

July 14, 2023

To,
The Manager,
National Stock Exchange of India Ltd.
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex, Bandra East,
Mumbai-400051

The Manager
BSE Limited
25th Floor, P. J. Towers,
Dalal Street,
Mumbai – 400001

Symbol: SATIN**Scrip Code: 539404**

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

Dear Sir/Madam,

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, please find enclosed herewith, Business Responsibility and Sustainability Report (“**BRSR**”) of the Company for the Financial Year 2022-23. The BRSR also forms the part of the Integrated Annual Report for the Financial Year 2022-23, which were earlier submitted to the stock exchanges on July 14, 2023.

This is for your information and records.

Thanking you.

Yours faithfully,
For Satin Creditcare Network Limited

(Vikas Gupta)
Company Secretary & Chief Compliance Officer

Encl.: as above



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT 2022-23

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L65991DL1990PLC041796
2	Name of the Listed Entity	Satin Creditcare Network Limited
3	Year of incorporation	October 16, 1990
4	Registered office address	5th Floor, Kundan Bhawan, Azadpur Commercial Complex, Azadpur, Delhi-110 033
5	Corporate address	Plot No. 492, Udyog Vihar, Phase – III, Gurugram, Haryana – 122016, India
6	E-mail	info@satincreditcare.com
7	Telephone	+91 124 471 5400
8	Website	www.satincreditcare.com
9	Financial year for which reporting is being done	2022-2023
10	Name of the Stock Exchange(s) where shares are listed	<ul style="list-style-type: none"> National Stock Exchange of India Limited (NSE) – NSE Ticker: SATIN BSE Limited (BSE) – BSE Ticker: 539404
11	Paid-up Capital	INR 85,22,41,250
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	<ul style="list-style-type: none"> DIN: 00333754 Name: Mr Harvinder Pal Singh Designation: Chairman cum Managing Director Telephone number: 0124-4715400 E-mail Id: hpsingh@satincreditcare.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures under this report are made on a standalone basis.

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Microfinance Services	Providing loans for income generation activities to the economically weaker sections	94.69%*

*Total turnover excluding one time extraordinary income of INR 352 Crores

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

S. No.	Product/Service	NIC Code	% of total Turnover contribute
1	Microfinance Services	64,990	Same as mentioned above in 14

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

Location	Number of offices (Total)
National	1,147
International	-

17 Markets served by the entity:

a. Number of locations

Location	Number
National (No. of States)	24
International (No. of Countries)	-

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

Data Not Applicable

c. A brief on types of customers.

We primarily provide micro-credit facilities to economically active women both in rural and semi-urban areas who are underserved or unserved by the traditional banking network or other channels of finance.

18 Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1	Permanent (D)	9,222	8,950	97%	272	3%
2	Other than Permanent (E)	811	778	96%	33	4%
3	Total employees (D + E)	10,033	9,728	97%	305	3%

19 Participation/Inclusion/Representation of women

S. No.	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14%
Key Management Personnel	4	0	0

20 Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2023			FY 2022			FY 2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	54%	58%	51%	43%	51%	45%	44%	38%	46%

21 (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Satin Housing Finance Limited	Subsidiary Company	100%	Yes
2	Satin Finserv Limited	Subsidiary Company	100%	Yes

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

Yes, the Company's Corporate Social Responsibility (CSR) is widely defined, taking into consideration the following factors:

- Welfare measures for the community at large, so as to ensure the poorer section of the society deriving the maximum benefits.
- Contribution to the society at large by way of social and cultural development, imparting education, training and social awareness especially with regard to the economically backward class for their development and generation of income to avoid any liability of employment.
- Protection and safeguard of environment and maintaining ecological balance.

(ii)	Turnover (in INR)	1,761.54 Crores
(iii)	Net worth (in INR)	1,926.61 Crores

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023			FY 2022		Remarks
		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	
Communities	Yes	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	Yes	Nil	Nil		Nil	Nil	
Shareholders	Yes	4	Nil		4	Nil	
Employees and workers	Yes	771	10*		1,184	6*	
Customers	Yes	7,528	55*		11,093	51*	
Value Chain Partners	Yes	Nil	Nil		Nil	Nil	

*Complaints pending as at the end of the financial year have been subsequently resolved as of the date of the report.

The web link for grievance redress policy - <https://satincare.com/wp-content/uploads/2023/04/18.-Client-Grievance-Redressal-Mechanism.pdf>

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

Refer to Page 22 of this Annual Report

Section B: Management and Process Disclosures

Disclosure Question		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	https://satincare.com/policies-practices/								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
4	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.								
	The Company is fully compliant with applicable rules and regulations.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.								
	The Company strives towards its mission and vision of working for the underserved and unserved sections of society by providing a comprehensive range of products and services. The Company believes in gender empowerment and leveraging on technology and innovation to forge sustainable strategic partnerships.								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.								
	The Company diligently oversees the progress against its action plan. Our client base comprises of around 99% of women entrepreneurs ensuring gender empowerment. About 77% of our portfolio exposures is from Rural areas. Around 77% of our portfolio is to minority, OBC and SC & ST.								
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)								
	Refer to page 12 of this Annual Report								
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).								
	Mr Harvinder Pal Singh Chairman cum Managing Director								
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								
	Mr Harvinder Pal Singh Chairman cum Managing Director Chairman of the CSR Committee								

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								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y

	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	Y (SMERA)	N	Y (GPTW)	N	N	N	N	N	Y (60 DB)

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	We consider all 9 principals material to the business								

**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

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

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

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

PRINCIPLE 5 Businesses should respect and promote human rights

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

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

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

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

PRINCIPLE 1**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	-	-	-
Key Managerial Personnel	-	-	-
Employees other than BoD and KMPs	<ul style="list-style-type: none"> • Training Sessions : 2,431 • Training Sessions delivered digitally through video conferencing : 1,576 • Training Sessions conducted in Regional Offices : 337 • Training sessions at Branches : 518 	<ul style="list-style-type: none"> • Basic information of organization, micro finance, organizational process, product and policies, skill development and branch level trainings to improve branch audit ratings and field operations. Induction, collection and Disha training conducted for newly hired candidates which help them to operate in fields as per process 	96.04%

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"> • Promotional trainings are conducted for Branch Managers, which includes leadership, behavioural, and soft skills training as well as functional training followed by assessment and on the job training • Standard practice training are given to CSOs and to DRMs. • TTT (Train The Trainers) conducted for DRMs / TMs so that they can deliver trainings on branches on updates and process. 	

The Independent Directors are familiarized with their roles, rights and responsibilities in the Company, nature of the industry in which the Company operates, business model of the Company, legal updates, etc. through structured familiarization program. The details of the familiarization program for the Independent Directors is available on the Company's website at below link: Web Link: <https://satincare.com/policies-practices/#1611050197222-fdc295ab-84a2>

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

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.

Data 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.

The Company's anti-corruption or anti-bribery policy is covered under Procedure for Dealing with Cases of Misconduct in Acts of Misconduct of Standing order & Service rules, which is available on the intranet of the organization.

The Company takes a stance of zero tolerance towards bribery and fraud practices and its Whistleblower Policy provides the necessary safeguards. It enables our employees to voice their concerns about unethical behavior, actual or suspected fraud or to report them. This policy applies to all stakeholders or persons associated with SCNL.

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

	FY 2023	FY 2022
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil

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

	FY 2023		FY 2022	
	Number	Remark	Number	Remark
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

No corrective actions pertaining to above mentioned parameters was necessitated by the Company during the year under review.

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

Data Not Applicable

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

Yes, as per the provisions of the Companies Act, 2013, the Directors of the Company, annually provide details of Entities/ Relatives in which they have interest. Based on which, the Company maintains the register and put a check during any proposal with any entity / person whether any of the Director of the Company is having interest or not.

In case, if there is any interest of any Directors then he/she is not allowed to participate in that particular proposal. Further, the Company also have policy on Materiality of Related Party Transactions and Dealing with Related Party Transactions to take care of Related Party Transactions which can present a potential or actual conflict of interest which may be against the best interest of the Company and its shareholders.

The said Policy is available on the website of the Company at <https://satincreditcare.com/wp-content/uploads/2022/03/Policy-on-Materiality-of-RPT-and-Dealing-with-RPT.pdf>

PRINCIPLE 2**Essential Indicators****1 Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY 2023	FY 2022
R&D	34,37,500	27,50,000
Capex	1,72,92,574	1,38,34,059

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

As the nature of the business of the Company is providing loans, the consumption of resources is limited to running the operations. The Company endeavors to engage with suppliers who integrate environmental and social considerations into their products and services. The Company conducts majority of its branch procurement from local businesses/suppliers.

3 Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for

(a) Plastics (including packaging)	E-waste - The Company engages with certified e-waste handlers (vendors) for disposal of the e-waste. The Company has received an e-waste disposal certificate from its vendor certifying disposal in an environmentally friendly manner. Other waste - The Company has a Sewage Treatment plant situated in its head office wherein waste water is treated and reused for sanitation purposes.
(b) E-waste	
(c) Hazardous waste	
(d) Other waste	

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.

Data Not Applicable

Leadership Indicators

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

The primary business activity of the Company is providing financial services to the marginalized community. The loan cycle is a sequential process ranging from sourcing of the loan to loan approval, disbursement, servicing and repayment of the loan.

For more information, refer page 78 of this Annual Report.

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

None other than those identified in S. No. 24 of Section A above.

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).

SCNL provides financial solutions to its customers and does not manufacture any products, hence we do not currently maintain records for recycled/reused material consumed.

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:

Data not applicable

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

SCNL provides financial services and thus the above is not applicable.

PRINCIPLE 3

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	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)
Permanent employees									
Male	8,950	1,980	22%	8,950	100%	0	0%	8,950	100%
Female	272	125	46%	272	100%	272	100%	0	0%
Total	9,222	2,105	23%	9,222	100%	272	3%	8,950	97%
Other than Permanent employees									
Male	778	778	100%	778	100%	0	0%	778	100%
Female	33	33	100%	33	100%	33	100%	0	0%
Total	811	811	100%	811	100%	33	4%	778	96%

The majority of the Company's staff is related to field operations and as per statutory compliance, the said are covered by ESIC social security. The rest of the employees are covered under Medclaim.

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

Benefits	FY 2023		FY 2022	
	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	99%	Y	98%	Y
Gratuity	100%	NA	100%	NA
ESI	77%	Y	77%	Y

The employees outside the purview of ESI are covered in Group Medical Coverage.

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 Company ensures safety and easy accessibility for differently abled people. In our corporate office, we have ramps and elevators for easy movement of differently abled person and most of our branches are located on the ground floor for easy accessibility.

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.

The Company does not have a specific equal opportunity policy in place, but as per our recruitment policy, the Company does not discriminate on any factors like race, religion, caste, gender and any disabilities (Physical disabilities/Intellectual Disability/Mental Behaviour) etc.

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100%	100%
Female	100%	67%
Total	100%	67%

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

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

Yes the Company has an employee grievance mechanism in place called "Atoot Bandhan", where employees can raise any issue with full anonymity and action is taken accordingly.

The Company also has an Alumni Portol wherein the ex-employees can check the status of their F&F and related issues.

The Company follows an open door policy where any employee irrespective of hierarchy has access to the senior management.

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

Data Not Applicable

8 Details of training given to employees and workers:

	FY 2023					FY 2022				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	9,728	8,326	86%	5,112	53%	10,736	9,794	91%	5,790	54%
Female	305	222	73%	136	45%	405	151	37%	152	38%
Total	10,033	8,548	85%	5,248	52%	11,141	9,945	89%	5,942	53%

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

	FY 2023			FY 2022		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	8,950	5,981	67%	10,399	7,447	72%
Female	272	148	54%	337	218	65%
Total	9,222	6,129	66%	10,736	7,665	71%

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 such system?

The Company is committed towards health & safety of its employees and has undertaken various awareness programmes on safety protocols by conducting periodic trainings on fire safety and evacuation drills, internal communication and alerts are sent out to employees, etc.

The Company strongly pays its emphasis on both, the physical and mental well-being of its employees and has organised various workshops and discussions with well-being experts and medical practitioners. At the workplace, training programmes on the safety of women employees is mandatory for all employees. Further, the employees are covered under the following policies:

- Group Medclaim Policy
- Group Term life Policy
- Personal Accident Policy
- Employee State & Insurance policy

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

The Company provides financial solutions and does not engage in manufacturing activities and hence the above is not applicable for us. However, the Company has proper health and safety management system in place as specified above in 10 (a).

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

The Company does not employ any worker and hence not applicable.

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

Yes. The Company has the following non-occupational medical and healthcare services for its employees:

- Group Medclaim Policy
- Group Term life Policy
- Personal Accident Policy

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

Safety Incident/Number	Category	FY 2023	FY 2022
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Not Recorded	Not Recorded
Total recordable work-related injuries		43	0
No. of fatalities		8	4
High consequence work-related injury or ill-health (excluding fatalities)		Not Recorded	Not Recorded

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

Refer to 10 (a) above

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

	FY 2023			FY 2022		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

14 Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	The Company strives to keep the workplace environment safe, hygienic and humane, upholding the dignity of the employee. The head office of the Company is internally assessed periodically through audits for various aspects of health & safety.

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 corrective actions pertaining to above mentioned parameters was necessitated by the Company during the year under review.

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 extends life insurance and EDLI benefits in the event of death of its employees. Also, the Company has a well defined policy known as 'Satin Sahyog' wherein the organization offers term life insurance, including pension, education assistance, job for the family members and mediclaim cover for the entire family, as applicable.

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 makes sure that taxes applicable in accordance with the regulations to the transactions of the Company are deducted and deposited on a timely manner. This is also reviewed as part of the internal and statutory audit. The Company expects its value chain partners to uphold the values of transparency and accountability.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023	FY 2022	FY 2023	FY 2022
Employees			Refer to 11 above	

As a Company that cares, SCNL stand by the employees and their family who succumb to fatal accidents. Refer (1) above

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, the Company invests in learning of employees. For instance, courses have been sponsored by the organization for the skill enhancement of employees.

5 Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Corporation expects all its value chain partners to follow extant regulations, including health and safety practices and 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

No corrective action plan has been necessitated on the above mentioned parameters.

PRINCIPLE 4

Essential Indicators

1 Describe the processes for identifying key stakeholder groups of the entity

Any individual or group of individuals or institution that adds value to the business chain of the company is identified as a core stakeholder.

The key stakeholders groups of the Company are:

- Customers
- Employees
- Investors
- Government and regulatory bodies
- Communities
- Lenders
- Media
- Rating agencies
- Analyst
- Other business partners

**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 (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	Yes	<ul style="list-style-type: none"> • Customer care channels – Telephone, Email, Website • Centre meeting • Customer relationship managers • Financial literacy program • Engagement through business correspondent network • Customer satisfaction surveys 	Ongoing and need based engagement	<ul style="list-style-type: none"> • To provide affordable financial services • Quality and convenience of access to our products and services • To promote digital literacy • World-class customer service • To address the issues of the customers • Transparency in process and the operations
Stakeholders & Investors	No	<ul style="list-style-type: none"> • Investor meets and calls • Investor grievance channels • Dissemination of information through - financial results, investor presentations and press releases • Annual general meeting • Website • Various media channels 	Annual, Quarterly, Needbased and Ongoing	<ul style="list-style-type: none"> • Updating on business performance and developments in the Company and its subsidiaries • To ensure ethical business practices • Transparent and timely reporting
Government and Regulatory Bodies	No	<ul style="list-style-type: none"> • Engagement at industry platforms and meetings • Presentations • Regulatory reporting practices • E-mail and postal communications 	Periodic and need-based engagement	<ul style="list-style-type: none"> • Compliance with all legal and regulatory requirements • Effective governance • Responsible tax payment • Discussion in regard to various regulations and amendments • Inspections
Employees	No	<ul style="list-style-type: none"> • Leadership connect • Performance reviews • Town halls • Training and development programs • E-learning modules • Employee grievance redressal platform • Employee engagement Initiative • Management VC's • Emails/Calls 	Need-based and ongoing engagement	<ul style="list-style-type: none"> • Career advancement opportunities • Job security • Adequate training to match new business requirements • Transparent feedback • Fair remuneration and incentives • Recognition Alignment of Company's objectives

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Communities	Yes	<ul style="list-style-type: none"> Financial empowerment Programs Disaster relief initiatives Education initiatives Medical insurance & health Camps Employee volunteering through our CSR activities viz (Financial empowerment Programs, disaster relief & education initiatives and medical insurance & health camps 	Need-based and ongoing engagement	<ul style="list-style-type: none"> Advancing lives Community investment development Environment preservation
Lenders, Media, Rating Agencies, Analysts and Other business partners	No	<ul style="list-style-type: none"> Meetings Calls Website Newspaper Email 	Need-based and ongoing engagement	<ul style="list-style-type: none"> Updating on business performance and outlook Financial results Industry developments Addressing key issues & concern

Leadership Indicators

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

The Company's business activities include a constant process of engagement with its stakeholders. According to the requirements, the top management also participates in discussions with stakeholders, driven by the responsible business functions. Any material feedback received from the stakeholders is communicated to the Board on an ongoing basis and the Board offers its advice and comments on such matters.

- 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.**

Constant interaction with stakeholders helps to improve the Company's ability to better serve its stakeholders and hence, the Company is open to enact upon and incorporate any relevant suggestions. Over the last few years, the Company has enhanced its reporting on business responsibility and started certain initiatives. For example - as per the suggestion of one of our key stakeholder, the organization added a clause on child labour, adding value to the social and environment policy.

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

Understanding the needs

The Company specializes in delivering basic financial services to low-income rural Indian people. The Company aids these households in carrying out economic activities by providing them with easy access to collateral-free microcredit.



All of the Company's products are designed in a way that covers and specializes needs of our customers. Primarily, IGL loans are provided for purposes like agriculture, transportation, trading, and production related business activities, that cater to uplifting the weaker sections of society economically. We also give clean energy loans, water loans, sanitation loans, pressure cooker loans, and facilitates health to improve the quality of life of our borrowers and their families.

Dedicated to Development and Empowerment

We hold financial and leadership empowerment workshops for our borrowers, as well as free health-checkup camps for the community, support for local government schools, plantation campaigns, flood relief assistance, and enterprise skill development training.

Focused on Well Being of Community

The Company undertakes variety of initiatives through its CSR activities for the benefit of many segments of society, with a particular emphasis on the marginalized, underprivileged, needy and disadvantaged.

PRINCIPLE 5

Essential Indicators

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

	FY 2023			FY 2022		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	9,222	9,222	100%	10,736	10,736	100%
Other than permanent	811	811	100%	405	405	100%
Total Employees	10,033	10,033	100%	11,141	11,141	100%

- 2 Details of minimum wages paid to employees and workers, in the following format

Category	FY 2023					FY 2022				
	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	9,222	730	8%	8,492	92%	10,736	99	1%	10,637	99%
Male	8,950	685	8%	8,265	92%	10,399	86	1%	10,313	99%
Female	272	45	17%	227	83%	337	13	4%	324	96%
Other than Permanent	811	-	-	811	100%	405	-	-	405	100%
Male	778	-	-	778	100%	400	-	-	400	100%
Female	33	-	-	33	100%	5	-	-	5	100%

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

	Male		Female	
	Number	Median remuneration / salary / wages of respective category (In Lakhs)	Number	Median remuneration/ salary/ wages of respective category (in Lakhs)
Board of Directors (BoD) Chairman cum Managing Director	1	154.71	-	-
Key Managerial Personnel (other than BoD)	3	77.53	-	-
Employees other than BoD and KMP	8,946	2.64	272	3.41

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. In all of its actions and dealings with all of its stakeholders, the Company is committed to being fair and objective. The Company's fabric is infused with justice and fairness to ensure procedural fairness, impartiality, and consistency in its operations. Customers should be treated fairly and transparently, according to the Company. The Company's Code of Conduct applies to all of the Company's employees' interactions with one another, as well as with customers, regulators, investors, and other government agencies.

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

The Company has a dedicated Employee Grievance Redressal Helpdesk and a toll-free number by the name of 'Atoot Bandhan'. Through this help desk, we ensure that employee grievances are resolved faster within the specified turnaround time.

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

	FY 2023			FY 2022		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	-	4	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

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

The Company is dedicated to providing equal opportunities to all individuals and is intolerant of discrimination and harassment based on race, sex, nationality, ethnicity, origin, religion, age, disability, sexual orientation, gender identification and language as protected by applicable laws.

Our Company has a written policy in place to protect its employees against sexual harassment at work. The Company is in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, and on August 14, 2017 adopted a revised policy on Sexual Harassment (which is part of the Company's HR Manual) to prohibit, prevent, or deter any acts of sexual harassment at work.

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

The Company expects all its business partners to adhere to all applicable regulations including human rights.

**9 Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Company is in compliance with the laws, as applicable.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not Recorded

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

There have been no significant human rights grievances/complaints warranting modification/introduction of business processes.

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

Data Not Applicable

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 Company does not discriminate against any person with disability in any matter related to employment as per the Right of Person with Disabilities Act, 2016. The corporate office of the Company has ramps for easy movement for specially abled people.

4 Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	The Company expects its value chain partners to adhere to the same values, principles and business ethics upheld by the organization in all their dealings. No specific assessment in respect of value chain partners has been carried out.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
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.

No corrective actions pertaining to Question 4 was necessitated.

PRINCIPLE 6

Essential Indicators

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

Parameter	FY 2023	FY 2022
Total electricity consumption (A) (kWh)	5,22,805	4,33,338
Total fuel consumption (B) (kWh)	12,288	6,442
Energy consumption through other sources (C) (kWh)	97,256	1,09,302
Total energy consumption (A+B+C)	6,32,349	5,49,082

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 such assessment has been carried out.

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

Data Not Applicable

3

Parameter	FY 2023	FY 2022
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water (in kiloltr.)	4,775	3,852
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	4,775	3,852

The Company's usage of water is restricted to human use only. Efforts have been made to ensure that water is consumed judiciously in the office premises. In our corporate office, sensor taps are installed in office washrooms to economise on water consumption.

Sewage treatment plant, recycles 10 kiloliter water per day, which is reused for gardening and sanitation purposes.

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

No

5 Please provide details of air emissions (other than GHG emissions) by the entity : Data Not Applicable

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

Data Not Applicable

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

Data Not Applicable

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

Parameter	FY 2023	FY 2022
Total Waste Generated (in kilogram)		
Plastic waste (A)	1,301	1,064
E-waste (B)	4,397	6,950
Other Non-hazardous waste generated (C)	9,651	8,802
Total (A+B + C)	15,349	16,816



**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.**

E-waste recycling is carried out by various e-waste vendors across all offices of the Company. For maintaining records of e-waste handled/generated, green certificates and disposal and recycling reports have been received by the Company.

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

The Company does not generate any hazardous waste.

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

No

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

Data Not Applicable

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

Based on the nature of business, the Company is in compliance with applicable environmental norms.

Leadership Indicators

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

Parameter	FY 2023	FY 2022
From renewable sources (in kWh)		
Energy consumption through other sources (A)	97,256	1,09,302
Total energy consumption	97,256	1,09,302
From Non renewable sources (in kWh)		
Total electricity consumption (B)	5,22,805	4,33,338
Total fuel consumption (C)	12,288	6,442
Total energy consumption (B+C)	5,35,093	4,39,780

**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 such assessment has been carried out.

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

Data Not Applicable

- 3 Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information: (i) Name of the area (ii) Nature of operations (iii) Water withdrawal, consumption and discharge.**

Data Not Applicable

4 Please provide details of total Scope 3 emissions & its intensity.

Data Not Recorded

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

Data Not Applicable

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Going Paperless. Growing Sustainable.	We promote and encourage extensive use of technology in our everyday lives. Our aim is to significantly bring down the use of paper, contributing to a healthy environment. As a responsible organization, we are gradually adopting electronic document management and other digital tools to go paperless. We have continuously increased our usage of tablets for our fieldwork to onboard new clients and manage the end-to-end loan processing.	The Company's operations in around 80 percent branches has gone completely paperless.
2	Clean Energy Solution	Partnered with leading solar providers to facilitate access to solar powerdriven home lighting systems and enable customers to engage in productive activities Installed solar panels on the rooftop of our new corporate office building to harness solar power and reduce electricity consumption	Reduction of 27,781 tonnes of CO ₂ emission & 4,63,500 households provided with green energy

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

Yes, the Company has a board approved Business Continuity Plan (BCP) in place. The BCP envisages the likely disruptive events, their probability and impact on business operations which is assessed through business impact analysis. These aim to eliminate or minimise any potential disruption to critical business operations.

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

Given the nature of the business, there has been no adverse impact to the environment.

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

Data Not Recorded

PRINCIPLE 7

Essential Indicators

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

The Company is member of 6 trade and industry associations.

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



S. No.	Description Name of the trade and industry chambers/ associations of Main Activity	Reach of trade and industry chambers/ associations (State/National)
1	Sa- Dhan	National
2	Microfinance Institutions Network (MFIN)	National
3	Association of Microfinance Institution – West Bengal (AMFI-WB)	State
4	Uttar Pradesh Microfinance Association (UPMA)	State
5	Association of Karnataka Microfinance	State
6	Odisha State Association of Financial Inclusion Institutions (OSAFII)	State

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

No such cases has been filed so far.

Leadership Indicators

1 Details of public policy positions advocated by the entity:

The Company maintains regular engagement with Government agencies and regulators and stands committed to providing timely and accurate information, suggestions and recommendations, feedback on draft policies, etc., as and when required. The authorized officials of the Company engage with the RBI and SEBI and other regulators on a periodic basis or as and when required. The Company is a member of various trade and industry associations and proactively contributes to the discussions and resolutions within the scope of these forums.

The CMD of the Company, Mr HP Singh, is associated with Sa-Dhan as Chairman and with FICCI as a member of the NBFC committee and has advocated several policies/regulations related to the microfinance industry.

PRINCIPLE 8

Essential Indicators

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

In the year under reporting, the Company got an impact assessment of the business operations and its outcomes in the lives of the clients we serve by an external agency, 60_decibels. The impact assessment survey provided detailed results on our performance across the six dimensions of financial inclusion: Access, Business Impact, Household Impact, Client Protection, Resilience and Agency. Additionally, insights on client satisfaction, loan usage and challenges were provided that the Company finds actionable to improve its products and services.

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

Data not applicable

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

The Company has several channels for addressing the complaints of different stakeholders. Details of such mechanisms and policy is detailed elsewhere in this report.

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

The Company conducts all its branch procurement from local business/suppliers.

Leadership Indicators**1 Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments.**

Data not applicable

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

Refer to page 72 of this Annual Report

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

Data Not Applicable

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

Data Not Applicable

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

Data Not Applicable

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.

Data 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.

Data Not Applicable

6 Details of beneficiaries of CSR Projects.

Refer to page 52 of this Annual Report

PRINCIPLE 9**Essential Indicators****1 Describe the mechanisms in place to receive and respond to consumer complaints and feedback**

The Company has developed the redressal mechanism to solve its customer' grievances/ complaints on the basis of priority. There are different methods through which customers can register their complaints with us:

1. Toll- free number.
2. Complaint section in the centre meeting register.
3. Complaint registers at branches and regional offices.
4. Direct escalation to the head office through office landline number, email id- clientgrievance@satincreditcare.com, surface mail to SCNL's Grievance Redressal Officer (GRO) based at the head office.

We maintain a proper log of complaints and ensure that they are shared with regional and head office level operations team. Internal audit team check ensures that the customer is verified to measure their satisfaction of service. Web Link: <https://satincreditcare.com/wp-content/uploads/2023/04/18.-Client-Grievance-Redressal-Mechanism.pdf>

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	94.69%

3 Number of consumer complaints in respect of the following:

	FY 23			FY 22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Other	7,528	55*	Nil	11,093	51*	Nil

*There are no consumer cases pending as on end of financial year.

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

Data 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 a policy on cyber security and risks related to data privacy. The same is available on the intranet of the Company.

The organization is compliant with ISO 27001:2013 Information security management system.

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.

No penalties/regulatory action has been levied or taken on the above-mentioned parameters.

Leadership Indicator**1 Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available)**

Information relating to various financial services provided by the organization is available on the Company's website: <https://satincare.com/product-portfolio/>

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

The customers are provided with adequate training during on-boarding and assistance to ensure appropriate usage of the loan products available to support various lifecycle needs. At the time of customer on-boarding, Compulsory group training is conducted over 2 days to educate customers on the responsible usage of various loan products. This is followed by a group recognition test and interaction with the branch manager to ensure customer understanding. Further, at the time of loan disbursement, the branch manager reiterates the importance of credit discipline and responsible usage of loan to the customers. Furthermore, the minutes book captures the details of every center meeting and in case of any deviations identified, corrective steps are taken to educate the customer.

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

Not Applicable

4 Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes. The Company is in full compliance with the display requirements. All the terms and conditions related to the loan products are mentioned in our loan acknowledgement receipt and loan card. Details of different loan products and ticket sizes are also displayed in all our offices and uploaded on the Company’s website as well. Loan card mention details about the rate of interest, loan tenure, repayment cycle and repayment instalement, processing fees, insurance and other terms and conditions for all loan products.

5 Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact	Nil
b. Percentage of data breaches involving personally identifiable information of customer	The Company has not witnessed any instances of data breaches during the year.