or into whose hands it may come without our prior consent in writing.

FOR RAGINI CHOKSHI & CO.
COMPANY SECRETARIES

Date: 27/08/2024

Place: Mumbai

UMASHANKAR HEGDE
(PARTNER)
M. NO: A22133 # C.P. No.: 11161

Appendix -1

Sr. No	Reporting Standard Reference	Indicator number
Section C: Principle [P] Wise Performance Disclosures- Essential		
1	P-1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.	E-8: Number of days of accounts payables ((Accounts payable *365)/Cost of goods/services procured). E-9: Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances and investments, with related parties.
2	P-3: Businesses should respect and promote the well-being of all employees, including those in their value chains.	E-1c: Spending on measures towards well-being of employees and workers (including permanent and other than permanent). E-11 Details of safety related incidents
3	P-5: Businesses should respect and promote human rights.	E-3b: Gross wages paid to females as % of total wages paid by the entity. E-7: Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
4.	P-6: Businesses should respect and make efforts to protect and restore the environment.	E-1: Details of total energy consumption (in Joules or multiples) and energy intensity. E-3: Disclosures related to water withdrawal and consumption. E-4: Details related to water discharged. E-7: Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity. E-9: Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste.
5.	P-8: Businesses should promote inclusive growth and equitable development.	E-4: Percentage of input material (inputs to total inputs by value) sourced from suppliers. E-5: Job creation wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis), as % of total wage cost.
6.	P-9: Businesses should engage with and provide value to their consumers in a responsible manner.	E-7: Information relating to data breaches. Breaches.

SECTION A - GENERAL DISCLOSURES

I. Details of the listed entity

1. **Corporate Identity number:** L67200MH1972GOI016133
2. **Name of the Listed Entity:** General Insurance Corporation of India
3. **Year of incorporation:** 1972
4. **Registered office address:** 'Suraksha', 170, J. T. Road, Churchgate, Mumbai – 400020
5. **Corporate address:** 'Suraksha', 170, J. T. Road, Churchgate, Mumbai – 400020
6. **E-mail:** info@gicre.in
7. **Telephone:** +91 22 2286 7000
8. **Website:** www.gicre.in
9. **Financial year for which reporting is being done:** 2023-2024
10. **Name of the Stock Exchange(s) where shares are listed:** BSE Limited, National Stock Exchange of India Limited
11. **Paid-up Capital:** ₹877.20 Crore
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:** Mr. Suresh Savaliya, Company Secretary & Compliance Officer; Email: cs.gic@gicre.in; Telephone No: 022-22867000
13. **Reporting boundary:** Report is done on a standalone basis
14. **Name of assurance provide:** M/s. Ragini Chokshi & Co.
15. **Type of assurance obtained:** Reasonable Assurance

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity
1.	Financial and Insurance Service	Life/Non-life Reinsurance

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

S. No.	Product/Service	NIC Code
1.	Reinsurance	6520

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	NIL	3	3
International	NIL	3	3

19. **Markets served by the entity:**

- a. Number of locations

Locations	Number
National (No. of States)	36
International (No. of Countries)	110

**Including 8 Union Territories*

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

Business activities of GIC Re correspond to the financial services space as a reinsurance and risk solutions provider and gross premium from foreign business constituted ₹11,377.73 Crore of our total premium during the financial year 2023-24 amounting to ₹37,181.76 Crore.

- c. A brief on types of customers

As a reinsurance and risk solutions provider, GIC Re primarily works with insurance and reinsurance companies and brokers in India and worldwide. Other value-chain partners which we interact with include MGAs (Managing General Agents), Claim/Loss Adjusters, Catastrophe/Exposure/Capital Modelling Vendors, Actuarial firms, Legal firms, and Audit firms.

IV. Employees

20. Details as at the end of Financial Year:

- a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	411	267	65%	144	35%
2.	Other than Permanent (E)	18	13	72%	5	28%
3.	Total employees (D + E)	429	280	65%	149	35%
WORKERS						
4.	Permanent (F)					
5.	Other than Permanent (G)		NOT APPLICABLE			
6.	Total workers (F + G)		NOT APPLICABLE			

- b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	13	11	85%	2	15%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees. (D + E)	13	11	85%	2	15%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)					
5.	Other than permanent (G)		NOT APPLICABLE			
6.	Total differently abled workers (F + G)		NOT APPLICABLE			

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	2	33%
Key Management Personnel	10	3	30%

22. Turnover rate for permanent employees (Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	25	16	41	32	18	50	34	17	51
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

S. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	India International Insurance Pte. Ltd	Associate	20%	No
2.	GIC Bhutan Re Ltd.	Associate	26%	No
3.	Agriculture Insurance Company of India Ltd	Associate	35%	No
4.	GIC Re South Africa Ltd.	Subsidiary	100%	No
5.	GIC Perestrakhovanie LLC	Subsidiary	100%	No
6.	GIC Re, India, Corporate Member Ltd.	Subsidiary	100%	No

VI. CSR DETAILS

24. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes
 (ii) Turnover (in ₹ Crore): ₹37,181.76
 (iii) Net worth (in ₹ Crore): ₹37,581.78

VI. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		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	Yes https://www.gicre.in/images/phocadownload/complaint_handling_policy.pdf	None	None	None	None	None	None
Investors (other than shareholders)	Yes https://www.gicre.in/en/investors-public-disclosures/investors-en	None	None	None	None	None	None
Shareholders	Yes https://www.gicre.in/en/investors-public-disclosures/investors-en	39	0		117	0	None
Employees and workers	Yes https://www.gicre.in/images/phocadownload/complaint_handling_policy.pdf	None	None	None	None	None	None
Customers	Yes https://www.gicre.in/images/phocadownload/complaint_handling_policy.pdf	None	None	None	None	None	None
Value Chain Partners	Yes https://www.gicre.in/images/phocadownload/complaint_handling_policy.pdf	None	None	None	None	None	None
Other (please specify)	None	None	None	None	None	None	None

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Risk Management	Opportunity	Risk Management is a process, effected by the Corporation's Board of Directors, Management and other personnel to identify potential events and developments that may affect the Corporation and manage risk to be within its risk appetite, as applicable. Risk Management encompasses the identification, analysis, and response to risk factors that form part of the life of a business. In addition, risk management provides a business with a basis upon which it can undertake sound decision-making.	We have a Board Approved Risk Management Framework and risk management process in place to identify risks and guide us in taking corrective measures to mitigate them.	Positive
2	Economic Performance	Opportunity	Creation and distribution of economic value.	As an integral part of the Indian Insurance industry and being classified as a D-SII by IRDAI, GIC Re plays a vital role in the reach, density and profitability of the Indian insurance value-chain.	Positive
3	Community Development	Opportunity	Economic development of the underprivileged and broadening economic activity	The Corporation has implemented various CSR projects/activities/initiatives for development of backward regions, empowerment of communities, upliftment of marginalized and under privileged sections of the society and providing healthcare services to the poor and vulnerable sections of the society.	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Talent Attraction and Retention	Opportunity	Successful talent attraction and retention enables to maintain competitive advantage	GIC Re has implemented Project Parivartan i.e., to ensure sustainable growth and success of GIC Re through - employee retention, employee engagement, employee training, and employee health & wellness. Based on the Corporation's strategic road map we recruit, train, engage and retain employees.	Positive
5	Skill development and knowledge transfer	Risk & Opportunity	Functional requirement of business users is concentrated with very few personnel.	Employee training is a crucial aspect of HR transformation that can help organizations stay ahead of the competition. By investing in employee training, businesses can develop the skills, knowledge, and expertise of their workforce. GIC Re conducts frequent training sessions for skill development leading to human capital formation.	Positive
6	Data Privacy and Security	Risk & Opportunity	Data Privacy and Security is the process of implementing measures and systems designed to securely protect and safeguard information utilizing various forms of technology.	GIC Re undertakes review of the existing mechanisms to secure financial data at enterprise level in a worst-case scenario, assess preparedness and take proactive steps for prevention of such risks.	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes. The Corporation has all the policies mandated by Companies Act, 2013, IRDAI and SEBI Regulations. Said policies have covered principals to the extent covered under the aforesaid Acts, Regulations and as relevant to the insurance sector.								
b. Has the policy been approved by the Board? (Yes/No)	Yes. The Policies are approved by Board/Competent Authorities.								
c. Web Link of the Policies, if available	https://www.gicre.in/en/people-resources/policies-and-guidelines								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No								
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.	No. The policies of the Corporation are in line with applicable provision of the Companies Act, 2013, IRDAI and SEBI Regulations and business practices being generally followed in reinsurance sector.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	No formal policy exists								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not Applicable								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

GIC Re as the national reinsurer is committed to ensuring holistic development for a better tomorrow. It promotes financial inclusion, digital transformation, and inclusive diversity. With well-defined corporate governance guidelines and a sound Enterprise Risk Management framework in place, we have established strong work ethics that prove to be an anchor for all our operations and decision making. The welfare of our clients, employees and business partners is at the forefront of all our decisions.

Our business practices incorporate sustainability concepts, influencing our aim to create a long-lasting organization that meets clients' protection and long-term demands. Our classification as a D-SII (Domestic Systematically Important Insurer) - Too Big to Fail by IRDAI, underscores our vital role in the Indian insurance industry. We seek to address the many challenges affecting our communities and the world at large. We play an active part across Central and State government insurance schemes in Property, Agriculture & Health.

We manage various pools like Indian market Terrorism Risk Insurance Pool, Indian Nuclear Insurance Pool & Marine Cargo (Declined Risk) Pool wherein we have played a pivotal role in solving the problems of industries and national interest.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9									
<p>To properly address the continuously changing scenario, the Company has implemented a business continuity plan. To safeguard the Company's well-being and long-term viability, response strategies have been created and closely followed. In order to reduce its environmental impact, the Company promotes decreasing energy, water, and waste as part of resource optimization.</p> <p>Our organization has an uncompromising zero-tolerance approach towards any form of fraud and corruption with policies such as Prohibition of Insider Trading and Anti-Fraud Policy in full effect. Through our robust Information Security Policy surrounding cyber security and data privacy, we ensure the protection of all sensitive organizational and client information.</p>																		
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Ramaswamy Narayanan, Chairman and Managing Director, GIC Re																	
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.	At present there is no issue related to business sustainability and the solvency ratio is higher than what is statutorily mandated. The Board level and Management Risk Management Committees periodically review all risks and mitigating measures.																	
10. Details of Review of NGRBCs by the Company:																		
Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/ Any other Committee									Frequency (Annually/Half yearly/ Quarterly/Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	The policies are formulated within the ambit of the statutory guidelines and business requirement, which are amended from time to time as per business/environmental/ Government requirements.									Policies have been approved by the Board/Committee of the Board/Senior Management of the Corporation and are reviewed from time to time.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Corporation complies with all the 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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	The policies are formulated within the ambit of the statutory guidelines and business requirement, which are amended from time to time as per business/environmental/Government requirements. The policies are reviewed by internal committee and wherever required they are reviewed/evaluated by external agencies.								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated: Presently the Corporation is following principles best suited and relevant in insurance sector and to the extent covered under the applicable laws under which the policies are governed. Going forward, efforts shall be made to follow other applicable and relevant principles and policies.

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

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

Board of Directors/Key Managerial Personnel: 100%

The Board of Directors and the KMP’s are familiarized on the following:

- Business Performance updates
- Business and Sustainability strategy
- Risk Management Plan
- Governance, Compliance and Regulatory Updates

Additionally, the Independent Directors are familiarised with the Corporation’s business model, nature of industry, governance philosophy, practices, procedures, systems, their roles, rights, and responsibilities. The details of the Familiarisation programme imparted to Independent Directors is hosted on the Corporation’s Website.

Employees & Workers other than Board of Directors or KMPs:

Employees were provided trainings at various institutes on both technical and behavioural aspects. The learning content addresses topics like code of conduct, ethics and compliance, cyber security, helping employees to enhance their technical skills and awareness of compliance requirements in the Company.

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	a) Nature of the industry in which the Corporation operates; b) Business model of the Corporation;	100%

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
		<ul style="list-style-type: none"> c) Corporate Governance Philosophy of the Corporation; d) Policies, standards, procedures, code of conduct etc. adopted by the Corporation; e) Roles, functions and duties of the Directors; and f) Changes and other developments in applicable Regulatory framework. 	
Key Managerial Personnel	1	Ethics & Governance	44%
Employees other than BoD and KMPs	9	Cyber & Vigilance awareness	26%
Workers	NA	NA	NA

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

	Monetary				
	NGRBC Principle	Name of the regulatory/enforcement/agencies/judicial institutions	Amount(in ₹)	Brief of the case	Has an appeal been preferred (Yes/No)
Penalty/Fine	/				
Settlement					
Compounding fee					
	Non- Monetary				
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	/				
Punishment					

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.** Not Applicable

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
NA	

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, GIC Re has put in place the Code of conduct for Directors and Senior Management Personnel which is applicable to the Directors and Senior Management Personnel of the Corporation. The General Insurance (Conduct, Discipline and Appeal) Rules, 2014, Complaint Handling Policy, Whistle Blower Policy and Anti-Fraud Policy are in place and applicable to all employees of the Corporation. These mechanisms strive for enhancing ethical and transparent process in managing the affairs of the Corporation.

Every year, the Corporation celebrates Vigilance Awareness Week and all the employees of the Corporation take Integrity Pledge to be vigilant and always commit to highest standards of honesty and integrity and support the fight against corruption. We have a complaint handling policy which outlines how any complaint can be lodged and allows for anonymity of the complainant and appropriate resolution.

The policies are readily available and can be accessed through the following link: <https://www.gicre.in/en/people-resources/policies-and-guidelines>

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

No such disciplinary actions taken against the Directors.

	FY 2023-24	FY 2022-23
Directors		
KMPs		
Employees		
Workers		

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

No complaints received during the reporting period.

	FY 2023-24	FY 2022-23
	Numbers/Remarks	Numbers/Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors		
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.

During the reporting period, there have been no cases taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	8	0

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:

Concentration of Purchases	GIC Re procures retrocession support for protecting its net retention through transparent placement mechanism. Retrocession placements with top 10 clients constitute 57.88% of the Gross premium ceded for FY 2023-24 (46.17% for FY 2022-23)
Concentration of Sales	Being a reinsurance and risk solutions provider, GIC Re provide reinsurance support to insurance companies in India and worldwide directly as well as through intermediaries. The top ten clients of GIC Re constitute 49.44% of its total Gross premium for FY 2023-24 (46.44% for FY 2022-23)
Details of transaction with related parties	Retrocession placement with related parties constitute 1.60 % of the Gross premium ceded for FY 2023-24. Reinsurance support to related parties constitute 4.07% of the total Gross premium for FY 2023-24. There was no loan or advance given to related parties.

Leadership Indicators

- 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
Not Applicable		

- Does the entity have processes in place to avoid/manage conflict of interests involving member of the Board? (Yes/No) If yes, provide details of the same.

Yes. GIC Re has put in place the Code of conduct for Directors and Senior Management Personnel. The Code defines and addresses conflicts of interest and provide guidelines for resolution. During Board meetings, Members transparently disclose any potential conflicts related to agenda items and abstain from voting in the event of any conflict of interest.

The relevant policies are readily available and can be accessed through the following link:

<https://www.gicre.in/en/people-resources/policies-and-guidelines>

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. Not Applicable

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	Not applicable	Not applicable	Not applicable
Capex	Not applicable	Not applicable	Not applicable

- Does the entity have procedures in place for sustainable sourcing? (Yes/No) If yes, what percentage of inputs were sourced sustainably. No

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

Not Applicable

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (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.

Not Applicable

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? NA
- 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. NA
- Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry). NA
- 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: NA
- Reclaimed products and their packaging materials (as percentage of products sold) for each product category. NA

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	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	267	262	98.12	267	100%	NA	NA	267	100%	NA	NA
Female	143	128	89.51	143	100%	143	100%	NA	100%	NA	NA
Total	410	390		410	100%	143		267	100%		
Other than Permanent employees											
Male	13	6	46.15								
Female	5	3	60.00								
Total	18	9									

- b. Details of measures for the well-being of workers: Not Applicable

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Other than Permanent employees											
Male											
Female											
Total											

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

	FY 2023-24	FY 2022-23
Cost incurred on wellbeing measures as a % of total revenue of the company	0.015%	0.015%

2. Details of retirement benefits

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF/NPS	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%		Yes
ESI						
Others – please specify						

3. Accessibility of workplaces:

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

Yes, the workplaces are fully equipped with the necessary accessibility provisions as per the requirements of the Rights of Persons with Disabilities Act, 2016

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.

As an organisation, we are committed to providing equal opportunities to all employees and candidates for employment. We firmly believe in the principles of diversity and inclusion and do not discriminate against individuals based on factors such as race, caste, religion, color, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other category protected by applicable law. The importance of treating everyone with fairness, respect, and dignity and to act in a way that is consistent with our sense of fairness and equal opportunity is codified in both the Code of conduct for Directors and Senior Management Personnel and The General Insurance (Conduct, Discipline and Appeal) Rules applicable to all employees. Currently, the equal opportunity policy is at a draft stage to be approved by the Board of the Corporation.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	-	-
Female	100%	100%	-	-
Total	100%	100%	-	-

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

GIC Re is committed to providing a safe and positive work environment. We are committed to ensuring that all grievances are addressed promptly and effectively to maintain productive and engaged workforce. The employees can raise their concerns to their respective line manager, department head or HR department (Complaints Handling Officer) as per our Complaints Handling policy. Once a grievance is raised, we work closely with the employee to understand the issue and identify potential solutions. A thorough inquiry procedure assures fairness for all parties concerned, including the ability to submit facts and any relevant evidence. Any disciplinary action and recourse available are codified in The General Insurance (Conduct, Discipline and Appeal) Rules. Our grievance redressal mechanism includes a process for employees to raise their concerns or grievances through their Employee Representatives. We also hold joint meetings with the Employee Representatives to address any grievances raised and ensure that we provide timely feedback on the status of the grievance.

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

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

GIC Re does not have any recognised employee union.

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
- Male						
- Female						
Total Permanent Workers						
- Male						
- Female						

8. Details of training given to employees

Training Data for FY 2023-24		
	No of Employees	No of Hrs
Domestic	279	5785
In-House	158	2106
Online	53	547
Total	490	8438
Total Training Cost (₹)		61,59,137

Training Data for FY 2022-23		
	No of Employees	No of Hrs
Domestic	375	7294
In-House	115	365
Total	490	7659
Total Training Cost (₹)		72,14,368

Training Data for FY 2021-22		
	No of Employees	No of Hrs
Domestic	365	4851
In-House	540	612
Total	905	5463
Total Training Cost (₹)		1,24,13,839

Employee capability is a critical pillar of our development architecture. The Company continued to actively drive Ethics & Compliance via mandatory training programs and by organizing pledge on Integrity every year, stressing the importance of always doing the right thing and zero tolerance to non-compliance. We continued to invest in our cyber security systems/policies and generate cyber awareness across all teams and locations. The Company continued to enable leadership development through managerial development programmes at Institutes of prominence.

9. Details of performance and career development reviews of employees

Building people's functional capability is one of the key elements of our investment in people. There is an emphasis on employee engagement and building manager and employee capability via trainings covering a range of technical and behavioural processes. 100% of employees captured their development needs in a structured format following KPI/ACR conversations with their managers.

10. Health and safety management system

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage such system?
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
- Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

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

Yes. GIC Re prioritises employee health and wellbeing by providing comprehensive medical coverage. All Employees are covered by medical insurance for themselves and their families. The Corporation has been following various fire safety measures including installed fire safety equipment and awareness in this respect.

11. Details of safety related incidents, in the following format: Not applicable

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees/Workers		
Total recordable work-related injuries	Employees/Workers		
No. of fatalities	Employees/Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees/Workers		

*Including in the contract workforce

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

GIC Re believes in providing a safe, supportive, and friendly workplace environment – a positive workplace environment and a great employee experience are integral parts of our culture. The Company aims to provide an ergonomically safe and comfortable work environment at all offices. The Company regularly provides annual preventive health checks for its employees over 40 years of age.

A core component of the Company's diversity and inclusion ambition is agile working which encompasses a wide range of working options enabling employees to work flexibly at their full potential. Part-time working, Work from Home and flexible hours are some options granted under this initiative.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working conditions						
Safety						

14. Assessments for the year:

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

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

No action required as we did not have any LTI (Loss Time Injuries) during the reporting period.

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).
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.
3. Provide the number of employees/workers having suffered high consequence workrelated injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees				
Workers				

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No): Yes
5. Details on assessment of value chain partners: Presently assessment of value chain partners are not being carried out and the same will be explored going forward.

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	
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.

Key Stakeholders are identified on the basis of the material influence they have on the company or on how they are materially influenced by the Company's corporate decisions and the consequences of those decisions. Based on the level of interest and impact, GIC Re prioritizes the stakeholder groups to determine which ones are most important to the company. Once the key stakeholder groups have been identified and prioritized, we engage with them to understand their needs and concerns and develop strategies to manage and mitigate any potential risks or negative impacts.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication	Frequency of Engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Employee Townhall Senior Leadership Engagements Training Programmes Internal Communication	On a need basis Regularly Regularly	Business & performance updates
Shareholders & investors	No	Financial statements shared on Stock Exchanges, website of the company and newspaper publication Annual Report AGM Investor/Analyst Meet Press conferences and media releases Company Website Dedicated email for Investor grievances	Quarterly Annually Annually On a need basis On a need basis www.gicre.in investors.gic@gicre.in	Financial & Operational performance
Customers	No	Dedicated email specific to line of business/geography Face to face engagements	On a need basis	Business procurement, conversion and servicing
Government & Regulatory Bodies	No	Following as applicable under the prevailing laws: <ul style="list-style-type: none"> • Submission of reports and returns • Directives and circulars • Written communication • Stock Exchange filings • Industry associations 	On a need basis	Regulatory Compliance
Communities and NGOs	Yes	Meetings and discussions Employee Volunteering Programme Community Programmes	Ongoing	CSR initiatives and stakeholder meetings

Leadership Indicators

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

Senior Executives of GIC Re periodically engage with both internal and external stakeholders and insights gathered from such engagements are factored in during decision making. The Stakeholder Relationship Committee of GIC Re periodically reviews matters concerning shareholders and investors, ensuring timely resolution of grievances. The CSR Committee of the Corporation periodically monitors implementation of CSR initiatives of GIC Re, benefiting various local communities. Regular updates are also provided to the Board through reports placed in the meetings.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.
3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.

The CSR Initiatives of GIC Re focuses on capacity building, empowerment of communities, inclusive socio-economic growth, environment protection, promotion of green and energy efficient technologies, development of backward regions, and uplifting the marginalized and under-privileged sections of the society. By reating eco villages for increasing efficiency, productivity, economics, a community development model that integrates sustainable energy solutions, improves infrastructure, and establishes an ecosystem for the health and energy nexus in 24 villages of Jharkhand and at - Pasighat District, Arunachal Pradesh. GIC Re grants to schools for creating awareness and need of menstrual hygiene in villages among tribals. GIC Re has contributed funds for Mission-Mahagram for skills for Life and Socio economic & Rural Transformation in across 101 villages in rural Maharashtra.

Principle 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent						
Other than permanent						
Total Employees						
Workers (NA)						
Permanent						
Other permanent						
Total Workers						

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

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	267	0	0%	267	100%	286	0	0%	286	100%
Female	143	0	0%	143	100%	148	0	0%	148	100%
Other Permanent										
Male	13	0	0%	13	100%	2	0	0%	2	100%
Female	5	0	0%	5	100%	4	0	0%	4	100%
Workers										
Permanent										
Male										
Female										
Other Permanent										
Male										
Female										

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

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)	1	43,91,342.44	0	0
Key Managerial Personnel	7	37,57,453.33	2	37,24,637.71
Employees other than BoD and KMP	273	18,67,597.03	146	21,69,688.39
Workers	0		0	

(b) Gross salary/wages paid to females as % of total wages paid by the entity: 51%

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)

The Company has a robust Complaints Handling policy along with the Vigil Mechanism/Whistle Blower Policy and employees are encouraged to raise any of their concerns anonymously. Complaints can be lodged in GIC by writing directly to the Chairman cum Managing Director (CMD), Chairman (Ethics Committee of the Board), Chairman (Audit Committee of the Board), the Head of the Department concerned or the Chief Vigilance Officer (CVO) at their office address. Complaints under Public Interest Disclosure and Protection of Informer (PIDPI) can be made only by post, directly to the Central Vigilance Commission (CVC). GIC Re has constituted the Internal Complaints Committee (ICC) under the Prevention of Sexual Harassment of Women at Workplace-Policy to address sexual harassment cases.

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

The General Insurance (Conduct, Discipline and Appeal) Rules, 2014 and Vigil Mechanism/Whistle Blower Policy are applicable to all employees of the Corporation and outline ethical business practices and responsible conduct. All stakeholders, including employees and partners, are encouraged to report any suspected or actual breaches of the Code, company policies, or the law. We have a Complaints Handling Policy to address issues on conditions of work or employment that affect employees personally. There is a structured investigation process with laid down roles and responsibilities, accountabilities and appeal process.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	/			/		
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						
Wages	NIL	NIL		NIL	NIL	
Other human rights related issues	NIL	NIL		NIL	NIL	

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

We place great emphasis on ensuring that members of our POSH (Prevention of Sexual Harassment) and Ethics Committees are well-informed and educated on the importance of confidentiality. We have a zero-tolerance policy towards any form of retaliation against individuals who report legitimate concerns, and anyone found to be targeting such individuals will be subject to disciplinary action. Our POSH and Ethics Committee members receive training and sensitization to prevent retaliation and reassure complainants that they can report concerns without fear. We also offer complainants the option to change teams, locations or even take extended leave upon request.

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

Yes. All our vendors are expected to have ethical and human right policies in place and appropriate procedures for handling breaches of these policies. The Company does not engage in or tolerate any form of child labour/forced labour/involuntary labour and does not adopt any discriminatory employment practices. The Company is in compliance with the laws as applicable.

9. Assessments for the year: Table (NIL)

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

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

There were no significant risks/concerns arising from the above assessments.

11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 10 above. Not Applicable

Leadership Indicators

1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.
No grievances or complaints related to Human Rights principles and guidelines have been reported.
2. Details of the scope and coverage of any Human rights due diligence conducted.
3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?
Yes, the workplaces where differently abled employees work, are equipped with the necessary accessibility provisions.
4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	/
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above. – Not applicable

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

Essential Indicators

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	/	/
Total Fuel Consumption (B)		
Energy consumption through other sources (C)		
Total energy consumption (A+B+C)		

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
From non-renewable sources		
Total electricity consumption (D)	3735.68 GJ	3227.04 GJ
Total Fuel Consumption (E)	217.93 GJ	175.47 GJ
Energy consumption through other sources (F)	NIL	NIL
Total energy consumption (D+E+F)	3953.61 GJ	3402.51 GJ
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	Data could not be collated	Data could not be collated
Total energy consumed (A+B+C+D+E+F)	3953.61 GJ	3402.51 GJ
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)		
Energy intensity in terms of physical output		
Energy intensity (optional) – the relevant metric may be selected by the entity		

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

(Figures under non-renewal electricity energy are provided assuming that the electricity supplied by the BEST is generated from the non-renewable energy source. If the generation is through renewable sources the figures would change accordingly.)

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

Not Applicable

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres): NA		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	7288 KI	5979 KI
(iv) Seawater/desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7288 KI	5979 KI
Total volume of water consumption (in kilolitres)	7288 KI	5979 KI
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)	Data could not be collated	Data could not be collated

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output		
Water intensity (optional) – the relevant metric may be selected by the entity		

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

4. Provide the following details related to water discharged: Not Applicable

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(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

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

As the Corporation has only 3 offices in India, wastewater discharge is very minimal. All wastewater is produced is discharged into municipal sewers which is treated by the Municipal authorities.

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

Not Applicable

7. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:** Business activities of GIC Re correspond to financial services and hence greenhouse gas emissions as per Scope 1 is not applicable. Regarding Scope 2 emissions - the involvement is mainly limited to the use of vehicles for transportation of employees and directors and data in this regard could not be collated.

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent		
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent		
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)			
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)			
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

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

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

Not Applicable

9. **Provide details related to waste management by the entity, in the following format:** Not Applicable

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)		
E-waste (B)*		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B + C + D + E + F + G+ H)		

Parameter	FY 2023-24	FY 2022-23
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total		

**During this year, there was no material electronic waste disposal, however during financial year 2022-23, a total of 1.62 tonnes of electronic waste was released under the buy-back programme.*

- 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:**
No hazardous or toxic chemicals are used by the Corporation in any way.
- If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required, please specify details in the following format:**
Not Applicable
- Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**
Not Applicable
- Is the entity compliant with the applicable environmental law/regulations/guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**
Not Applicable

Leadership Indicators

- Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): NA
For each facility/plant located in areas of water stress, provide the following information:
 - Name of the area
 - Nature of operations
 - Water withdrawal, consumption and discharge in the following format
- Please provide details of total Scope 3 emissions & its intensity, in the following format: NA
- With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:
5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/web link.
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.
7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts

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

Essential Indicators

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

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	Association of Insurers & Reinsurers of Developing Countries INC.	International
2	Singapore Reinsurers Association	International
3	International Union of Aerospace Insurers	International
4	General Insurance Council	National
5	Risk & Insurance Management Society	International
6	Indian Register of Shipping	National
7	Federation of Afro-Asian Insurers & Reinsurers (FAIR)	International
8	The Associated Chambers of Commerce Industry of India (ASSOCHAM)	National
9	Indian Merchants Chamber	National
10	Federation of Indian Chamber of Commerce & Industry (FICCI)	National

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

Leadership Indicators

1. Details of public policy positions advocated by the entity: Not Applicable

S. 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	GIC Re works with trade and industry associations to put forth industry and representations to the government and regulators.	GIC Re has representation in industry and trade associations and participate in review of policies and other relevant topics	No	NA	NA

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
1) Artificial Limbs Manufacturing Corporation of India (ALIMCO) or providing Free Aid and Appliance to Person with Disability. They have proposed 20 camps under this project on PAN India basis.	GEM/2024/B/4640804	15/02/2024	Yes (ongoing)	Impact assessment study is in progress	The same will be generated after completion of the projects under assessment study.
2) Ashray Social Welfare Foundation towards construction of 60 Holiya structures as part of a project of watershed development/ agricultural productivity in the villages of Santalpur Taluka, Patan district, Gujarat.	GEM/2024/B/4640804	15/02/2024	Yes (ongoing)	Impact assessment study is in progress.	The same will be generated after completion of the projects under assessment study.
3) Bhartiya Bahuuddeshiya Khadi va Gramodyog Shiksha Sanstha (BBKGSS) for the construction of Mahila Vikas Kendra (Community Centre) at village Teurwadi, Tal. Chandgad, Dist. Kolhapur, and Wanjulshet Dist. Ahmednagar Maharashtra.	GEM/2024/B/4640804	15/02/2024	Yes (ongoing)	Impact assessment study is in progress.	The same will be generated after completion of the projects under assessment study.

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

S.No.	Name of the Project for which R&R is going	State	District	No. of Project Affected Families (PAFs)	%of PAFs covered by R&R	Amount in ₹ (in Lakhs)
1	Chellamuthu Trust and Research Foundation	Tamil Nadu	Madurai	For current year 28 women affected with mental disabilities will be provided residential care.	100%	89.80
2	The Leprosy Mission Trust India	09 states/UT – Delhi, Uttar Pradesh, West Bengal, Maharashtra, Tamil Nadu, Andhra Pradesh, Chhattisgarh, Bihar, Karnataka	-	Reconstructive Surgery for 1200 patients affected by leprosy.	100%	491.31
3	Special Olympics Bharat	Pan India	-	2000 athletes with Intellectual Disabilities being trained for Special Olympics	100%	182.37
4	Samarthanum Trust	Karnataka	Bengaluru	6600 persons with Disability	100%	446.85

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

The machinery to redress grievance is directly handled by the concerned Implementing Partners/NGO.

We have a grievance redressal mechanism which covers all our stakeholders. Active engagement with the community and stakeholders requires an effective grievance redressal system that includes feedback loops and conflict resolution mechanisms. Our 24x7 grievance cell allows beneficiaries and affected community members to seek prompt redressal. Additionally, we have an actionable internal structure in place to ensure time-bound resolution of issues, complaints, and grievances.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers: Not Applicable

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers		
Directly from within India		

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: Not applicable (No new office started in any location during the year and accordingly no new job created)

Location	FY 2023-24	FY 2022-23
Rural		
Semi-urban		
Urban		
Metropolitan		

(Place to be categorized as per RBI Classification System - rural/semi-urban/urban/metropolitan)

Leadership Indicators

- 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
None so far	

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

S. No.	State	Aspirational District	Amount Spent in ₹ (in Lakhs)
1	Bihar	Sheikhpura	55.38
2	Maharashtra	Osmanabad	237.61
3	Uttarakhand	Haridwar	90.30
4	Jharkhand	Chatra	5.38
5	Madhya Pradesh	Chhatarpur	5.38
6	Odisha	Kandhamal	5.38
7	Jharkhand	Giridih	600.29

- Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? No
 - From which marginalized/vulnerable groups do you procure
 - What percentage of total procurement (by value) does it constitute?

The Corporation follows the Procurement Guidelines as mandated by the Department of Expenditure, Ministry of Finance.

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

Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	The PRIDE India – (Shashwat Gram’ project)	5740	100%
2	Leprosy Mission Trust of India – (Reconstructive Surgery for People affected by leprosy)	1200	100%
3	Abhivyakti Foundation – (Food, Income and Environment Security through Sustainable Natural Resource Management in 24 villages of Gandey and Giridih block -Giridih district, Jharkhand)	7200	100%
4	Parivaar Education Society – (Construction of Residential Educational Institution in Village Amla Noabad, District Sehore, Madhya Pradesh)	200 (additional 500 in the next year)	100%

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
5	National Skill Development Corporation- Eco – villages in districts of Arunachal Pradesh and setup Centre of Excellence for Aromatic and Medicinal Plants promotion in Uttarakhand	2750	100%
6	Confederation of Indian Industry Foundation- (Transforming waste management in Kochi, Kerala focusing on 'Chellanam')	41,000	80%
7	Third Planet Foundation - Project for water conservation through borewell recharge (126 units in villages of district Sangli and Bhore Taluka in district Pune- Maharashtra)	4636	100%
8	Centre for Transforming India - CFTI – (installation of school benches and construction of one sports facility in Govt. High Schools, Maharashtra, Bihar and Kuruvinnatham, Pondicherry)	1342	100%
9	Village Social Transformation Foundation -Mission MahaGram: Skills for Life and Socio-Economic and Rural Transformation across 101 villages in five States of Maharashtra	2,59,676	100%

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.

Under the Complaints Handling policy- all complaints can be lodged in GIC by writing directly to the Chairman cum Managing Director (CMD), Chairman (Ethics Committee of the Board), Chairman (Audit Committee of the Board), the Head of the Department concerned or the Chief Vigilance Officer (CVO) at their office address. Complaints under Public Interest Disclosure and Protection of Informer (PIDPI) can be made only by post, directly to the Central Vigilance Commission (CVC).

2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about: Not Applicable

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

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy						
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

4. Details of instances of product recalls on account of safety issues: Not Applicable

	Number	Reason for recall
Voluntary recalls		
Forced recalls		

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, our Corporation has an Information Security Policy which is accessible to all employees through the intranet. This policy covers security concerns in both business processes and organisational aspects. It is designed to establish basic guidelines and regulations for accessing, using, classifying, and disposing of information assets belonging to GIC Re. The policy is managed by the Office of the CISO (Chief Information Security Officer) of the Corporation and applies to all authorized users who have access to any information assets belonging to GIC Re, regardless of the geographic location of the user or the Corporation's operation.

The organization has a Security Steering Committee (SSC) headed by a senior level executive with a reporting line to the Board to take overall responsibility for the information security governance framework. Members of SSC include functional heads from Operations, Information Technology, Legal, Compliance, Finance, HR, Risk etc.

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.

There was no penalty or action taken by regulatory authorities.

7. Provide the following information relating to data breaches: NA

- a. Number of instances of data breaches
- b. Percentage of data breaches involving personally identifiable information of customers
- c. Impact, if any, of the data breaches

Leadership Indicators

1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available).
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.
3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.
4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)