



September 22, 2023

Scrip Code – 535789

BSE Limited

1st Floor, P.J. Towers

Dalal Street,

Mumbai-400001

Sub: Business Responsibility and Sustainability Report for FY 2022-23

Dear Sir/Madam,

Please find enclosed herewith the Business Responsibility and Sustainability Report for FY 2022-23. Kindly note that this was already submitted to the Stock Exchanges as a part of the Annual Report submitted for FY 2022-23.

This is for your information and appropriate dissemination.

Thanking you,

Yours truly,

For **Indiabulls Housing Finance Limited**

Amit Jain

Company Secretary

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details

1. Corporate Identity Number (CIN) of the Listed Entity : L65922DL2005PLC136029
2. Name of the Listed Entity : Indiabulls Housing Finance Limited
3. Year of incorporation : 2005
4. Registered office address : 5th Floor, Building No. 27, KG Marg, Connaught Place, New Delhi – 110001, India
5. Corporate address : Plot No. 422 B, Udyog Vihar, Phase – IV, Gurugram – 122016, Haryana;
One International Centre, Tower – 1, 18th Floor, Senapati Bapat Marg, Elphinstone Road, Mumbai – 400 013, Maharashtra
6. E-mail : ibsecretarial@indiabulls.com
7. Telephone : 0124 – 668 – 1212
8. Website : <https://www.indiabullshomeloans.com>
9. Financial year for which reporting is being done : 2022 – 23
10. Name of the Stock Exchange(s) where shares are listed : BSE and NSE
11. Paid-up Capital : ₹ 94.32 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. Amit Jain
Telephone number: 0124 – 668 – 1199
E-mail: ibsecretarial@indiabulls.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). :

Disclosures made in this report are on a standalone basis and pertain only to Indiabulls Housing Finance Limited.

II. Products/ services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover (Total Income) of the entity
1	Financial and Insurance Services	Financial and Credit Leasing Activities	96.6%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	IBHFL's core business is financing mortgage backed loans, its business can be classified as housing loans and non-housing loans. All other activities of the Company revolve around the main business. As at 31 st March 2023, the asset composition on loan book on standalone basis stands at 56.6% of Housing Loans and 43.4% of Non-Housing Loans.	64192	100%

Business Responsibility & Sustainability Report (Contd.)

I. Operations

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

Location	Number of plants	Number of offices	Total
National	Not Applicable*	216	22
International		1	1

*The Company is a Housing Finance Company and hence does not undertake any manufacturing activities.

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	22
International (No. of Countries)	1

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

Not applicable

c. A brief on types of customers

Indiabulls Housing Finance has a balance sheet size of more than ₹ 749.45 billion (on a consolidated basis) as of 31st March, 2023 and has serviced more than 1 million happy customers.

Customer compositions based on loan assets as on 31st March, 2023;

Categories of customers based on income group	% by Count	% by Amount
Loans to Economically Weaker Sections (EWS) - (Up to ₹ 3 lac)	13.7%	4.7%
Low Income Group - (Above ₹ 3 lac up to ₹ 6 lac)	10.6%	43.7%
Middle Income Group - (Above ₹ 6 lac up to ₹ 18 lac)	41.7%	20.5%
High Income Group - (Above ₹ 18 lac)	34.0%	31.0%
Total	100%	100%

Categories of customers based on employment group	% by Count	% by Amount
Salaried	70.4%	53.2%
Self-employed	29.6%	46.8%
Total	100%	100%

*Note: the above data is only for individual borrowers

Business Responsibility & Sustainability Report (Contd.)

II. Employees

18. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	5096	4587	90%	509	10%
2.	Other than Permanent (E)	N/A	N/A	N/A	N/A	N/A
3.	Total employees (D + E)	5096	4587	90%	509	10%
WORKERS						
4.	Permanent (F)	N/A	N/A	N/A	N/A	N/A
5.	Other than Permanent (G)	N/A	N/A	N/A	N/A	N/A
6.	Total workers (F + G)	N/A	N/A	N/A	N/A	N/A

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)	6	4	67%	2	33%
2.	Other than Permanent (E)	N/A	N/A	N/A	N/A	N/A
3.	Total differently abled employees (D + E)	6	4	67%	2	33%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	N/A	N/A	N/A	N/A	N/A
5.	Other than permanent (G)	N/A	N/A	N/A	N/A	N/A
6.	Total differently abled workers (F + G)	N/A	N/A	N/A	N/A	N/A

19. Participation/Inclusion/Representation of women

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

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023 (Turnover rate in current FY)			FY 2022 (Turnover rate in previous FY)			FY 2021 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	90%	10%	100%	90%	10%	100%	87%	13%	32%
Permanent Workers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Business Responsibility & Sustainability Report (Contd.)

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

21. (a) Names of Holding / Subsidiary / Associate companies / Joint ventures as at March 31, 2023[#]

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
1.	Indiabulls Commercial Credit Limited	Subsidiary	100%
2.	Indiabulls Collection Agency Limited	Subsidiary	100%
3.	Ibulls Sales Limited	Subsidiary	100%
4.	Indiabulls Capital Services Limited	Subsidiary	100%
5.	Indiabulls Advisory Services Limited	Subsidiary	100%
6.	Indiabulls Insurance Advisors Limited	Subsidiary	100%
8.	Indiabulls Asset Holding Company Limited	Subsidiary	100%
9.	Nilgiri Investmart Services Limited (Formerly known as Nilgiri Financial Consultants Limited)	Subsidiary	100%
10.	Indiabulls Investment Management Limited (Formerly known as Indiabulls Venture Capital Management Company Limited)	Subsidiary	100%
11.	Indiabulls Asset Management Company Limited*	Subsidiary	100%
12.	Indiabulls Trustee Company Limited*	Subsidiary	100%
13.	Indiabulls Holdings Limited**	Subsidiary	100%

[#]IHFL has divested its entire stake in mutual fund business, being carried out by Indiabulls Asset Management Company Limited (IAMCL) and Indiabulls Trustee Company Limited (ITCL) and thereby ceased to have any control or shareholding in IAMCL and ITCL w.e.f May 04, 2023.

^{**}Indiabulls Holdings Limited, on January 27, 2023, has suo-moto filed an application under Section 248(2) of the Companies Act, 2013, for striking off the name of Indiabulls Holdings Limited from the register of companies maintained by the RoC.

[#]Does not include ICCL Lender Repayment Trust and Pragati Employees Welfare Trust being these are in the nature of trust and the holding company along with its subsidiaries does not have any equity interest therein.

Does the entities indicated in the above table participate in the Business Responsibility initiatives of the entity? (Yes/ No)

There might be similarities in the Business Responsibility initiatives of the entities mentioned in the table to that of the Company.

IV. CSR Details

22. I. Whether CSR is applicable as per section 135 of Companies Act, 2013 : Yes
- II. Turnover : ₹ 7,381 Crore
- III. Net worth : ₹ 16,029 Crore

Business Responsibility & Sustainability Report (Contd.)

V. Transparency and Disclosures Compliances

23. Compliments/Grievances on any of the principles (Principles 1 to9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023 Current Financial Year			FY 2022 Previous Financial Year		
		(If Yes, then provide web-link for grievance redress policy)	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	-	-	-	-	-	-
Investors (other than shareholders/ NCD holders)	Yes	-	-	-	-	-	-
Shareholders	Yes	146	0	-	835	0	-
Employees and workers	Yes	-	-	-	-	-	-
Customers	Yes	616	-	-	856	-	-
Value Chain Partners	Yes	-	-	-	0	0	0
Other (NCD Holders)	Yes	378	0	-	145	0	-

Some of the policies guiding the Company's conduct with all its stakeholders, including grievance mechanism are place on the Company's website. The hyperlink is: <https://www.indiabullshomeloans.com/grievance-redressal-policy>. In addition, there are internal policies placed on the intranet of the Company.

24. 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	Approach to \adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Corporate Governance	Opportunity	Having clearly delineated policies and processes and a board of directors and executive managers who maintain the compliance culture directly supports improved results. Organisations with good corporate governance can borrow funds at lower rates than those with weak corporate governance because they are seen as stable, reliable, and capable of mitigating potential risks	In order to strengthen corporate governance at Indiabulls Housing, the company has stayed true to its core values of Customer First, Transparency, Integrity, and Professionalism Board has been strengthened through introductions of very experienced independent directors. 70% of the Board comprises of Independent Directors. All key board committees chaired by Independent Directors.. IBH utilizes best-in-class information security practices and adopts leading data privacy standards	Positive: Strong Board and transparency of operations will increase confidence in investors and other stakeholders.



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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	Approach to \adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Priority Sector Lending	Opportunity	<p>Priority sector lending within home loans is towards affordable housing, and helps families purchase their first home, thus helping address the country's housing gap.</p> <p>Lending to small businesses and micro, small & medium enterprises [MSMEs] also constitutes priority sector lending, small businesses and MSMEs are a vital category accounting for 30% of India's GDP</p>	<p>IBH is catering to credit underserved population of smaller towns by establishing lean branches leveraging its eHome Loans technology. This will help people from these towns to achieve their dream of owning a home.</p> <p>IBH offers a means to small businesses and MSMEs to unlock the value of their property and avail funding for their businesses at reasonable 'mortgage-backed finance' rates. The Company thus provides vital funding support to the economically and socially crucial small business and MSME sectors of the country's economy.</p>	<p>Positive:</p> <p>Addressing housing shortage by lending in smaller town helps credit underserved population of the country and contribute to the Government's goal of 'Housing for all'</p> <p>Serving the credit demand of the crucial MSME sector support economical growth and employment generation</p>
3	Customer Satisfaction	Risk and Opportunity	<p>Opportunities;</p> <p>A 'customer first' approach is at the core of IBH's operations. Along with focus on customer experience, IBH also strive to ensure transparency in its operations and communication.</p> <p>Risk;</p> <p>Since IBH is a provider of housing and mortgage backed loan products and services to a large number of customers, an unpleasant customer experience could result in them losing customers or even damaging the reputation</p>	<p>All customer complaints received across branches/ front channels are managed through a centralised complaints management system for tracking and timely resolution. We continue to take steps to ensure customer satisfaction, and aim to increase it from current 95% to 100% by FY25.</p>	<p>Positive:</p> <p>Satisfied customer lower the churn rate, and increases the brand loyalty. IBH's goal is to provide hassle- free smooth home buying experience to its customers</p>

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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	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
Policy and management processes									
a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/ No]	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes. The policy has been approved by the Board.								
c. Web Link of the Policies, if available	https://www.indiabullshomeloans.com/investor-relations/codes-policies								
2. Whether the entity has translated the policy into procedures? (Yes / No)	Yes. The Company has translated the policies as applicable and imbibed the same into procedures and practices in all spheres of activities that it undertakes.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes. The Company's Code of Conduct largely imbibes the above – mentioned principles and the Company expects its stakeholders to adhere to the same in all their dealings.								
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.	Not Applicable								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	As a responsible corporate entity, we are dedicated to conducting our operations in the most sustainable manner possible. Our unwavering commitment revolves around achieving diverse targets, including environmental protection, reducing our carbon footprint, empowering women, generating livelihood opportunities, ensuring housing for all, fostering a gender-inclusive environment, nurturing our employees, practicing responsible governance, providing access to health and safety, and safeguarding consumer protection.								
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)	Please refer to the ESG section of the Annual Report.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Sachin Chaudhary Designation: Executive Director & COO								



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Disclosure Questions	P	P	P	P	P	P	P	P	P									
	1	2	3	4	5	6	7	8	9									
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes.	<p>The board of directors and senior management of the Company monitor various aspects of social, environmental, governance and economic responsibilities of the Company on a continuous basis.</p> <p>The Company's business responsibility and sustainability performance is reviewed by the Board of Directors on an annual basis.</p> <p>The executive directors are responsible for the strategy and implementation of the Company's ESG framework.</p> <p>The performance of the Company from a perspective of business responsibility is assessed by the following committees of the board:</p> <p>(i) the ESG Committee;</p> <p>(ii) the Corporate Social Responsibility Committee; and</p> <p>(iii) the Stakeholders Relationship Committee.</p> <p>In addition, the Risk Management Committee and the IT Strategy Committee also assesses risks pertaining to certain principles of business responsibility and sustainability.</p>																
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	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	As a practice, BR policies of the Company are reviewed periodically or on a need basis by department heads, business heads, executive directors and the board.									During this assessment, the efficacies of the policies are reviewed and necessary changes to policies and procedures are implemented.								
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company is in compliance with the extant regulations, as applicable.																	

Business Responsibility & Sustainability Report (Contd.)

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

The processes and compliances may be subject to scrutiny by internal auditors and regulatory compliances, as applicable.

From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by various department heads, business heads and approved by the management and/or board. The report has been reviewed by the department in charge of Policy Implementation and Process Management.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of Topics/ principles covered under the training and awareness programmes held	% of persons in respective category covered by the awareness programmes
Board of Directors/ Key Managerial Personnel (KMP)	During the year, the Board of Directors and KMPs of the Company spent more than 4 hours on various familiarisation programmes, comprising matters relating to an array of issues pertaining to business, regulations, economy and environmental, social and governance parameters.	97%
Employees Other than Board of Directors of KMPs	34 1. Orientation Trainings :Functional Trainings – CRM, BAOnBoarding, Lenra, Credit Policies,Credit Level – 1 & 2 Workshop 2. Movie Based Learnings – The Birth of a Salesman,Three Aces and Manager 3. Behavioural Trainings – Communication Excellence, Lets Change for a Cause,Negotiation Skills, Communicatin Excellence, Up skilling Sales Teams, Email Etiquettes, Collections Workshop 4. Regulatory Trainings – INFOSEC, POSH,Fair Practices Code, KYC & AML, PMAY, SARFAESI, Code of Conduct.	79%
Workers	NA	NA

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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 regulations) Regulations, 2015 and as disclosed on the entity's website):

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		BSE Limited	₹ 35,400 (Including GST).	Delay of 30 days in resolving one Investor complaint for credit of dividend into the investors' account, for FY 2020-21. The Company took all available measures at its disposal, to comply and also has paid the penalty amount levied by the BSE Limited.	No
Settlement	--	--	--	--	--
Compounding Fee	--	MCA	Company: ₹50,000 Directors & KMPs: ₹65,000	Violation of Section 118 of the Companies Act, 2013 read with Secretarial Standard 1 for the Financial Year 2014-15 and Financial year 2016-17.	No
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/ No)	
Imprisonment	NIL				
Punishment					

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
N.A.	

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. The Company has an anti-bribery and anti-corruption policy. The policy emphasizes IHFL's zero tolerance towards bribery and corruption practices. The policy provides necessary information and guidance on how to recognize and deal with bribery and corruption issues.

Here is the web-link to the policy:

<https://www.indiabullshomeloans.com/uploads/downloads/anti-corruption-and-anti-bribery-policies-0432314001627464835v1.pdf>

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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 (Current Financial Year)	FY 2022 (Previous Financial Year)
Directors		
KMPs		Nil
Employees		
Workers		

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

	FY 2023 (Current Financial Year)		FY 2022 (Previous Financial Year)	
	Number	Remarks	Number	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	--	--	--	--

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 IBH during the year under review.

Leadership Indicators.

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

The Company conducted training programmes for its direct selling agents so as to enable them to effectively use the Company's digital eHome Loan platform.

Details of programmes are as follow:

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
7 Awareness Programs	PMAY, FPC, POSH, KYC & AML, InfoSec., COC & SARFAESI	81%

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. the Company has zero-tolerance policy toward unethical business practices. Any conflict of interest that may arise in the Company's business activities with any of its stakeholders is addressed through a guidance mechanism.

IBHFL and its subsidiaries have a policy on related party transaction which requires all the transactions done in ordinary course of business to be at arm's length:

https://www.indiabullshomeloans.com/uploads/downloads/ihfl_policy-on-related-party-transactions-01042022-0512403001654939668.pdf

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

Essential Indicators

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

Given the nature of business, IBHFL's capex is largely restricted to Information Technology (IT). In FY23, The Company has spent more than ₹ 15 Crore on IT and Digital platform in FY2022-23. Year-over-year the company strives to reduce its environmental footprint by promoting a fully digital platform for its new and existing customers. Also, by embracing digital platforms, the company increases operational efficiency and reduces paper usage, ultimately reducing its carbon footprint.

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

IBHFL provides housing and mortgage loans, and thus, Company neither has a sizeable consumption of any raw material nor produces any tangible goods. Its activities are limited to providing financial solutions to its customers; hence we do not maintain records for sustainable sourcing. However, the company employs extensive use of technology to source its loans so as to reduce consumption of paper, petrol and large branches and thus conserve energy. Over 34% of the loans sourced by the Company in FY2022-23 was through its digital technology platform

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

IBHFL provides home and mortgage loans to its customers and does not manufacture any products, hence we do not currently maintain records for hazardous and other waste generation. However, IBHFL's offices in metro cities have tied-up with recycling companies to recycle all recyclable waste. Also, for e-waste generated by the Company, tie-ups with handful of green certified recycling vendors have been done to centrally manage and recycle the PAN – India e-waste. At all its branches, IBHFL promotes usage of glass bottles for drinking water, so as to reduce use of plastic bottles.

- 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.**

Given the nature of our business, the above is 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 core business activity of IBHFL is providing mortgage loans. The loan onboarding is a sequential process starting from loan sourcing, processing, disbursement, servicing and repayment of the loan. Details are summarized below:

a) Sourcing of Loan

At IBHFL, loans are sourced through digital channels, branches, and Direct Sale Agent (DSA). The application is further processed through our digital end-to-end channel. This platform offers a coherent digital home loan experience, right from the application stage to loan disbursement, with the channelization of what we call the 4E's: e-APPLY, e-SANCTION, e-DISBURSE, and e-ENGAGE.

b) Loan Processing

- Document Submission:

With the help of IBHFL's Relationship manager, the application form is uploaded on the digital portal and various documents are uploaded which are then processed through an analytics-driven underwriting engine to provide a first-level, real-time sanction.

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- **Credit Underwriting:**

As part of the appraisal process, the submitted documents undergo various checks to ensure authenticity and compliance with regulations.
 - **Legal Appraisal:**

The title documents of the property are verified to ensure title is clear and marketable.
 - **Technical Appraisal:**

Dual appraisal through an in-house technical team as well as external technical team is undertaken of the project related documents and verification of the stage of construction of the project to ascertain the amount that can be disbursed
- c) Disbursement**
- On approval, the disbursement is also done digitally which offers an unmatched convenience both to the Company and its customers, as it substantially reduces the paperwork and time to process the application and disbursement of loan.
- d) Servicing**
- The loan servicing process involves the administrative aspects of the loan from the time the proceeds are disbursed to the borrower until the loan is repaid. In addition to this, a customer may request change in personal information, add/change nominees, or file a grievance.
- e) Repayment & Closure**
- The customer is then given a mortgage release letter and NOC (No Objection Certificate) stating that all dues towards the loan has been fully repaid after the loan is completely repaid / prepaid. Original or copies of title documents for the property and any other documents obtained during the legal process are then released.
- 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.**
- Given the nature of our business, the above is not applicable.
- 3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**
- Given the nature of our business, the above is not applicable.
- 4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format.**
- Given the nature of our business, the above is not applicable.
- 5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category**
- Given the nature of our business, the above is not applicable

Business Responsibility & Sustainability Report (Contd.)

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	
	No.(B)	% (B/A)	No.(C)	% (C/A)	No.(D)	% (D/A)	No.(E)	% (E/A)	No.(F)	% (F/A)	
PERMANENT EMPLOYEES											
Male	4587	4587	100%	4587	100%	-	-	42	1%	-	-
Female	509	509	100%	509	100%	18	4%	-	-	-	-
Total	5096	5096	100%	5096	100%	-	-	-	-	-	-
OTHER THAN PERMANENT EMPLOYEES											
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

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

Benefits	FY23		FY22	
	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	6% employees covered	Y	9% employees covered	Y
Gratuity	33% employees covered	N	14% employees covered	N
Employee State Insurance [ESI]	12% employees covered	Y	28% employees covered	Y
Others	-	-	-	-

3. Accessibility of workplaces

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

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy. Yes,

Policy Link; https://www.indiabullshomeloans.com/uploads/downloads/equal-employment-opportunity-policy_ibhfl-0410853001661947777.pdf

Business Responsibility & Sustainability Report (Contd.)

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

Gender	Permanent Employer FY2022-23		Permanent Employees FY2021-22	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	86%	100%	92%
Female	100%	84%	100%	74%
Total	100%	85%	100%	84%

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.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes. Employee can share their concerns with designated SPOC and follow Escalation Matrix available on INET.
Other than permanent employees	NA
Permanent Workers	NA
Other than Permanent Workers	NA

Membership of employees and worker in association(s) or Unions recognised by the listed entity: Not Applicable

Category	FY 2023 (Current Financial Year)			FY 2022 (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 (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)
TOTAL PERMANENT EMPLOYEES	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
TOTAL PERMANENT WORKERS	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

Business Responsibility & Sustainability Report (Contd.)

8. Details of training given to employees

Category	FY23					FY22				
	Total (A)	On health and safety/wellness measures		On skill upgradation		Total (A)	On health and safety / wellness measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES										
Male	4329	NA	NA	3902	90%	3925	2602	63%	2898	70%
Female	407	NA	NA	357	88%	444	230	51%	357	79%
Total	4736	NA	NA	4259	90%	4369	2832	59%	3255	77%
WORKERS										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

9. Details of performance and career development reviews of employees

Category	FY23			FY22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
EMPLOYEES						
Male	4587	2275	50%	4039	2919	72%
Female	509	298	59%	457	332	73%
Total	5096	2573	50%	4496	3251	72%
WORKERS						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

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?

IBHFL trains its employees on safety protocols. Company conducts periodic trainings on fire safety and evacuation drills for employees at all its locations. Webinars are conducted with health care specialists to create awareness around family health and nutrition, practicing resilience and how to have empathetic conversations with their teams.

IBHFL has set-up a Quick Response Team (QRT) to provide any support required at the Company's branches or to its employee during the working hours. QRTs ensure that all business units have business continuity and incident management plans in place.

IBHFL conducts awareness sessions on health and safety related aspects, sends periodic internal communication and alerts Company's employee portal 'inet', which is accessible to all employees.

Here is the web-link to Health and Safety Policies of IBHFL:

https://www.indiabullshomeloans.com/uploads/downloads/health-and-safety-policy_updated-0313057001627464906.pdf

Business Responsibility & Sustainability Report (Contd.)

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

Given the nature of Company's business, this is not directly applicable to us. However, the well-being and safety of our employees are of utmost importance to us. We strongly encourage our staff to promptly inform their respective HR representatives about any workplace hazards, incidents, or potential health and safety risks.

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

All employees are insured through group Mediclaim, group term life insurance, and group personal accident policies to reduce financial risk in the event of any medical occurrences.

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

Yes. All employees of IBHFL are covered under Health Insurance

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

Safety Incident/Number	Category	FY23	FY22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
Total recordable work-related injuries			
No. of fatalities (safety incident)			
High consequence work-related injury or ill-health (excluding fatalities)			

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

Refer to 10 (a), (b), (c) & (d)

13. Number of complaints on the following made by employees

	FY23			FY22		
	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	NIL	NIL
Health and safety	NIL	NIL	NIL	NIL	NIL	NIL

14. Assessments for the year

% of your plants and offices that were assessed (by entity or statutory authorities or thirdparties)	
Health and safety practices	100%
Working Conditions	NIL

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 and safety practices and working conditions.

There is no identified risk related to the health & safety practices and working conditions for the employees. However, the Company continues to assess the risk related to any health & safety practices and working conditions and is committed to taking corrective action to mitigate that risk

Business Responsibility & Sustainability Report (Contd.)

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 may offer employment to the spouse/ dependent of the deceased employee. Benefits like provident fund, gratuity, superannuation, as applicable, are settled on a priority basis.

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 ensures that taxes as applicable to the transactions within the remit of the Company are deducted and deposited in accordance with extant regulations. This activity is also reviewed as part of the internal and statutory audit.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health

	Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY23	FY22	FY23	FY22
Employees	Not applicable, since there was no work-related injuries			
Workers	Not applicable, since there was no work-related injuries			

/ fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable

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?

The Company has retirement policy in place which aims to define terms of retirement for employees and the subsequent engagement opportunities with Company. IBHFL invests significant time and resources in the training and development of its employees. With such trainings, most employees are skilled and tend to be employable upon retirement/ termination.

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	IBHFL expects all its value chain partners to follow extant regulations, including health and safety practices and working conditions.
Working Conditions	IBHFL expects all its value chain partners to follow extant regulations, including health and safety practices and working conditions.

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 was necessary due to the absence of any significant risks / concerns.

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.

Any individual or group of individuals who have an interest in business operations of the Company and is positively or negatively impacted by initiatives or policies of the Company are identified as stakeholders of the Company. As this context, it includes employees, customers, investors, shareholders, suppliers, channel partners, regulators and the society.

Business Responsibility & Sustainability Report (Contd.)

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

Key Stakeholders	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Through physical and Digital Channels such as Emails, App, advertisement, etc.	Frequent & need-based	Addressing customer queries, grievances, complaints, and educating on safety and security policies etc
Employees	No	Through physical and Digital Channels	Regularly	To exchange ideas and suggestion, provide opportunity for professional growth and educate employees on HR policies
Shareholders / Investors	No	Stock Exchanges intimations, Newspapers, Emails, Annual General Meeting, Quarterly Earnings Call, in-office and virtual meetings / conferences	Frequent & need-based	To update on developments, business activity, new initiatives, schemes, Quarterly and Annual audited results
Government / Regulators	No	Through physical and Digital Channels such as PRISM portal etc.	Need based	To receive recommendation, amendments, approvals and update on policies and compliances.

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 encourages responsible and responsive communication towards all its stakeholders be it customers, media, investors, analysts, regulatory authorities, vendors, etc. The Company has created an email ID to receive regular feedback from employees. This initiative encourages stakeholders to share their thoughts and experiences on a daily basis.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

With input from the Board of Directors, social workers, employees, and customers, the Company's CSR team identifies needy and underserved areas for initiating a health or educational aids. This encourages the participation of stakeholders. As the number of evolving aspects of CSR are still in the 'learning phase' for the Company and it therefore requires stakeholder interaction

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

As part of Company's CSR initiatives, beneficiaries include economically vulnerable, under-privileged and socially marginalized populations. For instances, the CSR initiatives of the Company has helped children from economically challenged backgrounds to pursue higher education, and have successfully diagnosed and treated patients in under-privileged areas.

Business Responsibility & Sustainability Report (Contd.)

PRINCIPLE 5: Businesses should respect and promote human rights Essential Indicators

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

Category	FY23			FY22		
	Total (A)	No. of employees covered (B)	% (B/A)	Total (C)	No. of employees covered (D)	% (D/C)
EMPLOYEES						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Employees	-	-	-	-	-	-
WORKERS						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Employees	-	-	-	-	-	-

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

Category	FY23					FY22				
	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	4587	313	7%	4274	93%	4072	683	17%	3389	83%
Female	509	26	5%	483	95%	519	107	21%	412	79%
Other than Permanent	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WORKERS										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Business Responsibility & Sustainability Report (Contd.)

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹)	Number	Median remuneration/ salary/ wages of respective category (₹)
Board of Directors (BoD) (Whole-time directors)	2	8.18 In ₹ Cr. (P.A)	-	-
Key Managerial Personnel (other than BoD)	2	3.15 In ₹ Cr. (P.A)	-	-
Employees other than BoD and KMP	4583	0.090 In ₹ Cr. (P.A)	509	0.068 in ₹ Cr. (P.A)

Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. The Chief Human Resources Officer is responsible for addressing human rights issues caused or contributed by the business.

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

The Company upholds the principles of being an organization that respects human rights, is non-discriminatory amongst employees and provides for a redressal mechanism to the key constituents that it deals with. The Company's Code of Conduct respects and promotes human rights. The Company complies and adheres to all the human rights laws and guidelines of the Constitution of India, national laws and policies and treats all its stakeholders and customers with dignity, respect and due understanding.

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

	FY23			FY22		
	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
Sexual Harassment	NIL	NIL	NIL	NIL	NIL	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/ Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

We have committee in place wherein any such stance can be reported and independent panel will address to the issue or concern raised as per defined SOP of committee.

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

Yes, in certain business agreements and contracts where relevant. The Company includes a clause in certain loan agreements, requiring the borrower to comply with labour laws, environment, health, safety and social laws, as applicable.

Business Responsibility & Sustainability Report (Contd.)

9. Assessments for the year:

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

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

Not applicable

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 modification / introductions as a result of addressing human rights grievances / complaints

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

Please refer to the above response.

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?

Some of the offices have ramps for easy movement of differently abled visitors. Most of the offices are located on the ground floor or have elevators and infrastructure for differently abled visitors

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	
Forced/involuntary labour	
Sexual harassment	Our value chain partners are expected to adhere to the same values, principles, and business ethics as IBHFL.
Discrimination at workplace	
Wages	
Others – please specify	

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 by the Company during the year under review

Business Responsibility & Sustainability Report (Contd.)

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*	FY22-23		FY21-22	
	MWH	TJ	MWH	TJ
Total electricity consumption (A)	3,243.18	11.68	4549.11	16.38
Total fuel consumption (B)	376.66	1.36	218.52	0.79
Energy consumption through other sources (C) Renewables	13.49	0.048	14.00	0.05
Total energy consumption(A+B+C)	3,633.33	13.08	4781.63	17.22
Energy intensity per rupee of turnover (Total energy consumption/ turnover in Rupees)	NA	NA	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA	NA

*The Company has started tracking the above parameters from FY22 onwards

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

Yes. The Company has partnered with a leading Carbon and Sustainability institution, Infinite Environmental Solutions Pvt. Ltd. (Infinite Solutions).

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:

Given the nature of IBHFL's business, usage of water is restricted to human usage & consumption. Efforts have been made to ensure that water is utilized judiciously in the office premises.

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

No. Given the nature of IBHFL's business, the above is not applicable.

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

Not applicable to IBHFL's business.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format: GHG Emissions FY22

Parameter*	Unit	FY2022-23 (Current Financial Year)	FY2021-22 (Previous Financial Year)
Total Scope 1 emissions (GHG: CO ₂ , CH ₄ , N ₂ O, HFCs)	MTCO ₂ e	1,551.55	862.57
Total Scope 2 emissions (GHG: CO ₂ , CH ₄ , N ₂ O, HFCs)	MTCO ₂ e	2,983.73	3607.57
Total GHG emissions (Scope 1 & 2)	MTCO ₂ e	4,535.28	4470.14
Total Scope 1 and Scope 2 emissions per rupee of turnover	MTCO ₂ e / INR (Cr.)	0.56	0.57

*The data pertains to all offices of the Company

Business Responsibility & Sustainability Report (Contd.)

Source	Scope 1 & 2 GHG Emissions Summary - FY2022 – 23				
	CO2 (MT)	CH4 (MT)	N2O (MT)	Refrigerants (kg)	CO2e (MT)
Generator Sets (Diesel)	0.901262	0.000109	0.000008	-	0.91
Company Cars (Petrol & Diesel)	-	-	-	-	31.70
Air Conditioner - Refrigerant Leaks	-	-	-	R22 – 816.27 kg; R32 – 44.59 kg; R410a - 5.46 kg	1518.95
Scope 1 Total					1551.55
Purchased Electricity	-	-	-	-	2983.73
Scope 2 Total					2983.73
Scope 1 & 2 Total					4535.28

Source	Overall GHG Emissions Summary - FY2022 – 23				
	CO2 (MT)	CH4 (MT)	N2O (MT)	CO2e (MT)	%
Scope 1					
Company Cars- Diesel/ Petrol	31.70	-	-	31.70	0.56%
Diesel Generator Set	0.90	0.00011	0.00001	0.91	0.02%
HVAC Systems – Leaks	-	-	-	1,518.95	26.89%
Scope 1 Total				1,551.55	27.46%
Scope 2					
Purchased Electricity	2,983.73	-	-	2,983.73	52.81%
Scope 2 Total				2983.73	52.81%

Source	Overall GHG Emissions Summary - FY2022 – 23				
	CO2 (MT)	CH4 (MT)	N2O (MT)	CO2e (MT)	%
Scope 3					
Paper Consumption	448.63	-	-	448.63	7.94%
Data Centre + Diesel Generator Set- Rented	243.00	-	-	243.00	4.30%
Office Organized Transport (Employee commute)	36.22	-	-	36.22	0.64%
Business Travel (Air)	298.89	-	-	298.89	5.29%
Car/Rail/ Bus Travel - Business	0.28	-	-	0.28	0.00%
Hotel Stays - Business	79.57	-	-	79.57	1.41%
Employee Commute	-	-	-	-	-
Work from home	-	-	-	-	-
Freight (downstream) Transport	-	-	-	-	-
Freight (upstream) Transport	-	-	-	-	-
Bottled Water Consumption	-	-	-	-	-
Waste	7.82	-	-	7.82	0.14%
Scope 3 Total				1,114.41	19.73%
Total Emissions				5649.69	100%

Business Responsibility & Sustainability Report (Contd.)

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

Yes, the assessment is done by Infinite Solutions

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

As a part of its initiative to reduce the carbon footprint of its operations, IBHFL has installed a solar power plant at Chandigarh's branch of 10 KW capacity. This solar plant produces approximately 40 units of electricity daily.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	0	0
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) - MIXED WASTE	1.8	1.17
Total (A+B + C + D + E + F + G + H)	1.8	1.17
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	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA

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

Yes, the assessment is carried out by Infinite Solutions.

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 continuously works at improving its processes and ways of operating to reduce the impact on the environment by optimizing the usage of resources and reducing waste generation. The Company has undertaken initiatives and energy efficient measures such as replace CFL and older type of lights with LED, etc

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. All the offices have requisite building permits, including environment approvals.

Business Responsibility & Sustainability Report (Contd.)

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

Not applicable

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

Based on the nature of business, IBHFL 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	FY23 (Current Financial Year)		FY22 (Previous Financial Year)	
	MWH	TJ	MWH	TJ
Total Renewables Consumption				
Total Solar Energy Consumed (A)	13.49	0.048	14.00	0.05
Total energy consumed from renewable sources (B)	13.49	0.048	14.00	0.05
From Non-renewable sources				
Total electricity consumption (C)	3,243.18	11.68	4549.11	16.38
Total fuel consumption (D)	376.66	1.36	218.52	0.79
Energy consumption through other sources (E)	0.00	0.00	0.00	0.00
Total energy consumed from Non-renewable sources (C+D+E) =F	3,619.84	13.03	4767.63	17.17
Total energy consumed from renewable and non-renewable sources (B+F)	3,633.33	13.08	4781.63	17.22

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

Yes, assessment has been carried out by Infinite Solutions

Parameter	Unit	FY22-23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MTCO ₂ e	1,114.41
Total Scope 3 emissions per rupee of turnover	MTCO ₂ e / ₹ (Cr.)	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA

2. Provide the following details related to water discharged:

Not applicable to IBHFL

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

Business Responsibility & Sustainability Report (Contd.)

(iii) Water withdrawal, consumption and discharge in the following format: Not applicable to IBHFL

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

Parameter	Unit	FY2022-23 (Current Financial Year)	FY2021-22 (Previous Financial Year)
Total Scope 3 emissions	Metric tonnes of	1,114.41	821.94
(Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	CO2 equivalent		
Total Scope 3 emissions per rupee of turnover	NA	NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

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

Yes. The assessment was carried out by Infinite Solutions.

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

Not applicable

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

Solar data not provided to consultant.

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

IBHFL has a business continuity plan (BCP) and framework which is compliant with applicable regulatory requirements. BCP envisages like disruptive events, their probability and impact on business operations which is assessed through business impact analysis. These aim to eliminate or minimize any potential disruption to critical business operations. The BCP includes Disaster Recovery procedures to quickly recover from an emergency.

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 IBHFL's 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

Not applicable

PRINCIPLE 7

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

Essential Indicators

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

The Company is currently a member of various industry chambers associations, councils and other forums and proactively contributes to the discussions and resolutions within the scope of these forums.

Business Responsibility & Sustainability Report (Contd.)

- 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.

None

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

Not applicable

Leadership Indicators

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

Whenever there are amendments, policies, or revisions to RBI regulation, IBHFL's top management has consistently expressed their views to regulators and governments.

IBHFL's board members are highly experienced and have rich knowledge of housing finance sector, audit, legal and corporate governance. Members of IBHFL's board participate in panel discussions on RBI policies and advocate their opinion either via writing e-mails to regulators or through public conferences. In addition to maintaining regular relationships with government agencies and regulators, IBHFL is committed to providing timely and accurate information, reviews, suggestions, feedback, etc. when required. Also, a number of recommendations made by IBHFL to various regulatory bodies are in the greater interest of the industry.

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.

Not applicable*

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

Not applicable*

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

Not applicable*

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

Not applicable*

*Note: As per the BRSR, this section pertains to Social Impact Assessment in compliance with Right to Fair Compensation & Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013. Given the nature of the business of the IBHFL, this is not applicable.

Leadership Indicators

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

Not applicable

Business Responsibility & Sustainability Report (Contd.)

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies: [Yet to receive]

S. No.	State	Aspirational District	Amount spent (In ₹)
1.	Haryana	Nuh	30,613,473*
2.	Haryana	Nuh	315,019,527**

*The amount will be spent on Health Upliftment activities during the tenure of 3 years

**The amount will be spent on Village Development Programme activities during the tenure of 3 years

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

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

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

Not Applicable 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:

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.

Not applicable

6. 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	Health Upliftment	The amount will be spent on Health Upliftment activities during the tenure of 3 years	Beneficiaries include economically vulnerable and socially marginalized populations, including women and children, who are absorbed into highly informal, invisible and lowest ends of the labour markets. They are often unable to achieve development that is either socio economic in nature or intergenerational despite several years of migration for work and income.
2	Village Development Programme	The amount will be spent on Village Development Programme activities during the tenure of 3 years	

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

Various channels have been provided for customers to raise any concerns through a medium that is convenient for them. Customers that are not comfortable using digital channels can call the customer care numbers provided on the Company's website or visit the nearest branch where a grievance register is provided mandatorily and designated senior personnel at individual branches are responsible for ensuring efficient and effective resolution of complaints. Complaints and grievances are addressed in a time-bound manner. Regular analysis and audits, internal and external are in place to monitor any corrective actions that needs to be taken in case of lapse in processes and also to improve the processes.

Business Responsibility & Sustainability Report (Contd.)

The Company has been certified for ISO 9001:2015 which focuses on the overall quality management of the process along with grievance redressal mechanism and ISO 10002:2014 which helps us to maintain a management system for customer complaint handling.

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

96.6%

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

	FY2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy						
Advertising						
Cyber-security						
Delivery of Essential Services	NIL	NIL	NIL	NIL	NIL	NIL
Restrictive Trade Practices						
Unfair Trade Practices						
Others	616	NIL	NIL	1,329	27	NIL

Details of instances of product recalls on account of safety issues:

Not applicable

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

IBHFL has adopted an information security framework to establish, implement, monitor and constantly improve its information security posture. We focus on privacy of customer information and data security. The Company also complies with the applicable regulatory framework and guidelines.

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 have been levied or regulatory actions taken on the above-mentioned parameters.

Leadership Indicators

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

Information relating to products and other services is available on IBHFL's website, <https://www.indiabullshomeloans.com/> and Company's Home Loan App.

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

The Company has spread awareness on MITC (Most Important Terms and Conditions) by educating its customers through seminars and one-on-one counselling at its offices across the country. The Company's initiative on digitization also provides customers with the option to learn and educate themselves on safety and security-related measures through its website and mobile application.

Business Responsibility & Sustainability Report (Contd.)

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

Customers are made aware of any such risks through call centres and electronic communications.

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)

A 'customer first' approach is at the core of IBH's operations. 100% of customer complaints were resolved within the TAT, and 95% of respondents rated customer satisfaction as "above expectation" in the customer satisfaction survey. IBHFL will continue to take steps to ensure customer satisfaction, and aim to increase it from current 95% to 100% by FY25.

5. Provide the following information relating to data breaches:

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

None. IBHFL has not recorded any instances of data breaches during the year under review.

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

None. IBHFL has not recorded any instances of data breaches during the year under review.