



September 05, 2024

The Manager, Listing Department, BSE Limited, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai 400 001. BSE Scrip Code: 532636	The Manager, Listing Department, The National Stock Exchange of India Ltd., Exchange Plaza, 5th Floor, Plot C/1, G Block, Bandra - Kurla Complex, Bandra (E), Mumbai 400 051. NSE Symbol: IIFL
--	--

Sub: Business Responsibility and Sustainability Report for FY 2023-24

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report ("BRSR") for FY 2023-24, which also forms part of the Annual Report for FY 2023-24.

The BRSR has also been uploaded on the Company's website and can be accessed at www.iifl.com

Kindly take the same on record and oblige.

Thanking You,

For **IIFL Finance Limited**

Samrat Sanyal
Company Secretary & Compliance Officer
(ACS: 13863)
Email Id: csteam@iifl.com
Place: Mumbai

Encl: As above

Business Responsibility and Sustainability Report



SECTION A GENERAL DISCLOSURES

I. DETAILS

1.	Corporate Identity Number (CIN) of the listed entity	L67100MH1995PLC093797
2.	Name of the organization	IIFL Finance Limited ("IIFL")
3.	Year of incorporation	1995
4.	Registered office address	IIFL House, Sun Infotech Park, Road No. 16V, Plot No. B-23, Thane Industrial Area, Wagle Estate, Thane, Maharashtra - 400604
5.	Corporate address	802, 8 th Floor, Hubtown Solaris, N. S. Phadke Marg, Vijay Nagar, Andheri East, Mumbai – 400 069
6.	E-mail	shareholders@iifl.com
7.	Telephone	(91-22) 6788 1000
8.	Website	www.iifl.com
9.	Reporting period for the information provided	April 01, 2023 - March 31, 2024
10.	Name of the stock exchange (s) where shares are listed	National Stock Exchange of India Limited ("NSE") BSE Limited ("BSE")
11.	Paid-up capital	₹ 76.31 Crore (As of March 31, 2024)
12.	Provide the contact point for questions regarding the report or its contents	<u>Ms. Mauli Agarwal</u> <u>Company Secretary and Compliance Officer</u> <u>Telephone No. (91-22) 6788 1000</u> <u>shareholders@iifl.com</u>
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 IIFL Finance Limited.

II. PRODUCTS/SERVICES

14. Details of business activities (accounting for 90% of the entity's turnover)

Description of main activity	Description of business activity	% of turnover of the entity
Financial services	IIFL is a financial services Company offering financing through varied loan products through itself and its subsidiaries.	97.13 %

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

Product/Service	NIC code	% of total turnover contributed
Other credit granting IIFL is a financial services Company offering financing through varied loan products via., Gold Loan, Digital Loan, Non-core synergistic loans	64920	97.13 %

III. OPERATIONS

16. Number of locations where operations/offices of the entity are situated

Location	Number of plants	Number of offices	Total
National	Nil	2,776	2,776

17. Markets served by the entity:

a. Number of locations:

Locations	Number
National (states and Union Territories)	25
International (countries)	Nil

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

Not Applicable

c. Brief on types of costumers:

Individuals

Private individuals or consumers who require financial services for personal reasons.

Small and Medium-Sized Enterprises (SMEs)

SMEs who require funds for their operations, to purchase equipment, manage cash flow, expand their operations, or invest in new projects.

Startups and Entrepreneurs

Startups and entrepreneurs who require capital to launch or grow their businesses.

Corporations

Large corporations requiring finance for mergers and acquisitions, capital expenditure projects, restructuring debt, or managing cash flow gaps.

Retailers and Merchants

Partnered with retailers and merchants to provide consumer financing options.

Real Estate Developers and Investors

Those who require funding for property acquisitions, construction projects, renovations, or real estate investments.

Healthcare and Medical Institutions

Medical practitioners, hospitals, clinics, and healthcare providers requiring finance for equipment purchases, facility expansions, technology upgrades, or bridging cash flow gaps.

Government and Public Sector Entities

Government agencies, municipalities, and other public sector organizations requiring finance for infrastructure development, public projects, etc.

IV. EMPLOYEES**18. Details as of March 31, 2024****a. Employees and workers:**

Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES					
Permanent (D)	14,829	11,043	74%	3,786	26%
Other than permanent (E)	163	155	95%	8	5%
Total employees (D + E)	14,992	11,198	75%	3,794	25%

*The Company does not have any worker as defined in the guidance note of BRSR.

b. Differently abled employees:

We, at IIFL Finance are committed to all employees regardless of their background, abilities or disabilities. We believe in fostering an inclusive and diverse work environment which values the contribution from every employee. In line with our Company's commitment to treat all employees fairly, we do not track specific details related to an individual's disability - as we believe in the privacy of the employee and strive to avoid any biases or stigmatization. Our Company's goal is to remain an equal opportunity employer and ensure all employees are treated fair.

19. Participation/Inclusion/Representation of women as of March 31, 2024

	No. and percentage of females		
	Total (A)	No. (B)	% (B/A)
Board of Directors	11	1	9.1%
Key Management Personnel (KMPs)*	4	1	25.0%

* Includes 2 Key Managerial Personnel covered under the Board of Directors

20. Turnover rate for permanent employees and workers

F - Female M - Male

Bucket	FY 2021-22						FY 2022-23						FY 2023-24					
	Below 30 yrs		30-50 yrs		Above 50 yrs		Below 30 yrs		30-50 yrs		Above 50 yrs		Below 30 yrs		30-50 yrs		Above 50 yrs	
	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M
Junior management	7.6%	8.9%	5.4%	15.6%	0.0%	0.0%	13.3%	21.5%	5.6%	19.6%	0.0%	0.0%	8.07%	15.35%	4.69%	15.20%	0.00%	0.04%
Middle management	0.3%	0.5%	3.6%	21.7%	0.1%	0.3%	0.6%	1.9%	3.3%	31.5%	0.0%	0.4%	0.32%	1.61%	3.15%	23.82%	0.16%	0.48%
Senior management	0.0%	0.0%	2.5%	53.5%	0.0%	7.6%	0.0%	0.0%	2.5%	10.1%	0.0%	2.5%	0.0%	0.00%	8.89%	20.00%	0.00%	0.00%
Total	6.9%	8.1%	5.2%	16.3%	0.0%	0.1%	12.2%	19.8%	5.4%	20.6%	0.0%	0.1%	7.40%	14.16%	4.57%	15.93%	0.01%	0.07%

*The Company does not have any worker as defined in the guidance note of BRSR.

V. HOLDING/SUBSIDIARY/ASSOCIATE COMPANIES/JOINT VENTURES

21. As of March 31, 2024

Name of the holding/subsidiary/associate company/joint venture (A)	Indicate whether holding/subsidiary/associate/joint venture	% of shares held by listed entity	Does the entity indicated in column A, participate in the business responsibility initiatives of the listed entity? (Yes/No)
IIFL Home Finance Limited (HFC)	Direct subsidiary	79.59%	No
IIFL Samasta Finance Limited	Direct subsidiary	99.56%	No
IIFL Open Fintech Private Limited	Direct subsidiary	51.02%	No
IIFL Sales Limited*	Step-down subsidiary	79.59%	No

*Wholly owned subsidiary of IIFL Home Finance Limited

VI. CSR DETAILS

22. As of March 31, 2024

CSR details

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

Yes

(ii) Turnover (in ₹ Crore)







4,604.43

(iii) Net worth (in ₹ Crore)

5,468.93

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities 	Yes https://storage.googleapis.com/iifl-finance-storage/files/2023-07/CSR%20policy_IIFL%20Finance.pdf	-	-	-	-	-	-
Shareholders* 	Yes https://www.iifl.com/finance/contact-center	7	0	-	18	0	-
Employees# 	Yes Vigilance policy is available in the HRMS portal	140	8	Complaints were received at the end of the FY; Investigation in process	99	0	-
Customers 	Yes https://www.iifl.com/finance/grievance-redressal-procedure	36,966	250	-	6,666	47	-
Value chain partners 	Yes https://www.iifl.com/finance/grievance-redressal-procedure	1,256	1	-	3,547	3	-
Other (please specify) 	-	-	-	-	-	-	-

*Shareholders include investors.

#Complaints on sexual harassment are reported separately.

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

Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
Corporate Governance and Ethics	Opportunity	Maintaining the highest standards of ethics and corporate governance is necessary to gain the trust of our Company's stakeholders. Our Company has instituted various policies and measures to constitute a strong corporate governance framework per regulatory guidelines. We have in place a fair, transparent and accountable corporate governance structure to safeguard the interests of all stakeholders. There is an effective mechanism, supported by strong policies to supervise the management and oversee the critical functions of the Company. An effective grievance redressal mechanism for stakeholders to address their concerns is also integrated into our Company's policies.	-	Positives <ul style="list-style-type: none"> • Strengthened reputation • Positive perception of the Company • Wider acceptability across all stakeholders • Attracting talent
Financial Inclusion and Literacy	Opportunity	It is our constant endeavor to expand access to our financial services to underserved people and groups in need of support such as small businesses or women. This is an important objective of our business.	-	Positives <ul style="list-style-type: none"> • Enhanced goodwill among stakeholders • Market expansion • Enable social impact-based borrowing
Employment practices	Opportunity	Our work culture is focused on providing fair and inclusive environment to all our employees, across their entire journey with the Company. We undertake efforts to build a congenial work environment through structured training and performance appraisal practices, thereby helping us in attracting and retaining superior talent.	-	Positives <ul style="list-style-type: none"> • Better employee retention • Improvement in employee productivity • Attracting talent

Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
Data and Customer Privacy	Risk	Security and protection of customer data is crucial to avoid data misuse. Our Company relies heavily on its technology infrastructure. As majority of transactions are processed digitally, it increases cyber/information security risks.	Our Company has a strong Information and cyber security policy wherein cyber risk and its mitigation are monitored and updated. The IT Strategy Committee and Board of Directors review and approve any updates in data and customer privacy related matters. The Chief Technology Officer (CTO) and Chief Information Security Officer (CISO) are responsible for the Company's data and customer privacy and take decisions on any related issues. Plans for managing data privacy matters have been constituted, like Cyber Security Emergency Response Plan (CSERP), to adapt/mitigate any data and customer privacy related occurrences. We have increased efforts to update employees, customers and other stakeholders of any potential cyber frauds, data privacy, etc. Informative materials on data and customer privacy are shared via mail, SMS and on social media. We have adopted ISO 27001:2013 Risk Assessment methodology to identify and mitigate security risks.	Negatives <ul style="list-style-type: none"> • Reputational risk • Litigation risk • Regulatory risk • Financial risk • Business loss
Customer satisfaction	Opportunity	Customer centricity is at the core of all our activities and helps serve them better. As we fulfill their needs and expectations, we build enduring relationships with them based on their trust in our capabilities.	-	Positives <ul style="list-style-type: none"> • Increase in repeat customer business • Improvement in market share • Better asset quality • Better financial performance
Regulatory compliance	Risk	Compliance to rules and regulations helps us gain confidence of stakeholders and grow responsibly. However, any deviations from the same can have significant adverse consequences for us.	We ensure that there are no delays or discrepancies in complying with regulations applicable to our Company. A dedicated team led by the Chief Compliance Officer of qualified people has been set up to ensure efficient and timely compliance with all regulations we need to follow.	Negatives <ul style="list-style-type: none"> • Non-transparent and poorly governed organization • Regulatory sanctions

Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
Digitalization	Opportunity	Our focus is on leveraging the full potential of digitalization to drive innovation across our offerings, as well as our processes. Strategic partnerships with fintech companies, along with strong in-house digital capabilities have allowed us to expand customer base significantly and serve niche segments efficiently.	-	Positives <ul style="list-style-type: none"> Seamless business operation at lower cost Improved turn around time Competitive edge
Responsible lending	Risk	While we serve the underbanked sections, any inadequate evaluation of ESG factors on our part prior to loan disbursement, may lead to rise in risk of default on the part of such borrowers.	Integrating ESG factors into service/product offerings helps us expand market access and reach out to more marginalized/vulnerable groups. Greater disclosures on ESG aspects may help increase access to larger pools of green financing.	Negatives <ul style="list-style-type: none"> Lower profits Weaker asset quality
Community development	Opportunity	Our Company has a strong CSR practice with focus on the areas of health, education & environment, livelihood and poverty alleviation. These programs are designed to care for women and youth, make healthcare accessible to the marginalized sections of the society, contribute to the fight against climate change and drive holistic development across our communities.	-	Positives <ul style="list-style-type: none"> Long lasting positive impact across our communities Enhanced reputation and brand image
Risk management	Risk	Our Company operates in a high-risk business involving large amounts of data and funds. Any error in compliance, and ensuring business sustainability can adversely affect our business and performance.	Optimizing our risk-return equation is possible through responsible risk identification and management processes – of both financial and non-financial risks. Our Company places immense focus on constantly strengthening and improving its risk management and control systems.	Negatives <ul style="list-style-type: none"> Unstable and unpredictable business Value destruction Affects business continuity
Engagement with business partners	Risk	We work with several business partners in the regular course of our business. Any potential negative environment, social or governance (ESG) impact through their operations could be a risk for us.	We are committed to imbibing ESG related factors while identifying and associated with our business partners. This approach will help us create sustained value in the long run.	Negatives <ul style="list-style-type: none"> Reputation risk Business losses
Diversity and Inclusion	Opportunity	Fostering diversity and inclusion within our Company not only nurtures innovation, creativity and a positive work culture but also extends our Company's reach in terms of talent acquisition.	-	Positives <ul style="list-style-type: none"> Strong employer branding Ability to attract and retain superior talent

Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
Responsible marketing	Risk	In the NBFC sector, there may be concerns related to misleading sales tactics, inaccurate marketing, aggressive selling strategies, and making false promises to facilitate sales.	We ensure that all our marketing initiatives and communication is in compliance with all applicable regulations. It is our constant endeavor to ensure high level of transparency and clarity in all our marketing campaigns and communication.	Negatives <ul style="list-style-type: none"> • Reputational damage • Loss of customer trust • Loss of business
Customer financial protection	Opportunity	With the rise in digital banking services, consumer financial protection plays a key role in establishing trust, ensuring regulatory compliance, and fostering financial inclusion. Effective protection measures, including educating customers about financial products and risks, ensure customer loyalty.	-	Positives <ul style="list-style-type: none"> • Aid customer acquisition • Enhance customer trust and loyalty
Human Rights	Risk	Upholding human rights through the promotion of equal opportunities, anti-discrimination, and the eradication of child and forced labor is not just a moral imperative but also a legal necessity.	We ensure that we provide a culture of equal opportunities, anti-discrimination within our organization, and do not engage with child and/or forced labor. Compliance with labor laws is paramount, for us at IIFL.	Negatives <ul style="list-style-type: none"> • Reputational damage • Financial and non-financial penalties
Climate Change and GHG emissions	Opportunity	Mitigating climate risks provides opportunities for enhancing efficiency, innovation and growth. Our Company seeks to reduce carbon footprint in its everyday operations. Further, being an NBFC, we can play an important role in the fight against climate change through our products. Our community initiatives also involve regular tree plantation drives, maintenance of public gardens and similar initiatives.	-	Positives <ul style="list-style-type: none"> • Drives better work environment • Widens source of fund raising from development financial institutions
Resource management	Risk	Failing to manage resources like water and waste properly poses several risks for our Company, including legal penalties due to non-compliance with environmental regulations.	At IIFL, we are committed to reduce the environmental footprint of our operations. Our focus lies on achieving resource efficiency in terms of energy, water, paper and e-waste, since we do not have any other significant environmental impact.	Negatives <ul style="list-style-type: none"> • Reputational damage • Increased operational costs • Statements of business

SECTION B MANAGEMENT AND PROCESS DISCLOSURES

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

P1

Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable

P2

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

P3

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

P4

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

P5

Businesses should respect and promote human rights

P6

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

P7

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

P8

Businesses should promote inclusive growth and equitable development

P9

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

Yes No

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					<input checked="" type="checkbox"/>				
b. Has the policy been approved by the Board?					<input checked="" type="checkbox"/>				
c. Web Link of the policy, if available	https://www.iifl.com/finance/investor-relations/corporate-governance?redirect=menu-bar The above URL contains the general policies of the Company that apply to all employees and stakeholders. These policies cover various aspects of our organization's vision, mission, values, ethics, compliance and governance. In addition to these general policies, there are also specific policies related to different functions and roles within the Company. These policies are accessible to the relevant employees through our intranet portal. The Human Resource department may be contacted for any questions or concerns about these policies.								
2. Whether the entity has translated the policy into procedures. (Yes/No)					<input checked="" type="checkbox"/>				
3. Do the enlisted policies extend to your value chain partners? (Yes/No)					<input checked="" type="checkbox"/>				
4. Name of the national and international codes/certifications/ labels/standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity	All policies of our Company have been finalized based on industry practices, as per the regulatory requirements and through appropriate consultation with relevant stakeholders. We engaged with an independent third party vendor to benchmark our policies with latest regulations/industry benchmarks and update them, wherever needed.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Our Company acknowledges the significance of establishing targets to assess advancement towards achieving all the principles of the National Guidelines on Responsible Business Conduct (NGRBC). Considering that we are in our initial years of ESG adoption, we intend to specify our objectives and targets in the upcoming reporting period. We recognize the need to align our ESG efforts with our business goals and we are implementing a comprehensive and effective ESG strategy that ensures sustainability and creates long-term value for all our stakeholders.								
6. Performance of the entity against the specific commitments, goals and targets (Also, reasons in case they are not met)	-	-	-	-	-	-	-	-	-
Governance, leadership and oversight									
7. Statement by the Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (Listed entity has flexibility regarding the placement of this disclosure)	Dear Stakeholders, Right from the inception of our Company, we have been cognizant of our role in driving responsible growth across our business lines and in furthering financial inclusion. Our commitment towards ensuring the best interests of all stakeholders is captured in our vision statement - To be the most respected financial services company in India.- Not necessarily the largest or most profitable We are weaving different ESG considerations across all our policies, practices and investments. We engage with all our stakeholders constantly to drive timely and effective communication and to incorporate their insights into our decision making progress. Together, we will continue to create holistic, sustainable value in the future. I express my heartfelt gratitude to you for your constant support in this journey. Sincerely, Mr. R Venkataraman Joint Managing Director DIN: 00011919 IIFL Finance Limited								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy	Mr. R Venkataraman Joint Managing Director DIN: 00011919								

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 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.	The Company has an ESG Committee in place which comprised of the following members as of March 31, 2024:									
	Sr No.	Name							Designation	
	1.	Ms. Geeta Mathur							Chairperson	
	2.	Mr. Nihar Jambusaria*							Member	
	3.	Mr. Arun Kumar Purwar							Member	
	4.	Mr. R Venkataraman							Member	
	5.	Mr. Nilesh Vikamsey**							Member	
	6.	Ms. Madhu Jain							Member	
	7.	Mr. Pranav Dholakia							Member	
	8.	Mr. Kapish Jain							Member	
	9.	Ms. Rupal Jain**							Member	
10.	Ms. Mauli Agarwal***							Member		
*Appointed as member w.e.f. April 01, 2024										
**Ceased to be member w.e.f. April 01, 2024										
*** Ceased to be member w.e.f. April 01, 2024										

10. Details of review of the National Guidelines on Responsible Business Conduct (NGRBC)

 Yes No

Subject for review	Indicate whether review was undertaken by Director/Committee of the Board/ Any other Committee									Frequency (Annually/Half yearly/ Quarterly/Any other – please specify)									
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
Performance against above policies and follow up action					<input checked="" type="checkbox"/>														Annually
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances					<input checked="" type="checkbox"/>														Annually

 Yes No

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
									<input type="checkbox"/>

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

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

SECTION C PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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 programs on any of the principles during the financial year

Segment	Number of trainings programs held	Topic/Principles covered under the training and its impact	% Age of persons in respective category covered by the awareness programs
Board of Directors	1	ESG and BRSR	100%
Key Managerial Personnel	4	<ul style="list-style-type: none"> Business Transformation session with Dr. Ram Charan ESG BRSR People Management 	50%
Employees other than BoD and KMPs	11	<ul style="list-style-type: none"> Values-2 modules ESG – 2 modules BRSR People Management CSR Creating Sustainable Impact Ethics Work-Life Balance Business Transformation 	88.08%#

#Includes data for employees inactive as of March 31, 2024

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings with regulators/law enforcement agencies/judicial institutions in the financial year.

Monetary					
	NGRBC principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

Non-monetary				
	NGRBC principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

3. Of the instances disclosed 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
No complaints in any of the 9 principles	

An inspection of our Company was carried out by the RBI with reference to our financial position as of March 31, 2023, wherein certain supervisory concerns were observed by the RBI in respect to the gold loan portfolio of our Company. Through a press release and order dated March 4, 2024, RBI has directed our Company to cease and desist, with immediate effect, from sanctioning or disbursing gold loans or assigning/securing/selling any of its gold loans. These supervisory restrictions will be reviewed upon completion of a special audit to be instituted by the RBI and after rectification by the Company of the special audit findings and the findings of RBI Inspection, to the satisfaction of RBI. Our Company can, however, continue to service its existing gold loan portfolio through usual collection and recovery processes. The special audit directed by the Reserve Bank of India (RBI) commenced on April 23, 2024 and has been concluded.

4

Anti-corruption/Anti-bribery

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

Yes.

<https://www.iifl.com/finance/anti-corruption-policy>

Our Company has zero tolerance towards unethical business practices and prohibits bribery and corruption in any form in all of its business dealings through necessary policies and codes. The policy applies to all staff including Directors, officers, shareholders of the Company and all appointed third party representatives of Company such as agents, consultants, others working on behalf of the Company irrespective of their location, function or grade.

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

6. Details of complaints regarding conflict of interest

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of conflict of interest of the KMPs	Nil	NA	Nil	NA

7. 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 issues, related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest, occurred in our Company.

8. Number of days of accounts payables (accounts payable *365)/cost of goods/services procured)

	FY 2023-24	FY 2022-23
Number of days of accounts payables	25.63	25.58

Leadership Indicators**1. Awareness programs conducted for value chain partners on any of the principles during the financial year:**

Total number of awareness programs held	Topics/principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programs
1	BRSR – the 9 principles	30%

While we have initiated awareness programs across value chain partners through emails during the year under review, our endeavor is to expand the coverage to include all value chain partners over the next 2-3 years.

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.

Our Company is committed to conducting its business in a responsible and sustainable manner and to that end, has implemented a robust policy that covers the management of conflict of interest involving the Board members. Our Company has processes for identifying, disclosing, and managing conflicts of interest and ensures that all decisions are made in the best interests of our stakeholders. At IIFL, we believe that conducting our business with integrity and transparency is essential to building long-term relationships and creating value for all our stakeholders.

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.

During FY 2023-24, we spent ₹ 14.9 Crore towards capex which helped us enhance digitization/automations. We continue to invest in improving our digital capabilities and platforms. This helps us in providing superior experience to our customers with enhanced convenience. At the same time our digitalization initiatives help us achieve cost rationalization and reduce dependence on paper as well as in-person meetings. This in turn helps us minimize our environmental footprint.

2. Sustainable sourcing

<p>Does the entity have procedures in place for sustainable sourcing? (Yes/No)</p>	<p>Our Company, being a financial services Company does not have any goods and raw material consumption as part of its products and services. Our Company's major material requirements are related to office infrastructure, administration and IT related equipment and services. Although, there is very limited procurement requirement, we take various initiatives to have responsible sourcing.</p>
<p>If yes, what percentage of inputs were sourced sustainably?</p>	<p>Not Applicable</p>

We are committed to minimizing the environmental impact of our operations, including our office infrastructure and IT-related equipment. We follow best practices for procuring such inputs, including seeking out environmentally friendly options, minimizing waste, and promoting recycling and energy conservation. We remain dedicated to promoting sustainable practices in all aspects of our operations.

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.

a. Plastics (including packaging)

There are no single-use plastics being used across any of our branches and offices. We use 100% bio degradable plastic garbage bags to collect and dispose dry and wet wastes in larger offices (>5,000 sq.ft.).

b. E-waste

For the past 4 years, we have been working with reputed e-waste vendors to ensure safe disposal of e-wastes. Accordingly, all scrap electronic assets like Computers, Tablets, Printers, Scanners, Servers, Batteries, etc. are disposed through such registered e-waste vendors.

c. Hazardous waste

Not applicable

d. Other waste:

Dry waste and wet waste is segregated and stored separately at 4 large offices. Same is picked by respective Municipal authorities.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No).

Not applicable since IIFL is not a manufacturing entity.

Leadership Indicators



Principle

3

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

Essential Indicators

1. Details of measures for the well-being of employees

a. Employees

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	11,043	11,043	100%	11,043	100%	NA	NA	11,043	100%	11,043	100%
Female	3,786	3,786	100%	3,786	100%	3,786	100%	NA	NA	3,786	100%
Total	14,829	14,829	100%	14,829	100%	3,786	100%	11,043	100%	14,829	100%
Other than permanent employees											
Male	155	NA	NA	155	100%	NA	NA	NA	NA	NA	NA
Female	8	NA	NA	8	100%	NA	NA	NA	NA	NA	NA
Total	163	NA	NA	163	100%	NA	NA	NA	NA	NA	NA

*Maternity and Paternity benefits are extended to all permanent female and male employees. However, 8% of women employees and 1% of male employees have taken the benefit in FY 2023-24. 12 employees (9 women, 3 men) availed the daycare facilities in FY 2023-24.

b. Workers

The Company does not have any worker as defined in the guidance note of BRSR.

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent):

	FY 2023-24	FY 2022-23
Spend on health and wellness (₹ Crore)	0.08	0.07

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	85%	NA	Y	82%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	29%	NA	Y	36%	NA	Y
Others – please specify	0%	NA	NA	0%	NA	NA

All employees with monthly earnings less than ₹ 15,000, are covered under PF, as per PF law. Others can voluntarily opt for PF. Employees whose monthly earnings are less than ₹ 21,000/- are covered under ESI.

3. Accessibility of workplaces:

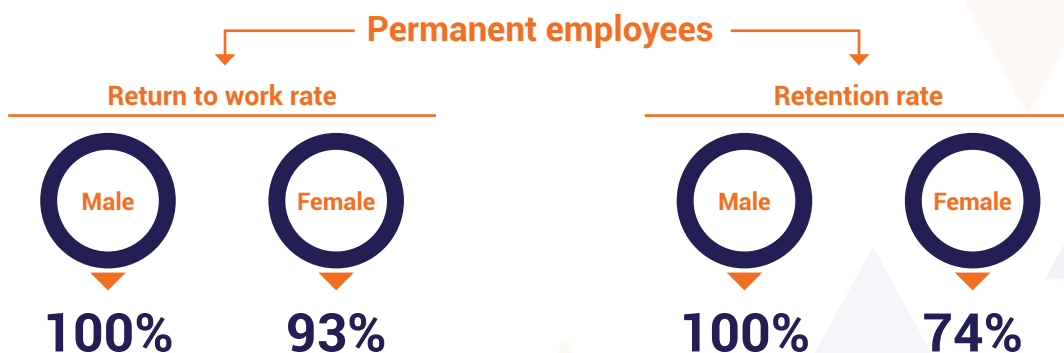
Are the premises/offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes. Wheelchairs and wheelchair ramps for specially-abled people are available at all commercial offices of the Company.

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. The code of conduct document can be referred, as the existing policy covers equal opportunities rights. IIFL's code of conduct is available in the HR Handbook and can be accessed by all the employees through the intranet portal.

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



*The Company does not have any worker as defined in the guidance note of BRSR.

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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent employees	<p>Yes, there is a mechanism available to receive and redress grievances of the employees. The entity has a robust Grievance Redressal policy in place for addressing grievances. Management strongly enforces compliance with the approved Code of Conduct and Ethics.</p> <p>Complaints related to fraud/unethical practices are appropriately investigated and relevant actions are undertaken. The reporting of misconducts can be done through the Whistle Blower email, FIT helpline, contacting the senior management/IRA/HR. The same are well displayed and communicated to all employees at joining and is published on intranet.</p>
Other than permanent employees	<p>There are various means by which the grievances can be addressed:</p> <p>i) FIT helpline portal</p> <p>ii) E-mail to generic ID (whistleblower@iifl.com)</p> <p>iii) E-mail to IRA with a copy to local HR</p> <p>Central SPOC directs the grievance e-mail to the zonal head of HR. A formal meeting is arranged with the employee, IRA and Skip level manager address the issue and validate the facts. At every stage the employee is kept informed and formal communication on the decision and the actions taken is sent to all employees involved.</p>

*The Company does not have any worker as defined in the guidance note of BRSR.

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

The Company does not have any Employee Association. However, the Company recognizes the Right to freedom of Association and does not discourage collective bargaining.

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	11,772	2,806	24%	10,702	91%	11,570	43% (total trainings)*	11,178	97%	
Female	4,403	857	19%	4,121	93%	4,485		4,342	97%	
Total	16,175	3,663	23%	14,823	92%	16,055		15,520	97%	

*Covered topics such as awareness session on women's health, work-life balance, nurturing relationship with yourself, detoxification: food, alcohol and social media.

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	11,198	8,874	79%	10,981	8,971	82%
Female	3,794	2,993	79%	3,956	3,343	85%
Total	14,992	11,867	79%	14,937	12,314	82%

10. Health and safety management system**a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage of such a system?**

Yes. Our Company is responsible for providing its employees with a safe and healthy work environment. We have implemented the following steps to ensure the health and safety of our employees:

- 1. Providing a safe work environment**
Our Company's office premises are designed to promote safety and reduce the risk of accidents. This includes keeping the workspace clean, ensuring proper lighting and ventilation and addressing any potential safety hazards.
- 2. Training employees**
Our Company provides regular training on safety practices, response to emergencies like fire/earthquake emergency, etc. to our employees.
- 3. Offering ergonomic support**
Our Company provides ergonomic support to employees who sit for long periods, work on computers, or perform other repetitive tasks. This includes providing ergonomic chairs, desks, and other equipment that can help reduce the risks of musculoskeletal disorders.
- 4. Encouraging healthy habits**
Our Company encourages employees to adopt healthy habits such as taking breaks, staying hydrated, and practicing good posture to prevent fatigue and injury.
- 5. Creating a culture of safety**
Our Company has created a culture of safety by encouraging employees to report any safety concerns or incidents and by providing resources and support to address these concerns.

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 business, this is not directly applicable to our Company. However, regular safety inspections are conducted of our facilities and equipment to identify potential hazards. This includes inspecting electrical systems, machinery and emergency exits. Our Company also involves employees in the hazard identification and risk assessment process by encouraging them to report any safety concerns or hazards they identify.

During the pandemic, our Company recognized the risks of infections that could take place on the office premises. To minimize these risks, necessary precautions were taken at the offices, which included sanitization of all office premises, restricted movements in common areas, and so on.

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

Given the nature of the business, this is not directly applicable to the Company.

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

Yes. All employees of our Company are covered under health insurance and personal accident policy.

11. Details of safety related incidents:

Not Applicable

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

The following steps have been taken to ensure a healthy and safe workplace:

Providing a safe work environment

Our Company's office premises are designed to promote safety and reduce the risk of accidents. This includes keeping the workspace clean, ensuring proper lighting and ventilation and addressing any potential safety hazards.

Training employees

Our Company provides regular training on safety practices, including how to safely handle equipment and machinery, respond to emergencies like fire/earthquake, etc. to employees.

Offering ergonomic support

We provide ergonomic support to employees who sit for long periods, work on computers, or perform other repetitive tasks. This includes providing ergonomic chairs, desks, and other equipment that can help reduce the risks of musculoskeletal disorders.

Encouraging healthy habits

We encourage employees to adopt healthy habits such as taking breaks, staying hydrated, and practicing good posture to prevent fatigue and injury.

Creating a culture of safety

Our Company has created a culture of safety by encouraging employees to report any safety concerns or incidents and by providing resources and support to address these concerns

13. Number of complaints on the following made by employees

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution	Remarks	Filed during the year	Pending resolution	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 third parties)
Health and Safety	All our offices are internally assessed periodically through internal audits for various aspects of health and safety measures and related working conditions.
Working conditions	During these assessments various aspects like emergency preparedness, workstation ergonomics, training on health & safety and documentation are evaluated. The Company proactively identifies any gaps or improvement areas in health and safety practices and working conditions.

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

Nil.

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)?

(A) Yes

(B) Not Applicable. The Company does not have any worker as defined in the guidance note of BRSR.

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

Our Company monitors remittance of statutory dues by value chain partners with periodic interactions. Various awareness programs and meetings are being arranged with value chain partners for the same.

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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Not Applicable

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)

No.

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	While IIFL does not have standard operating procedures (SOPs) for this, the Company encourages its value chain partners to adopt the best practices in these areas. This is achieved through regular monitoring and evaluation of the partners' compliance with relevant regulations and guidelines. IIFL recognizes that the health and safety of its employees and partners are crucial, and it is committed to providing a safe and healthy working environment.
Working conditions	

6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable.



Principle

4

BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL STAKEHOLDERS

Essential Indicators


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






Our Company looks at individuals and groups that make a fundamental impact on its operations and performance. If this impact is significant to the Company, then they are described as a key stakeholder. They play an important role in helping our Company determine the goals, aspirations and in helping gauge the Company's progress towards these goals. We also focus on strengthening our understanding about the impact we make on our various stakeholder groups.

Following are the steps we follow while engaging with our stakeholders:

- Identify stakeholders
- Prioritize stakeholders
- Execute stakeholder engagement plans
- Understand stakeholder expectations and aspirations
- Disseminate insights gained through stakeholder conversations to update material matters as needed
- Monitor and report back to stakeholders regarding the progress made on their needs

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

Group	Whether identified as vulnerable and marginalized groups (Yes/No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers 	Some of our customers are identified as vulnerable and marginalized.	<ul style="list-style-type: none"> • Emails • Calls • SMS • WhatsApp • Website • Social media • Marketing campaigns • Branch visits and relationship managers • Customer satisfaction surveys 	Ongoing and Regular	<ul style="list-style-type: none"> • Business performance • Customized financial products and services • Competitive interest rates • Access to physical and digital channels • Seamless customer service • Secure transactions • Fair and responsive grievance redressal mechanism

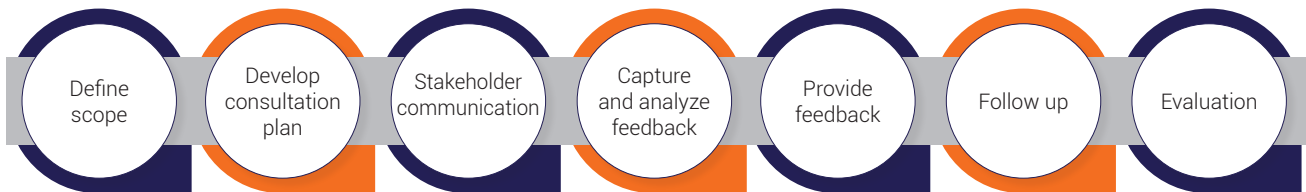
Group	Whether identified as vulnerable and marginalized groups (Yes/No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders/ Investors 	No	<ul style="list-style-type: none"> • Investor meets/calls • Investor presentations • Annual General Meeting • Investor grievance channels • SMS • Email • Website • Annual Report • Sustainability Report 	<ul style="list-style-type: none"> • Annual and Quarterly • Ongoing and regular 	<ul style="list-style-type: none"> • Ethical business practices and good corporate governance • Regular dividends • Sustainable performance and value creation • ESG integration into strategy and operations • Transparent reporting and disclosure
Employees 	No	<ul style="list-style-type: none"> • Town halls • Email • SMS • One-on-One meetings • Training and Development workshops • Engagement initiatives • Learning through online modules • Digital apps for employees • Performance appraisal 	Quarterly and as and when required	<ul style="list-style-type: none"> • Training and development • Fair and timely remuneration • Reward, recognition, and appreciation for performance • Diverse, open, non-discriminatory, and safe working environment. • Work-life balance
Communities/ NGOs 	Yes	<ul style="list-style-type: none"> • Regular CSR initiatives • Community meetings • Employee volunteering 	Annually and as and when required	<ul style="list-style-type: none"> • Social upliftment • Enhancing financial literacy • Community welfare initiatives
Government/ Regulators 	No	<ul style="list-style-type: none"> • Email • Meetings • One-on-One meetings • Written communications 	<ul style="list-style-type: none"> • Mandatory regulatory filings • Periodical submission of business performance 	<ul style="list-style-type: none"> • Compliance with laws and regulations • Ethical business conduct • Active participation in industry and regulatory working groups
Business partners/ Suppliers 	Some of our business partners/ suppliers are identified as vulnerable and marginalized.	<ul style="list-style-type: none"> • Email • SMS • Meetings • Seminars and workshops 	Quarterly and as and when required	<ul style="list-style-type: none"> • Business performance • Fair and ethical procurement and engagement practices

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.

Our Company firmly believes in consistent engagement with its key stakeholders to ensure better communication of its performance and strategy. The Board of Directors is periodically updated on diverse topics covering specific sector overviews, customer service-related updates, digital initiatives, Corporate Social Responsibility related projects/initiatives, financial performance, strategy, etc. The Directors are also given an overview of the regulatory regime including material regulatory developments, circulars, and amendments by Government and Regulatory bodies, the Ministry of Corporate Affairs, the Securities and Exchange Board of India, the Ministry of Finance, and the Reserve Bank of India.

The following process is followed for consultation between stakeholders and the Board:



- Defining the scope of consultation - The scope is clearly defined including the topics to be covered, the timeframe for the consultation, and the method that will be used to gather feedback.
- Developing a consultation plan - A consultation plan is developed that outlines the methods that will be used to engage stakeholders, such as public meetings, online surveys, focus groups, or individual interviews.
- Communication with stakeholders - It is ensured that the stakeholders are aware of the consultation process and have the opportunity to provide feedback. This includes developing an information package, hosting public meetings or webinars, and conducting one-on-one meetings with key stakeholders.
- Feedback capturing and analysis - The feedback is gathered and analyzed to identify common themes, concerns, and priorities, which are then used in the decision-making process.
- Providing feedback to stakeholders - Feedback is also provided to stakeholders on how their inputs have been used in the decision-making process. This helps us to build trust and transparency and encourage future engagement.
- Follow-up - After decisions are made, stakeholders are informed of the decision and any next steps.
- Evaluation - The consultation process is reviewed and evaluated in a periodic manner to identify areas for improvement.

The objective is to ensure that the process is transparent, inclusive, and responsive to stakeholder inputs.

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.

Our Company's continual engagement with its stakeholders serves to ensure that it creates holistic and sustainable value for each stakeholder group. This approach has resulted in various initiatives being put in place towards responsible lending, equal opportunity, diversity and inclusion policy, data privacy policy, among others.

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

Our Company under its CSR Policy and through India Infoline Foundation undertakes following activities - literacy centers for out-of-school girls in the tribal hamlets of Rajasthan, crèche and learning centre for children of migrant construction workers, skill development programs for the youth in aspirational districts, support to government schools for development of infrastructure and digital learning platform, medical camps for economically weaker section in Uttar Pradesh and Maharashtra, Machinery and other infrastructure support to government hospitals, disaster relief activity, among others.

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:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees covered (B)	% (B/A)	Total (C)	No. of employees covered (D)	% (D/C)
Employees						
Permanent	14,829	14,690	99%	14,937	10,425	70%
Other than permanent	1,346	1,334	99%	99	47	47%
Total	16,175	16,024	99%	15,036	10,472	70%

*The Company does not have any worker as defined in the guidance note of BRSR.

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	11,043	8,466	76.66%	2,577	23.34%	10,981	8,275	75%	2,706	25%
Female	3,786	3,213	84.87%	573	15.13%	3,956	3,277	83%	679	17%
Other than permanent										
Male	155	2	1%	153	99%	86	0	0%	86	100%
Female	8	0	0%	8	100%	13	0	0%	13	100%

*The Company does not have any worker as defined in the guidance note of BRSR.

3. Details of remuneration/salary/wages:

a.

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category (₹ in Crore)	Number	Median remuneration/salary/wages of respective category (₹ in Crore)
Board of Directors (BoD)	1	13.97	0	0
Key Managerial Personnel	1	2	1	0.4
Employees other than BoD and KMP	11,208	0.046	3,781	0.037

*The Company does not have any worker as defined in the guidance note of BRSR.

b. Gross wages paid to females as % of total wages paid by the entity:

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	21.74%	21.82%

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

Yes.

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

As an employee centric entity, employees are encouraged to come forward and report their grievances or any other concerns affecting the entity (company values and culture) or them.

There are various means by which the grievances can be addressed:

E-mail to generic ID
(employee grievance@iifl.com)

Raise grievance
through HRMS portal

E-mail to IRA with
copy to local HR



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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment	6	2	1 case re-opened due to fresh evidence provided and hence gone back beyond 90 days, rest 1 case within 90 days (hearings on)	12	2	Nil
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	Nil
Child labor	Nil	Nil	NA	Nil	Nil	Nil
Forced labor/ Involuntary labor	Nil	Nil	NA	Nil	Nil	Nil
Wages	Nil	Nil	NA	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	NA	Nil	Nil	Nil

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

Parameter	FY 2023-24	FY 2022-23
Total complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	6	12
Complaints on POSH as a % of female employees	0.15%	0.30%
Complaints on POSH upheld	4	11



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

Our Company has implemented policies like Employee Grievance Redressal Policy and POSH to prevent discrimination and harassment cases, which outlines unacceptable behavior and the consequences for violating the policies. These are communicated to all the employees and regular training is provided to ensure everyone understands the policies and knows how to report any incidents. The organization encourages employees to report any incidents of discrimination or harassment without any fear of retaliation. Employees have been made aware of the reporting mechanisms available to them, such as the hotline and internal grievance redressal committee.

The organization promptly investigates all reported incidents of discrimination or harassment. The investigations are conducted in a fair and impartial manner, and all parties involved are given the opportunity to present their side of the story. If an incident of discrimination or harassment is found to have occurred, the organization takes appropriate action based on the severity of the incident and the policy violation. This includes disciplinary action such as suspension or termination of employment and providing support to the victim.

A whistleblower policy is in place where an employee can raise a complaint anonymously. Throughout the investigation it is ensured that the complainant's ID is not disclosed. It is ensured that each complaint raised is proactively investigated and resolved quickly. Our Company has developed a work environment that is respectful, supportive, and inclusive, by providing regular training on diversity and inclusion, promoting a culture of respect and providing support to employees who may have experienced discrimination or harassment.

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

Yes, Our Company ensures a clause is added in vendor documents stating that the vendors are in compliance of applicable laws. Service providers shall comply with all laws (including anti-corruption and anti-money laundering laws) applicable to parties.

10. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	The Company recognizes its responsibility to respect and protect human rights and is committed to promoting a workplace that is free from any form of human rights violations. We closely monitor and evaluate our operations to ensure compliance with relevant regulations and guidelines, particularly on issues such as child labor, forced labor, sexual harassment, discrimination, and wages. Although our Company does not have standard operating procedures (SOPs) specifically for these issues, we follow best practices and take appropriate measures to address any violations that may arise. This includes providing training programs to our employees to promote awareness of human rights issues and ensure compliance with applicable laws and regulations. By prioritizing the protection of human rights, the Company is creating a sustainable business that is committed to upholding ethical standards and promoting the well-being of its employees and stakeholders.
Forced/involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – HR Policy, Working conditions, etc.	

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

No corrective actions pertaining to Question 10 was necessitated by the Company during FY 2023-24.

Leadership Indicators

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

The Company has not received any grievances/complaints regarding human rights violations in FY 2023-24.

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

Great Place to Work surveys are conducted every year. In the survey, questions related to human rights are touched upon. Based on this, yearly reports are published.

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. Wheelchairs and wheelchair ramps for specially-abled people are available at all commercial offices of the Company.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	Our Company expects and strives to influence its value chain partners to adhere to the same values, principles and business ethics upheld by the Company in all their dealings and services. No specific assessment in respect of value chain partners has been carried out, other than certain elements covered in annual review of value chain partners by the Company and its subsidiaries. All the value chain partners are mandated through declaration to adhere to the Code of Conduct principles of the Company. Contract is not renewed or terminated, in case of non-adherence to COC or Contract Terms and Conditions.
Discrimination at workplace	
Child labor	
Forced labor/Involuntary labor	
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 by the Company during FY 2023-24.



Principle

6

BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

Essential Indicators

1. Details of total energy consumption (in GJ) and energy intensity:

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	2,121.64	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C)	2,121.64	-
From non-renewable sources		
Total electricity consumption (D)	63,717.37	65,045
Total fuel consumption (E)	316.12	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	64,033.49	65,045
Total energy consumed (A+B+C+D+E+F)	66,155.13	65,045
Energy intensity per ₹ of turnover (Total energy consumed/Revenue from operations)	0.0000014368	0.0000016026
Energy intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	3.29	3.67

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.

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. Details of disclosures related to water:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	28,339	25,210
(iii) Third party water	39,665	36,957
(iv) Seawater/desalinated water	-	-
(v) Others- rainwater harvesting	300	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	68,304	62,167
Total volume of water consumption (in kilolitres)	68,304	62,167
Water intensity per ₹ of turnover (Water consumed/Revenue from operations)	0.0000014834	0.0000015317
Water intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	3.39	3.51

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

No.

4. Provide the following details related to water discharged

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To surface water		
- No treatment	-	-
With treatment – please specify level of treatment	-	-
(ii) To groundwater		
- No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To seawater		
- No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third parties*		
- No treatment	68,304	62,167
With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	68,304	62,167

*The water used in our Company owned premises is discharged in the municipal sewage system as our offices are in buildings.

Any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)

If yes, name of the external agency

No

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

No, being a financial services company, our Company does not consume or discharge huge amount of water/liquid products.

6. Details of air emissions (other than GHG emissions) by the entity

Not Applicable. IIFL is a financial services company.

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

No.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions	Metric tonnes of CO ₂ equivalent	19.91	NA
Total Scope 2 emissions	Metric tonnes of CO ₂ equivalent	12,672.68	12,919
Total Scope 1 and Scope 2 emission intensity per ₹ of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	-	0.0000002757	0.0000003183
Total Scope 1 and Scope 2 emission intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)	-	6.31	7.28

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.

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

- Received Gold LEED Certificate for Gurugram office
- Adopted renewable energy in our Hubtown office, Mumbai through Tata Green Tariff scheme
- Treatment of e-waste in environment friendly manner
- Driving digitalization to reduce paper consumption
- Started collecting data for scope 3 emissions (Business travel, capital goods purchased, paper/IT products procured, etc.)
- Rolled out bamboo based tissue papers (BECO) in our Hubtown office, Mumbai in March 2024 and put up banners in office for employee awareness
- Conducted a camp for collecting personal e waste from employees for safe disposal (4 offices)

9. Details related to waste management by the entity:

Parameter	FY 2023-24	FY 2022-23
Total waste generated (in metric tonnes)		
Plastic waste (A)	1.15	-
E-waste (B)	9.46	1.08
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	-	-
Total (A+B + C + D + E + F + G + H)	10.61	1.08
Waste intensity per ₹ of turnover (Total waste generated/Revenue from operations)	0.0000000002	0.00
Waste intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	5.27	6.09
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste	-	-
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	10.61	1.08
Total	10.61	1.08
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste	-	-
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

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

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

Our Company takes a holistic approach to waste management. Waste from electronic and paper products is the major waste generated in the facilities owned by our Company. We have been recycling electronic waste through authorized vendors of e-waste. Our Company has been taking conscious efforts to reduce usage of paper across its operations. Measures have been implemented to this effect, such as access based printing, default printing on both sides of the paper across all our offices. We are reducing paper usage owing to digitalization of our operations/services. Employees are encouraged to adopt digital/online mediums to reduce paper consumption. 100% bio-degradable plastic garbage bags are used to collect dry and wet waste in our larger offices.

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

Not Applicable, all the offices are in commercial areas.

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

Not Applicable

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

Yes. The organization is compliant with all applicable laws, rules and regulations.

Leadership Indicators

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

Parameter	Unit	FY 2023-24	FY 2022-23
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)	Metric tonnes of CO ₂ equivalent	1,985.87	NA
Total Scope 3 emissions per ₹ of turnover		4.31	NA

*Scope 3 emission calculation includes emission from scope 3 category (waste generated) and Category 6 (Business travel + hotel stays)

Any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)

If yes, name of the external agency

No

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

Not Applicable

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

The Company has not undertaken any of the above mentioned initiatives in FY 2023-24.

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

Yes. Our Company is ISO22301:2019 (BCMS) certified and has implemented robust Business Continuity and Disaster Management Framework for uninterrupted business operations and mitigation of potential disruptions.

Business Impact Analysis (BIA) is performed to understand potential impact of disruptions on critical business functions, financial stability, and reputation by prioritizing key processes and resources.

Risk assessments are carried out to identify potential threats like natural deluges, regulatory changes, and operational failures. Based on the inputs received from Recovery Strategy Risk Assessment (RSRA) and BIA, we tailor and develop BCDMP viz – Critical department wise BC Plans and ITDR Entity Plan based on ISO 22301:2019.

Awareness training is conducted semi-annually for employees and Crisis Management Training is given to leaders with a simulation exercise on an annual basis. Further, Call Tree, Tabletop, work from home and Alternative Site Testing is a part of BC Testing whereas ITDR Drills (basis RBI direction) and IT HA Testing is part of ITDR.



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. **Affiliation with trade and industry chambers/associations.**
 - a. **Number of affiliations with trade and industry chambers/associations.**
3
 - 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.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (state/national)
1.	Finance Industry Development Council (FIDC)	National
2.	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
3.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National

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

Name of authority	Brief of the case	Corrective action taken
Nil. No issues related to anti-competitive conduct by the Company, based on adverse orders from regulatory authorities.		

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:

During the year under review, we engaged with a reputed external agency, which conducted an Impact Assessment of the Sakhiyon Ki Baadi (SKB) project. In FY 2022-23, we had engaged an external agency to conduct an Impact Assessment of the SKB project using the OECD-DAC & SRoI Methodology.

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

Not Applicable.

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

The Company has in place grievances redressal mechanism and the same can be accessed through https://storage.googleapis.com/iifl-finance-storage/files/2023-07/CSR%20policy_IIFL%20Finance.pdf

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

Directly sourced from MSMEs/small producers: 19.15%

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

Location	FY 2023-24	FY 2022-23
Rural	1.90%	1.00%
Semi-urban	11.90%	12.20%
Urban	21.60%	21.90%
Metropolitan	65.60%	64.90%

(Places are categorized as per RBI Classification System - rural/semi-urban/urban/metropolitan)

Leadership Indicators

1. Details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 8(1) of Essential Indicators above):

Not Applicable

2. Information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No.	State	Aspirational District	Amount spent (in ₹)
1.	Rajasthan	Jaisalmer	1,065,000
2.	Rajasthan	Sirohi	7,631,775
3.	Jammu and Kashmir	Kupwara	3,315,000

3. Information related to procurement:

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

Given the nature of business of the Company, the sourcing needs of our Company are limited. However, the Company aims to undertake preferential procurement of materials from suppliers identified under vulnerable and marginalized groups.

b. From which marginalized/vulnerable groups do you procure?

Vendors/suppliers that are categorized as MSMEs.

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

19.15% of total procurement.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

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:

CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
Sakhion Ki Baadi, Rajasthan	13,800	100%
Phulwari (Maa Baadi), Rajasthan	900	100%
Infrastructure development at Government School, Rajasthan	1,000	95%
Digital Library, Rani Ratnavati School, Rajasthan	150	100%
Support to Primary School, Maharashtra	111	100%
Digital Shala Project - 50 TVs, Rajasthan	9,414	95%
Entrepreneur development- NICE and Jaipur Rugs, Rajasthan	12	100%
Smart Classroom - 9 Government Schools, Rajasthan	2,500	95%
Smart Classroom - Vidya Niketan School (Interactive Flat Panel), Rajasthan	300	95%
Hospitality Project, Jammu & Kashmir	160	100%
Homestay Host Training, Arunachal Pradesh	160	100%
Retail Sales Associate Training, Jammu & Kashmir	132	100%
Glocalbodh- Online platform for NGOs, Maharashtra	200	90%
Support to shelter home, Maharashtra	28	100%
Sampark Smart Shaala - 3 districts of Rajasthan	115,793	90%
Sesame Community Radio- Choti badein batein, Rajasthan	2,52,000 [#]	100%
Banking & Finance training for youths, Maharashtra	30	90%
Donation of Non-stress Test Machines, Maharashtra	375	100%
Annual Medical Camp, Uttar Pradesh	700	100%
Annual Medical Camp, Maharashtra	1,570	100%
English Language Lab and Computer Lab, Rajasthan	1,247	100%
Furniture at Government School, Rajasthan	135	100%
Bicycle donation, Maharashtra	50	100%
Scholarship for child of commercial sex worker, Maharashtra	1	100%
Total beneficiaries	4,00,768	-

[#]During the year, 1,000 children and 1,000 care givers benefitted from this project. This project reached out to 2.5 Lakh people through radio broadcast.

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.

IIFL's grievance redressal policy is aimed at receiving and responding to consumer complaints and feedback in a timely and effective manner. The mechanism for the grievance redressal includes the following steps:

a. Receipt of complaint:

IIFL provides various channels for receiving complaints from its customers, such as email, phone, and a dedicated customer grievance portal.

c. Investigation:

IIFL investigates the complaint and gathers all the relevant information from its systems and employees. This includes checking if the complaint is genuine or not, and if there is any fault on IIFL's side.

e. Escalation:

In case the complaint remains unresolved, or the customer is not satisfied with the resolution, the complaint can be escalated to the next level of management. IIFL provides a dedicated escalation matrix for this purpose.

g. Feedback:

After the complaint is resolved, IIFL seeks feedback from the customer to understand their satisfaction level and identify areas for improvement.

b. Complaint acknowledgement:

Upon receipt of the complaint, IIFL acknowledges the complaint promptly, and provides the customer with a unique reference number for future reference.

d. Resolution:

IIFL resolves the complaint as soon as possible and informs the customer of the resolution. The resolution may include, but not limited to, an apology, refund, replacement, or compensation.

f. Closure:

Upon resolution of the complaint, IIFL closes the complaint and updates its records.

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	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

3. Number of consumer complaints:

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive trade practices	0	0	NA	0	0	NA
Unfair trade practices	0	0	NA	0	0	NA
Other	36,966	250	-	6,666	47	-

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

Not Applicable since IIFL is a financial services company.

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. Information & Cyber Security Policy is developed and implemented. Risks related to data privacy are part of the policy.

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

There are no incidents reported related to cyber security and data privacy in FY 2023-24.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches: NIL
- Percentage of data breaches involving personally identifiable information of customers: NIL
- Impact, if any, of the data breaches: Not applicable

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 all the loan products and services provided by the entity are available on the Company's website. In addition, the entity actively uses various social media and digital platforms to disseminate information on its loans and deposits. Link of website: <https://www.iifl.com>

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

Terms and Conditions provides extensive information and ensures transparency on lending products. Policies related to Code of Conduct, Data Security, Fair practices, etc. are available on the Company's website. All relevant information regarding the entity and its products are available to the public.

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

Our Company has implemented Business Continuity Management Policy (BCM) wherein critical processes and other enablers have been identified and appropriate recovery plans have been put in place for such critical processes to ensure timely recovery of the entity's operations and services in the event of a crisis. BCP Framework ensures continuity of critical processes to extend essential services to the customers. Regular mock tests are carried out to ascertain BCP preparedness.

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 regarding 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)

We display information and brochures about our products in our branches. Any local law applicable to us is complied with and displayed on the bulletin board. Further, we conduct net promoter score (NPS) surveys periodically, to get insights on customer sentiment.

