

## Innovation

-inspired.



## Technology

-driven.



## Sustainability

-focused.



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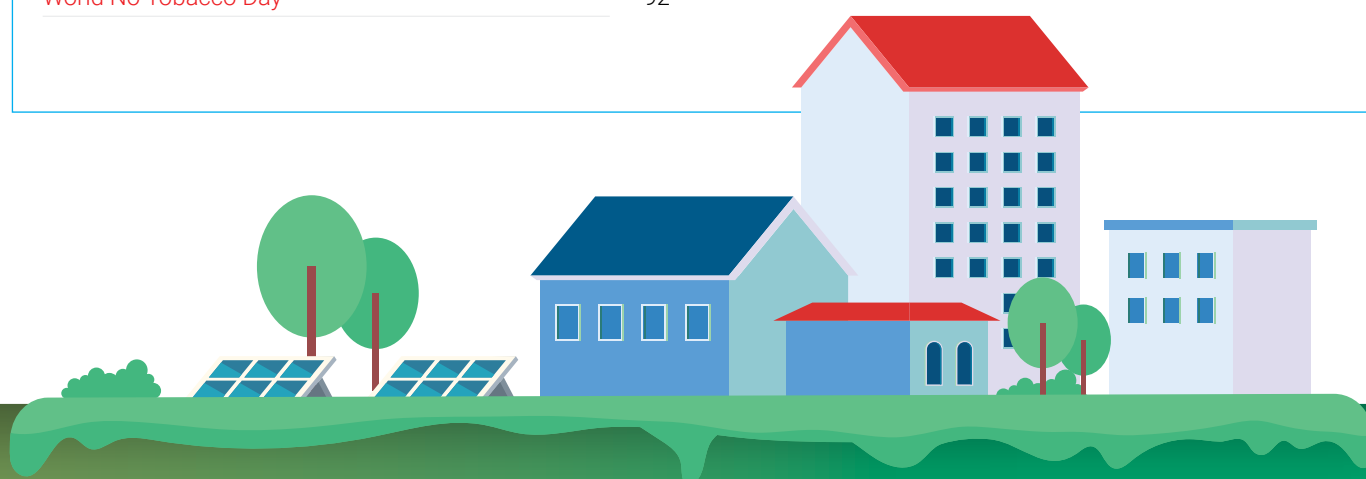
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A business that is

**INNOVATION**  
-inspired,

**TECHNOLOGY**  
-driven,

and

**SUSTAINABILITY**  
-focused.



Taking forward the dream of millions of people of owning their own homes, IIFL Home Finance leverages innovative technology to make it easier for people to realize their dream of owning a home. IIFL Home Finance ensures a quick and hassle-free process requiring minimum documentation with a loan approval time of as low as 25, minutes.

All that is needed to be known is at the dreamer's fingertips through Information technology-driven processes which have answers to all the frequently asked questions as well as information about eligibility, interest rates, documentation needed, and more.

The nearly paperless processes and IIFL Home Finance's environment-centric interventions like promoting green affordable housing through 'Kutumb', providing complete support on green building methodologies and certification processes to developers through the in-house technical team 'Green Value Partner', nurture sustainable practices towards our customers and stakeholders.



# About the Report\*

Sustainability extends beyond the statutory framework for IIFL Home Finance Limited (IIFL HFL), in line with our objectives and values. In order to achieve that goal, we believe it is critical to communicate about our accomplishments, milestones, concerns, and opportunities with all our valued stakeholders on an annual basis. Our 2<sup>nd</sup> Sustainability Report is designed to consolidate and summarize our work towards Environmental, Social, and Governance (ESG) topics that are important to our business & stakeholders and enable readers to access detailed information about the topics that are material to the organization. All data in this report is as of March 31<sup>st</sup>, 2022, unless otherwise stated. At IIFL Home Finance, we recognize the necessity of implementing a responsible business strategy to secure our company's and our stakeholders' long-term success, including our customers and the communities we serve. The report outlines efforts and initiatives aimed at addressing ESG issues that are important to both our stakeholders and our company. This Sustainability Report provides a balanced picture of our business strategy, policy, management system value creation, performance, risks & opportunities, and commitment towards stakeholders. For the preparation of this report, we followed the principles of stakeholder inclusion, materiality, sustainability context, and completeness.

## GUIDELINES

The report has been prepared in accordance with the Global Reporting Initiative ('GRI') Standards (2016)– core option and additional relevant standards as prescribed by Sustainability Accounting Standards Board (SASB).

## REPORTING BOUNDARY AND REPORTING PERIOD

The report highlights initiatives that aim to address environmental, social, and governance topics which are material to both our stakeholders and our business. The sustainability disclosures presented in the report cover the performance of IIFL Home Finance's operations, spread across 225 branches in 16 states of India. The present Sustainability Report is for the financial year 2021-22, i.e., April 1, 2021, to March 31, 2022. Data is reviewed for completeness and accuracy at various levels. Data are mostly based on documents reviewed by the Board i.e., Annual Report, Financial Statements etc. Hence no third-party assurance is felt to be required. Wherever actual measurement is not feasible, recourse is taken to use data calculated based on standard assumptions. In the reporting period, there is no restatement of information and there are no changes in reporting.

## AUDIENCE

The audience for this report comprises of all our stakeholders and the report aims to apprise our stakeholders clearly about the applicable materiality issues, sustainability strategies, performance indices, major organizational achievements, difficulties and challenges and the steps taken to address the stakeholder concerns.

## CONTACT DETAILS

In case of any queries, feedback, questions, or comments related to any information disclosed within this report, please write to us at:

**Email:** [esg@iifl.com](mailto:esg@iifl.com)

**Website:** [iiflhomeloans.com/](http://iiflhomeloans.com/)



# Message from CEO



“ As the challenges are mounting, we are raising the bar for our strategies and counter measures to offset the risks and exploit the opportunities. We are guided by United Nations Sustainable Development Goals (UN SDGs) and aligned our operations in line with the Goals. ”

## Dear Stakeholders,

It gives me immense pleasure to present the 2<sup>nd</sup> Sustainability Report of IIFL Home Finance Limited for the 2021-22 based on Global Reporting Initiative (GRI) Standards 'in accordance' Core option. The report showcases key aspects of our Sustainable Development journey in the areas of Environment, Social and Governance (ESG). We are taking rapid strides on the development path by building robust and long-term relationships with our stakeholders. We are guided by our core values of fairness, integrity, and transparency with an unwavering commitment to creating substantial value for all our stakeholders while recognizing the centrality of sustainability in all our business operations.

After an exceptionally challenging macro-economic scenario and multiple waves of the Covid-19 pandemic, this year proved to be a good one, bringing out relatively the best as the economy progressed steadily.

After challenging uncertainties of multiple waves of the Covid-19 pandemic and geopolitical scenario we are aiming to be more agile than before. As the challenges are mounting, we are raising the bar for our strategies and counter measures to offset the risks and explore the opportunities. We are guided by United Nations Sustainable Development Goals (UN SDGs) and aligned our operations in line with the Goals. We have systematically

embedded ESG in our operations across the organization in a robust way. We endeavor to create value for our stakeholders in a perennial way and at the same time be responsible for the environmental, social, and economic impacts of our operations.

We are conscious of the strategic and financial risks and opportunities presented by climate change to our organization and our community. We are undertaking initiatives to reduce our energy consumption and GHG emissions from our operations. The fact that buildings are responsible for huge amounts of carbon emission, excess waste, water and energy consumption has driven us to build awareness about





the need for green affordable housing amongst the stakeholders and to act with a sense of urgency to translate the idea into reality. We are striving to blend the benefits of green homes within the affordable housing segment in India, a key drive of GoI, which has a great potential to reduce the greenhouse gas emissions.

We have leveraged our Kutumb platform to support the development of a sustainable and accessible green housing segment. The platform collaborates with stakeholders of sustainable and affordable housing in India to promote green buildings. Green Value Partner (GVP) provides end-to-end assistance to developers who are engaged in the green housing sector. There were 23 Certified Green Projects under Green Value Partnership (GVP) during the year under review.

The Covid-19 crisis has forced companies across the globe to undertake a big technological transformation to be more nimble, flexible, and fast. This means that digitalization is the key and we have responded to the same in a big way. In line with the need of the hour, we have taken significant steps to deploy cutting-edge technology in our operations i.e., distribution, loan underwriting, customer service, collection management, and financial accounting to enhance customer satisfaction, reduce cost and increase employee productivity. Some of the technology driven initiatives are onboarding of all loans through 'Jhatpat' application, automating the customer service processes, online payments, real-time validation and analysis of banking statements.

The world around us is constantly changing, and for our business to remain relevant and profitable, we need to adapt in order to meet these new

realities. These changes have led to a new age of innovation across business models and industries. Against these realities, we have embraced innovation across our organizational landscape in a robust manner. We are leveraging our existing digital assets to support innovative ideas in different areas of our operations. The country has a huge demand for cost-effective green building materials which can be met through innovative solutions only and we are promoting the same among our customers and associated agencies. We have entered into strategic partnerships with Fintech companies to significantly harness innovation in our business operations.

Powered by key enablers of technology, innovation, sustainability principles and employee commitment our Company recorded excellent performance on economic front. During the year our Company's standalone revenue reached to ₹ 22.21 billion. Profit after Tax amounted to ₹ 5,780 million. During the year Asset Under Management (AUM) of the Company has grown to ₹ 236.17 billion.

Our strategy for community development has always been defined by factors like the needs of local communities, national priorities, and the SDGs. We continued to work towards achieving our goals of community development in the focus areas of health, education, livelihood and poverty alleviation. Our Corporate Social Responsibility (CSR) efforts are enabling our communities to achieve a more prosperous future. The total number of CLSS-PMAY(U) beneficiaries stood at an impressive figure of more than 55,700 families through IIFL Home Finance Home Loans.

As a significant effort towards community development, we cater largely to the underserved segments of

society across the country. Sustainable and responsible financing has become the mantra of our Company over the past few years. We are driven by fulfilling the dreams of owning a home for millions of people from economically weaker sections and low-income households. Our motto is to provide affordable green housing to such sections in alignment with SDG- Sustainable Cities and GoI 'Housing for All' mission by 2022.

Our past achievements in the area of ESG gives a sense of fulfillment and pride as we have negotiated risks and challenges in a way that has added value to all our stakeholders. We are eager to scale new heights by building capabilities through technology, innovation and well-entrenched sustainability principles. This journey could not have been rewarding but for the active support from our stakeholders which include employees, customers, value chain partners, business associates and the community at large.

With regards,

**Monu Ratna**

Chief Executive Officer (CEO)

# About IIFL Home Finance Ltd

IIFL Home Finance, a wholly owned subsidiary of IIFL Finance Limited headquartered at Gurugram (Haryana), was established in 2006 and registered with the National Housing Bank (NHB) in 2009. The company is among India's largest housing financing companies, with customers all around India choosing it for affordable home loans.

Our product line is cutting-edge and extensive, setting itself apart from the competition. Small ticket house loans, secured business loans, and green affordable housing project finance are all part of our portfolio. Through accessible home loans, a widespread pan-India distribution network, efficient technology-led operations, and transparent processes, IIFL Home Finance focuses on the needs of marginalized parts of society.

IIFL Home Finance is a member of the Federation of Indian Chambers of Commerce and Industry (FICCI), the Associated Chambers of Commerce and Industry (ASSOCHAM), the Confederation of Indian Industry (CII) and Forum for Indian Development Cooperation (FIDC) through its parent company IIFL.

Driven by Government of India's mission of 'Housing for All' by 2022, the organization aims to promote affordable housing with accessible financing options that are required for purchase, construction, and renovation of homes. We focus on low & middle-income groups in suburbs of Tier 1, 2 and 3 cities and aim to reach them through our digital network and partners. We are partnering with multiple banking partners to offer competitive offerings to our customers.







## HIGHLIGHTS FROM THE YEAR

This chapter highlights IIFL Home Finance's key highlights of the financial year.



### ORGANIZATION

151,000+

First time home buyers

₹ 22,214 million

Revenue  
(7% growth from last FY)

₹ 5,780 million

Profit after Tax (PAT) (44.13% growth from Last FY)

99%

Digital On-boarding

55,700+

CLSS (PMAY) subsidy beneficiaries facilitated through IIFL Home Finance

63,400+

Loans to informal segment



### HUMAN CAPITAL

2,627

Employees

Great Place to Work

For 4<sup>th</sup> time in a row

CultFit

Employee wellness tie-ups

90%

Employees trained, via offline and online learning platforms

100%

Employee performance reviews

Road Safety

Training for employees in field



### SOCIETY

5,000

Students & their families to be benefited from solar installations in 50 government schools

10,527+

Lives impacted through CSR initiatives

5 Pankh

Schools opened at construction sites for children of migrant labor

5,156

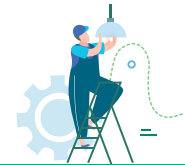
Farmers benefited through Livestock Development Project

97,700+

Loans given to women owners / co-owners

9 Disha

Sustainable living workshops at EWS/LIG workshops, affecting 805 community members



### ENVIRONMENT

2,140,620

Paper Sheets Saved with Digital Lending Initiatives

12,633\*\*

Green units funded

23 Green Certified Projects

Through IIFL Green Value Partners (GVP)

9 Kutumb

Events with 2075 participants

11,469\*\* tCO<sub>2</sub>e/year

GHG emission offset through GVP initiatives

12,467\*\* MWh/year

Energy savings through GVP initiatives

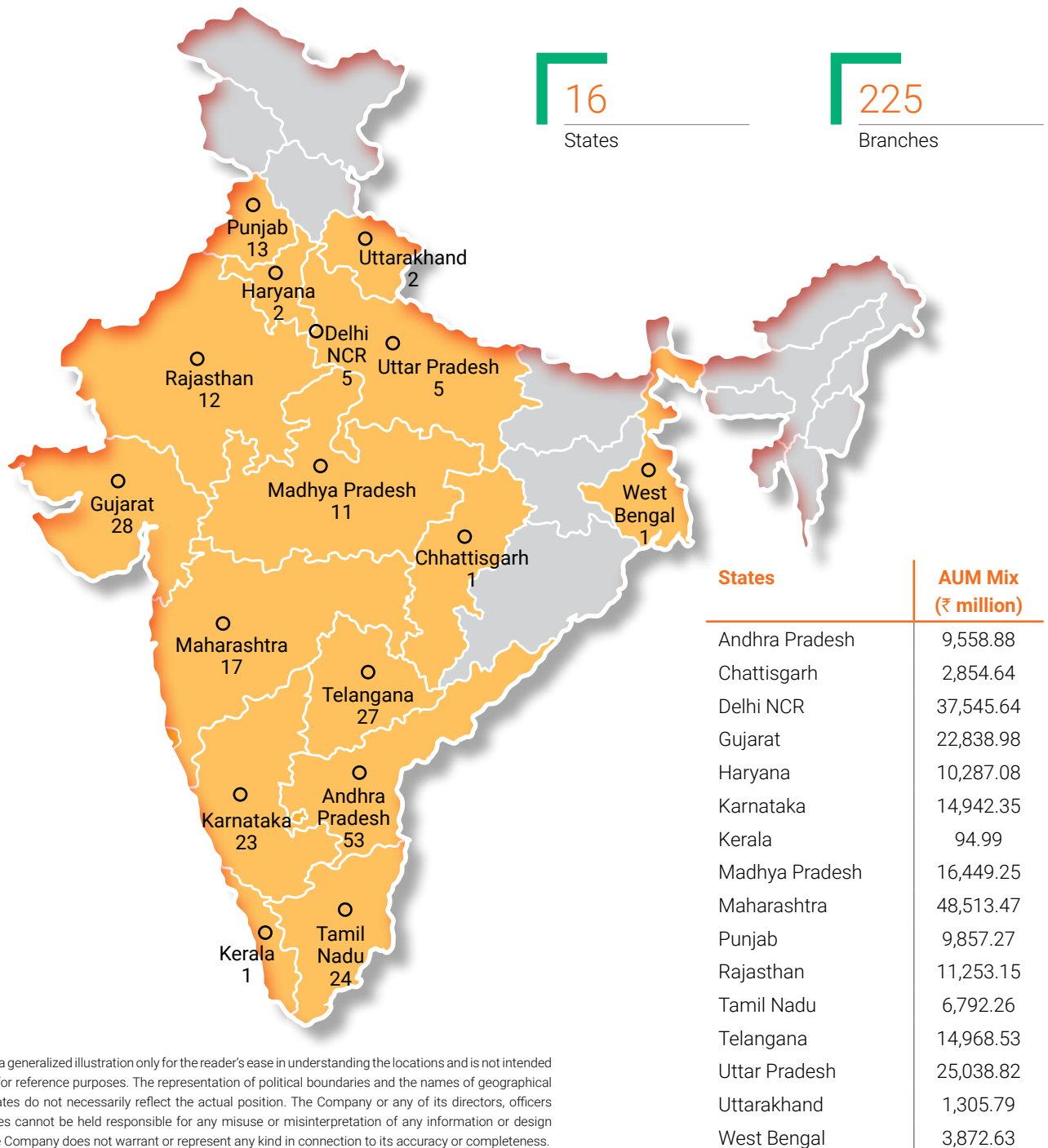
720\*\* ML/year

Water savings through GVP initiatives

## OUR REACH

### Branch Network:

We have a nationwide physical distribution network of 225 branches in 16 states (as on March 31<sup>st</sup>, 2022), allowing us to maintain a strong presence across the country. We reach out to the most remote parts of the country to meet the credit needs of lower middle and middle-income segments and economically weaker sections (EWS), as well as lower and middle-income groups (LIG and MIG). We look for potential clients throughout the social spectrum using the IIFL Group's broad network of 3000 touch points.



This map is a generalized illustration only for the reader's ease in understanding the locations and is not intended to be used for reference purposes. The representation of political boundaries and the names of geographical features/states do not necessarily reflect the actual position. The Company or any of its directors, officers or employees cannot be held responsible for any misuse or misinterpretation of any information or design thereof. The Company does not warrant or represent any kind in connection to its accuracy or completeness.



## DIGITAL REACH

We have strategically ventured into various latest digital technologies to complement and expand our physical network, thereby enhancing customer onboarding and experience. Digitalization helps improving our customer service, leading our customers to appreciate the convenience and time savings. Customer loyalty is increased as a result of digitalization, which eliminates human mistake.

At IIFL Home Finance, through our SMART solutions, we are committed to making Affordable Housing a living reality.

### Our Digital Capabilities across the Value Chain



#### ONBOARDING

- ▶ Digital platform for paperless client onboarding
- ▶ Analytical tools for application screening
- ▶ Fintech integration for minimal physical documentation E-Sign, eNACH, eMandate



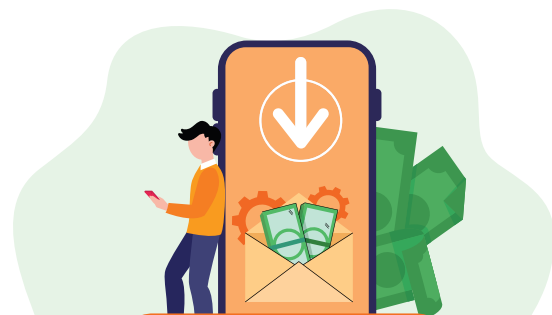
#### UNDERWRITING

- ▶ Digital integration with credit bureaus
- ▶ Fintech collaboration for real-time validation and bank statement analysis
- ▶ AI and Machine Learning tools to foster quick and accurate underwriting



#### OPERATIONS

- ▶ E-Disbursement of loan
- ▶ CRM integration for seamless customer servicing
- ▶ Chatbot IVR WhatsApp messages for self-resolution of enquiries



#### COLLECTIONS

- ▶ End-to-end digital collection process
- ▶ Integrated CRM dialler with advanced in-built logic to interact with defaulter strategically
- ▶ Route optimization for collection personnel



## OUR OFFERINGS AND ECONOMIC PERFORMANCE\*

The pandemic continues to have a global impact on economies and banking systems and India is no exception. The Indian economy grew 8.7 % in 2021-22, with the gross domestic product (GDP) expanding 4.1 % in the March quarter from a year ago. The GDP growth for 2021-22 takes the economy above its pre-pandemic level and is an improvement after contracting 6.6 % in 2020-21.

(Source: [https://www.hindustantimes.com/business/indias-gdp-grew-by-8-7-in-fy22-after-6-6-contraction-previous-fiscal-101653999110316-amp.html?utm\\_source=whatsapp&utm\\_medium=social&utm\\_campaign=ht\\_AMP](https://www.hindustantimes.com/business/indias-gdp-grew-by-8-7-in-fy22-after-6-6-contraction-previous-fiscal-101653999110316-amp.html?utm_source=whatsapp&utm_medium=social&utm_campaign=ht_AMP))

### According to recasted figures for FY 2020-21

S. No.	Particulars	FY 2021-22 (in ₹ million)	FY 2020-21 (in ₹ million)
1	Direct economic value generated: Revenues (A)	20,860.76	19,569.66
2	Economic value distributed (B):		
	Operating costs	746.08	585.61
	Employee wages and benefits	1,717	1,584.43
	Payments to providers of capital	10,624.8	10,532.73
	Payments to government by country	1,679.68	1,088.88
	Community investments	75.05	73.4
	Total (B)	14,767.56	13,865.05
3	Economic value retained (A-B)	6,093.2	5,704.61

During the reporting period, we have not received any financial assistance from the government.\*\*

This year's focus is on maintaining operational effectiveness in all our business functions to achieve our goals. We are leveraging technology to ensure operational efficiency and improve processing to sustain excellence in the execution of business.

### Indirect Economic Impacts and Fostering Financial Inclusion\*\*\*

The Pradhan Mantri Awas Yojana (PMAY) is an initiative of the Government of India which aims at providing affordable housing to the urban poor by the year 2022. Accordingly, IIFL Home Finance has aligned its product offerings with the 'Housing for All by 2022' target set by the government and is committed to bringing the 'financially excluded' – especially society's female members within the reach of the mainstream economy, thereby playing our part in the nation's growth. Our tailor-made low-ticket-sized loans are made available to first-time homebuyers to realize their dream of owning a home.

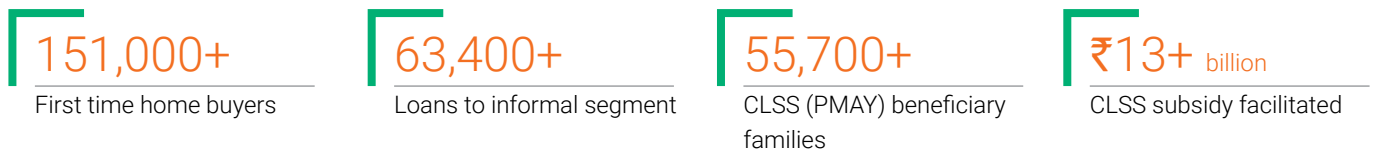




## Low Ticket Size Home Loans

We provide affordable loans to first-time home buyers, primarily EWS & LIG with no formal income evidence. The added benefit of Credit Linked Subsidy Scheme (CLSS) perks, make it an appealing prospect. The CLSS under PMAY(U) stipulates, as one of its criteria, that the home must be owned or co-owned by a female family member. This supports another of our objective of women empowerment, by allowing us to facilitate subsidy benefits to our female customers, allowing them to build more secure lives for themselves and their families.

We offer a host of benefits such as home loan balance transfer, interest subsidy under the PMAY scheme, longer tenure, zero pre-payment charges, doorstep services, others. Our Home Loan offerings are customized to the needs of the customer, and range from buying a new home, renovating an existing home, constructing on pre-owned land, and purchase of land for building a house. We primarily cater to the housing needs of salaried, self-employed, and professionals.



## Secured Business Loan

Our loan portfolio is tailored to satisfy the needs of SMEs and small business owners in terms of working capital, business use, and commercial property acquisition. Secured Business Loans are small-ticket loans for people with modest incomes, such as small business owners, shop owners, self-employed professionals, small traders or businessmen, etc. The loans enable small traders to get credit and support economic development across the country, as part of the National Mission 'Atma Nirbhar Bharat' (a National Mission initiated by the Indian government aimed at improving India's self-reliance).

Customers and businesses can use this loan to meet their working capital needs, business demands, and other such requirements. The loans are secured by mortgages on residential or commercial properties. During the reporting period, we disbursed ₹ 10.45 billion as SME Secured loans to more than 3,600 customers.

S. No.	Particulars	Number	Amount (in ₹ million)
1	Number and amount of loans outstanding qualified to programs designed to promote small business and community development	64,737	77,396.45
2	Number and amount of past due and non-accrual loans qualified to programs designed to promote small business and community development	893	1,076.45



## Affordable Housing Project Loan

We provide Project Loans to cover construction costs for reputable developers' affordable housing projects. We play a crucial role in promoting green building methods and assuring compliance with Environmental, Social, and Governance (ESG) aspects of supported projects by working with developers. In the retail house loan area, we also work with developers to provide loans to property buyers.

## STRATEGY\*



### Vision

Technology enabled organization with focus on low-ticket affordable housing loan'



### Values

#### Fairness In all transactions with all stakeholders

- ▶ Strong policies and tools
- ▶ Objective performance assessment
- ▶ Multiple platforms and forums to express

#### Integrity In letter, in spirit, and in all our dealings with people, internal or external

- ▶ Policies and continuous trainings on IIFL Code of Conduct for employees
- ▶ Continuous training to internalize

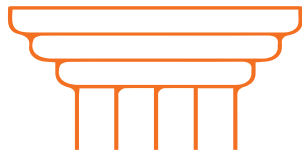
#### Transparency In all our dealings with stakeholders, media, investors, and the public at large

- ▶ Multiple platforms and forums
- ▶ Seamless integration across digital platforms for clear vision
- ▶ Strong inter-linkages between departments





## IIFL Home Finance's broad business strategy consists of the four pillars

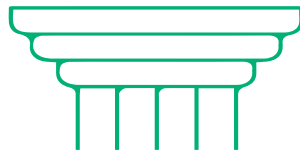
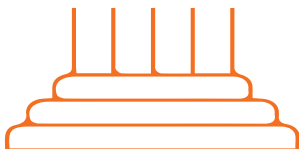


### PROVIDING AFFORDABLE LOANS

Offer low ticket loans

Make products affordable & accessible through technology

Focus on underserved and women borrowers

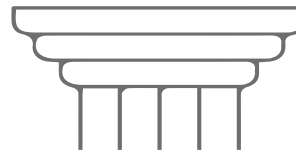


### IMPROVING REACH

Develop a physical + digital ecosystem to reduce branch visit

Offers products and services in collaboration with co-lending partners

Grow customer base digitally

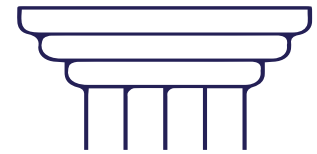
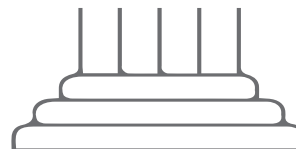


### SEAMLESS PROCESSING

On time status of loan application

Hassle-free, seamless and online process

Minimize physical documentation

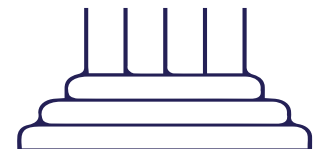


### ASSET LIGHT MODEL

Limit balance sheet risk

Reduce the need for regular fundraising

Focus on co-lending & assignment



Sustainability is a business imperative for resilience, thereby paving a path for shared and inclusive growth. At IIFL Home Finance, our sustainability strategy is governed by the idea of 'Complete Profitability – An ESG Initiative'.

Complete Profitability was unveiled as the new DNA and is a reflection of the 'impact' made through various initiatives that HFL drives towards the enrichment and growth of its four pillars of success, i.e., - Employees, Organization, Society, and Environment. Our motto is to achieve 'Complete Profitability' across all four aforementioned pillars, allowing us to catalyze growth and create operational efficiency.



**Complete Profitability**

## SUPPLY CHAIN\*

Proper management of the supply chain is vital to guaranteeing business continuity. We're also aware of the environmental and social consequences of our supply chain, and we work hard to minimize them. Our suppliers are spread across the country and are critical to our business's survival. To shape a strategic collaboration within our value chain, we engage with our suppliers through a variety of methods and platforms. To procure a variety of services, we work with several Banks/Financial Institutions, Legal/Technical/KYC Vendors, Operation Support Vendors, Physical Infrastructure Vendors, and Digital Solutions and Communication Vendors. In the reporting year, there is no significant change in the supply chain.



# Page of Honour



- ▶ India's Greatest CSR Brand 2020-21 - IIFL Foundation

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- ▶ Black Swan Award for Women Empowerment - Ms. Madhu Jain, IIFL Foundation



- ▶ Received the Jury Special Mention Award at Sustainability 4.0 Awards 2021



- ▶ Sustainable Carbon Management Award - IIFL Foundation

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- ▶ Best Sustainability Education Program - IIFL Foundation



- ▶ IAA Olive Crown Award



- ▶ Social Entrepreneur of the Year Award - IIFL Foundation
- ▶ 'Kutumb' initiative recognized as the 'Sustainable Awards Winner, 2021



- ▶ Sustainability Awards Winner, 2021



► Special Award – Last Mile Champion for Girls Rights

A Teacher from IIFL Foundation's Sakhiyon ki Baadi program (Female Literacy initiative) – Ms. Geeta Suthar secured a place in top 3 at the National level competition, 'Last Mile Champions for Girls Right' and was awarded a certificate and a cash prize by the panel (Plan India and CSR Box) for her efforts to educate girls native to scheduled tribe communities of Rajasthan.



► Special Mention for implementation of technology by/for a financial sector. Our Jhatpat Loan Process takes only 25 minutes, empowered through fin-tech integrations, which not only allows users to fill up a lesser number of fields but provides our underwriting team with digitally verified data. Our House Loans can now be disbursed within 24 hours, whereas we have brought down the turnaround time for our non HL Loans to just three days.



► Recognized as The Financial Inclusion Initiative of the Year at Business Leader of the Year Awards



# Building the Future

20 ESG  
Framework

22 Glance at  
Our ESG Policy

24 Risk Management  
Framework

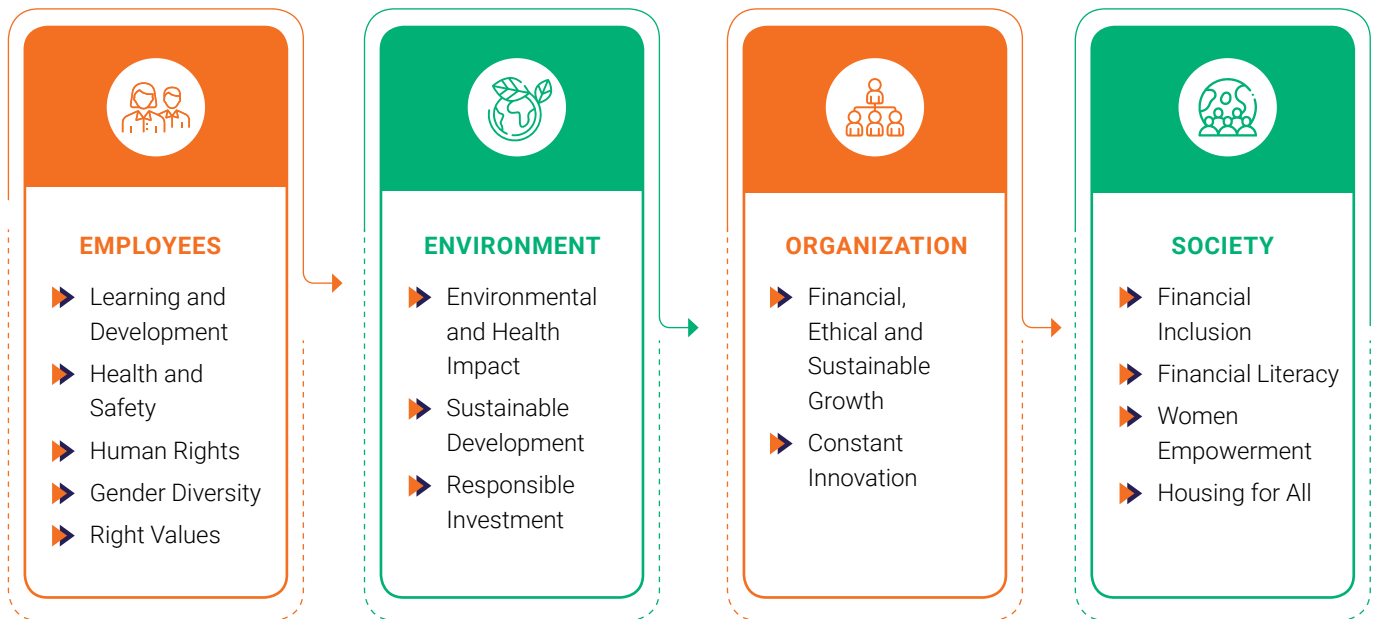
28 Stakeholder  
Engagement





# ESG Framework

Our integrated vision and focus on efficiency, management, and productivity through our 'Complete Profitability' model has laid the path of creating value by incorporating Environment, Social, and Governance (ESG) initiatives within our business ecosystem. The ESG framework lays the foundation for integrating critical ESG aspects in our core business functions and operational boundary. The approach adopted under the model brings on board not only our employees and customers, but also the other stakeholders, our society, environment and the immediate ecosystem in which we operate. We also have systems in place for mitigating risk and monitoring of ESG performance periodically.



## ENVIRONMENT CONSIDERATION

Our objective is to minimize our natural resource footprint and carbon emissions, promote strategies that encourage these reductions, and to help mitigate impacts of climate change. In support of this objective, we launched a Green Building Initiative 'Kutumb', to reduce the environmental footprint of our construction finance loan portfolio by focusing on promoting sustainable and energy-efficient real estate development.

## SOCIAL CONSIDERATION AND EMPLOYEES

We are committed to conducting business in an affordable, accessible, and sustainable manner. Our products are designed around a philosophy that truly understands the borrower's ecosystem and caters to their needs. Our offerings under Secured Business Loans have been developed keeping in mind the socio-economic backgrounds of our customers. We also continue to promote women empowerment, employee welfare, and occupational health and safety programs.



## GOVERNANCE CONSIDERATION

We have developed a sound and robust governance structure, with clear roles and responsibilities that showcase adherence to business ethics through our detailed policies and procedures on anti-corruption, anti-bribery, data protection, and customer privacy norms among other policies. We aim to go beyond compliance requirements, by continuing to adapt to ever-evolving international ESG parameters and standards.

Our Board of Directors (BOD), in addition to other assigned responsibilities, also constitutes the ESG committee to guide and oversee the direction on ESG initiatives. In keeping with the increased focus of the Company on sustainability and ESG aspects, it is proposed to extend the terms of reference of this Board committee to include overseeing the ESG and sustainability policies, practices and performance of the Company. We also have our ESG policy and framework in place, which clearly defines our structure, responsibilities, committee and team.

### BOD INCLUDING CEO

To supervise and provide guidance on ESG strategic plan for IIFL Home Finance.

### ESG COMMITTEE

To create IIFL Home Finance's ESG strategy, monitor and review the integrity and quality of progress made in its implementation, ensuring that it serves to foster a culture of responsibility and transparency,

### ESG TEAM

To ensure integration of company's ESG strategy into business strategy by developing and implementing initiatives and policies based on aforementioned ESG strategy. Thereby, disclosing the ESG performance to relevant stakeholders in a timely and transparent manner.

### SPOCS OF VARIOUS BUSINESS FUNCTIONS

To support in implementation of various initiatives across respective business functions and be responsible for collecting and collating relevant data points for monitoring, evaluation and reporting.



# Glance at our ESG Policy

As a responsible organization, IIFL Home Finance believes in sustainable and inclusive growth, development and value creation for all stakeholders. The company's 'ESG Policy' serves as a guide for identification of its material topics across various internal business functions, product offerings, and branches and offices. It provides a systematic approach to establishing a robust governance structure, define roles and responsibilities, systems and processes for management, measurement, monitoring and auditing of identified material aspects in a timely and transparent manner. The Policy is aligned with leading international standards and principles and strives to follow industry best practices. We view effective management of ESG matters as a business fundamental and seek continuous improvement in these areas because they underpin the long-term success of our company and our ability to create value in our community.

We aim to steer positive change in society by promoting the adoption of practices and techniques that will mitigate ESG risks through our lending practices, products, and services.



## ESG VISION

To achieve business excellence through social responsibility, digital transformation, and sustainable lending practices, thereby creating a lasting positive impact on the environmental and social ecosystem



## ESG MISSION

- ▶ To go beyond profitability and to create long-term sustainable value for all stakeholders
- ▶ To adopt and scale up digital interventions for day-to-day operations so as to minimize environmental footprint and enhance our service outreach
- ▶ To balance economic growth and Return on Investments (ROI) with robust management of environmental, social, and governance risks across our business portfolio
- ▶ To adhere to leading lending practices which enable us to fulfil unmet needs of our business partners in a responsible and sustainable manner



## OBJECTIVE

- ▶ To set roadmap for integrating sustainability into all business operations and our product offerings resulting in conducting business in a responsible manner
- ▶ To establish strategy to communicate our sustainability performance to all stakeholders in a transparent and regular manner.





## FOCUS AREA OF ESG POLICY

- ▶ Environmental Policy
- ▶ Health and Safety Policy
- ▶ Corporate Social Responsibility (CSR)
- ▶ Customer Satisfaction
- ▶ Human Resource (HR) Management
  - a. Diversity and Inclusion (D&I) Policy
  - b. Learning and Development Policy
  - c. Human Rights Policy
- ▶ Prevention of Sexual Harassment and its redressal
- ▶ Anti-Bribery and Anti-Corruption Policy
- ▶ Information and Cyber Security
- ▶ Know-Your-Customer (KYC) and Anti-Money Laundering (AML)
- ▶ Grievance Redressal
- ▶ Whistle-blower Protection
- ▶ Business Continuity Management
- ▶ Business Code of Conduct
- ▶ Fair Practice Code
- ▶ Supplier Code of Conduct



# Risk Management Framework

We have a defined risk management strategy and framework, which is devised to identify, measure, monitor and mitigate various risks. A Risk Management committee, guided by the policy, directs appropriate systems to mitigate all material risks faced by the Company. The risk management framework draws inspiration from 'Three Lines of Defense' approach. Within this, the Company management acts as first line of defense, functional team such as risk management and compliance act as second line of defense and the internal audit acts as third line.

## Risk Management Framework

Line of Defense	Functions	Scope and Authority
<b>Company Management</b>	Risk Management Committee IT Strategy Committee Audit Committee Asset Liability Committee	Integration of risk principles across all businesses Risk Strategy and Advisory Risk Policies Controls and Review Organizational Communications
<b>Functional Teams</b>	Risk Department Business Functions	Policy Implementation Risk Monitoring and Reporting
<b>Internal Audit</b>	Internal Audit Department Risk Analytics	Independent Reviews Reporting to board committees

The risk review is done at multiple stages and frequencies by the Risk Department. The robust risk monitoring framework utilizes distinct strategic analysis to identify risks at inception stages. Our risk landscape includes Credit Risk, Liquidity Risk, Digital Risk, ESG Risk, Third Party Risk, Collateral Risk and Operational Risk.

Risk management is integral to the Company's strategy. The comprehensive understanding of risk management throughout the various levels of an organization aids in driving key decisions related to risk-return balance, capital allocation and product pricing. Additionally, it is also ensured that appropriate focus is on managing risk proactively by ensuring business operations are in accordance with laid-down risk. A Board approved Risk Management Policy has been put in place to establish appropriate systems or procedures to mitigate all material risks faced by the Company.

The Company is exposed to different types of risks emanating from both internal and external sources. A strong risk management team and an effective credit operations structure ensures that risks are properly identified and timely addressed, to ensure minimal impact on the Company's growth and performance.





## Risk Assessment Methodology



### MONITORING

- ▶ Customers' performance is monitored through reports and dashboards, parameters include:

**Customer Profile > Geography > Bureau Checks > LTV and DBR**



### EARLY WARNING SIGNALS

- ▶ On the basis of monthly reporting, expectations are highlighted to the respective teams.
- ▶ The tools used for EWS include bureau data, bounce trends and market new, if any,



### OFF- US PERFORMANCE

- ▶ The current repayment behavior of the customers is tracked through the bureau data and same is utilized for better collection efficiency.



### STRESS TESTING

- ▶ Defining various scenarios.
- ▶ Data Compilation and validation, Modeling the impact of scenarios on risk parameters through PD, LGD, and EAD.



### VINTAGE ANALYSIS

- ▶ Vintage analysis allows monitoring of credit quality and thereafter taking corrective actions w.r.t policy and processes. The data is grouped into segments on the basis of origination month and analyzed for the various time periods.

## KEY IMPACTS, RISKS AND OPPORTUNITIES

Our risk management strategy is governed by the Board, with the assistance from our risk management committee that regulates and oversees enterprise-wise risk management. Risk Management team, identifies, analyses, and takes measures to mitigate risks faced by the Company. The team is guided by the Company's Risk Management Committee and the Senior Management to develop and implement Risk Assurance practices on a pan-organizational basis. This helps us to develop a sustainable business, creating long-term value for our stakeholders.



### Credit Risk

Credit risk refers to risk of loss that may occur from the default by our customers under our agreements. This is inherent and most dominant of the risks in the lending business. We manage credit risks by using a defined set of credit norms, procedures and policies, which are approved by our Board and integrated in our technology platform which reduces the frequency of judgment-based errors. The risk team reviews the policies, processes and products on an ongoing basis and highlights and suggest changes based on their trend analysis wherever necessary. Our credit team ensures the implementation of various policies and processes through random customer visits and assessment, training of branch staff on application errors, liaison with other institutions to obtain necessary information and loan closure documents and highlight early warning signals and industry developments enabling pro-active field risk management. We use technology to verify, and identify the other loan documents submitted by the borrower along with digital underwriting. This integration of new data sources enables better insights for credit decisions, while real-time data processing, reporting, and monitoring further improves overall risk management capabilities. Technology driven interventions like advanced analytics and machine-learning tools to identify the problematic loans at an early stage provides us with an opportunity for better portfolio management.



### Operational Risk

Operational risk is the risk of loss resulting from inadequate or failed internal processes, people and system or from external events. Operational risk is associated with human error, system failures and inadequate procedures and controls. It is the risk of loss arising from the potential that inadequate information system, technology failures, breaches in internal controls, fraud, unforeseen catastrophes, or other operational problems may result in unexpected losses or reputation problems. In order to address and mitigate the operational risks, we have an operational risk management policy in place, which sets out processes and controls that are required to be monitored at different points of time in relation to people, systems and processes. It is a continuous process that includes risk assessment, decision making, and implementation of controls, which results in acceptance, mitigation or avoidance of risk. To have a preventive vigilance and control the transaction risk, Risk Containment Units have been established at major locations, wherein hind sighting, upfront scrutiny and curbing of malpractices are undertaken. Reduction of operational costs through digitization of credit processes can be an opportunity as a greater share of time and resources can be dedicated to value-added activities, as inputs and outputs become standardized and paperless.



## Liquidity Risk

Liquidity risk arises due to the unavailability of adequate amount of capital at an appropriate cost and tenure. We may face an asset-liability mismatch caused by a difference in the maturity profile of our assets and liabilities. This risk may arise from the unexpected increase in the cost of financing an asset portfolio at the appropriate maturity and the risk of being unable to liquidate a position in a timely manner and at a reasonable price. The Company manages liquidity risk by maintaining sufficient cash and by having access to funding through an adequate amount of credit lines. We monitor liquidity risk through our Asset and Liability Management Committee in line with a well-defined Asset Liability Management (ALM) Framework with an organizational structure to regularly monitor and manage maturity profiles of financial assets and financial liabilities including debt financing plans, cash and cash equivalent instruments to ensure liquidity. Flexibility in funding mix by way of sourcing the funds through multiple sources, including banks, financial institutions, money markets, debt markets and capital markets with a view to diversifying our capital sources, managing interest rate risks and maintaining strong relationships with various banks, mutual funds, financial institutions, insurance companies, the NHB, other domestic and foreign financial institutions and rating agencies, etc provides an opportunity for our treasury department to minimize the liquidity risk.



## Market Risk

Market Risk is the risk that the value of on and off-balance sheet positions of a financial institution will be adversely affected by movements in market rates or prices such as interest rates, foreign exchange rates, equity prices, credit spreads and/or commodity prices resulting in a loss to earnings and capital. Market risk is managed by investing in accordance with our investment policy which includes implementing stringent controls and limits, regular reporting of positions, regular independent review of all controls and limits, and testing and auditing of all pricing, risk management and accounting systems. The Company's exposure to market risk is primarily on account of interest rate risk, foreign exchange risk and price risk.

### ▶ Interest Rate Risk

We are subject to interest rate risk, primarily since we lend to customers at rates and for maturity periods that may differ from our funding sources. Interest rates are highly sensitive to many factors beyond our control, including the monetary policies of the RBI, deregulation of the financial sector in India, domestic and international economic and political conditions, inflation and other factors. In order to manage interest rate risk, we seek to optimize our borrowing profile between short-term and long-term loans. Though our interest rate risk remains in sync with our lending and borrowing function, we always try to manage interest rate risk, by optimizing our borrowing profile between short-term and long-term loans. We adopt funding strategies to ensure diversified resource-raising options to minimize cost and maximize stability of funds.

### ▶ Foreign Exchange Risk

Foreign currency risk is the risk that the fair value or future cash flows of an exposure will fluctuate because of changes in foreign currency rates. The Company's exposure to the risk of changes in foreign exchange rates relates primary to the foreign currency borrowings taken from banks and External Commercial Borrowings (ECB). The Company has limited exposure of foreign exchange risk which is fully hedged.

### ▶ Price Risk

Price risk is the risk that the value of a security or investment will decrease. The Company uses tools such as sensitivity analysis, price trend analysis etc. to hedge the price risk.

### ▶ Regulatory risk

Regulatory risk is the risk that can materially impact a Company due to changes in laws and regulations made by the government or a regulatory body like NHB, SEBI etc. It can increase the costs of operating the business, and/or change the competitive landscape. We have a robust corporate governance process in place to ensure that we are compliant with all the applicable laws, rules, regulations and guidelines. The timely changes made by the Company in its systems and practices to realign itself with the changed regulatory framework and if possible, anticipate the likely changes in the regulatory framework should keep IIFL Home Finance abreast of the regulatory risks

# Stakeholder Engagement

At IIFL Home Finance, we understand that inclusive and responsible growth is the way to go, and that strong relationships with stakeholders can help us get there. We work to understand our stakeholders' needs, interests, and expectations to create value for both the business and its stakeholders. We encourage open and transparent communication with our stakeholders, which has been the driver for strong stakeholder relationships. We prioritize our stakeholders based on degree of influence and nature of relationship. Our engagement mechanisms are customized to the needs of each prioritized stakeholder group.

## IDENTIFYING AND SELECTING STAKEHOLDERS

Stakeholders refer to individuals and organizations who are affected by the activities of a company either directly or indirectly and who may have an influence over a company's business.

We have identified our stakeholders based on the impact and influence they have on our business. We engage with them, seeking their inputs and insights to identify our material topics. Stakeholder identification is based on a strategic understanding of stakeholder groups that are impacted by our operations or those who impact us directly or indirectly. As a result, stakeholders are prioritized depending on their level of impact, interdependence, and responsibility they have towards IIFL Home Finance.

### IIFL Home Loan Stakeholders








## APPROACH TO STAKEHOLDER ENGAGEMENT

Stakeholder Group	Engagement Topic	Engagement Mode & Frequency
 <p><b>Customers/ Clients</b></p>	<ul style="list-style-type: none"> <li>▶ Products that cater to their social &amp; financial requirements</li> <li>▶ Affordable interest rates</li> <li>▶ Ease of transaction across channels</li> <li>▶ Fair &amp; responsive grievance redressal mechanism</li> <li>▶ Transparent information &amp; communication</li> <li>▶ Faster loan processing &amp; leaner documentation</li> <li>▶ Customer data security</li> </ul>	<ul style="list-style-type: none"> <li>▶ Engagement on a continuous basis</li> <li>▶ Virtual platforms: Inbound calls, customer portal, mobile app, chat-bot</li> <li>▶ Physical platforms: In-person interaction with customers via physical visit to branch office</li> <li>▶ Customer feedback, complaints, &amp; service requests are channelized for further processing via automated online portal</li> </ul>
 <p><b>Employees</b></p>	<ul style="list-style-type: none"> <li>▶ Healthy work culture &amp; job satisfaction</li> <li>▶ Competitive pay</li> <li>▶ Equal growth opportunities</li> <li>▶ Transparent communication &amp; grievance redressal</li> </ul>	<ul style="list-style-type: none"> <li>▶ Employee feedback &amp; communication</li> <li>▶ Town hall with senior leadership</li> <li>▶ Other reward &amp; recognition platforms &amp; interventions</li> <li>▶ Mid-year &amp; annual review</li> <li>▶ Internal Human Resource Management system</li> <li>▶ Learning &amp; development initiatives</li> </ul>
 <p><b>Suppliers/ Vendors/ Contractors</b></p>	<ul style="list-style-type: none"> <li>▶ Ethical practices and appropriate quotes</li> <li>▶ Digital &amp; secure engagement with Vendors, ensuring confidentiality</li> <li>▶ Fair procurement practices</li> <li>▶ Compliance with regulatory &amp; statutory requirements</li> </ul>	<ul style="list-style-type: none"> <li>▶ On-boarding screening</li> <li>▶ Regular vendor/contractor performance review</li> </ul>
 <p><b>Communities/ NGOs</b></p>	<ul style="list-style-type: none"> <li>▶ Development interventions</li> <li>▶ Community engagement for health &amp; hygiene, poverty alleviation, formal education, &amp; sustainable living &amp; housing</li> </ul>	<ul style="list-style-type: none"> <li>▶ Community engagement activities in EWS &amp; LIG households</li> <li>▶ Theme-driven activations for community &amp; society</li> <li>▶ Resource creation in form of modules, blogs, videos, whitepapers, etc.</li> <li>▶ Presence of a strong CSR policy to support holistic development across communities</li> </ul>
 <p><b>Investors/ Shareholders</b></p>	<ul style="list-style-type: none"> <li>▶ Good corporate governance</li> <li>▶ Compliance with regulatory norms</li> <li>▶ Ethical business practices</li> <li>▶ Good Return on Investments (RoI)</li> <li>▶ Business innovations and growth</li> </ul>	<ul style="list-style-type: none"> <li>▶ Investor communication through reports &amp; presentations</li> <li>▶ Investor meetings (one on one)</li> <li>▶ Annual General Meetings (AGM)</li> </ul>
 <p><b>Regulators/ Government</b></p>	<ul style="list-style-type: none"> <li>▶ Ethics &amp; transparency</li> <li>▶ Timely submission of requisite reports</li> <li>▶ Compliance with norms &amp; regulations</li> <li>▶ Good corporate governance</li> <li>▶ Proactive participation in regulatory reforms</li> <li>▶ Co-operation with statutory audits &amp; inspections</li> </ul>	<ul style="list-style-type: none"> <li>▶ Regular &amp; direct engagement</li> <li>▶ Mandatory regulatory filings including to RBI and SEBI</li> <li>▶ Quarterly &amp; annual compliance reports</li> </ul>



Stakeholder Group	Engagement Topic	Engagement Mode & Frequency
 <b>Industry Peers</b>	<ul style="list-style-type: none"> <li>▶ Fair competition</li> <li>▶ Necessary collaborations &amp; market making</li> <li>▶ Thought leadership</li> </ul>	<ul style="list-style-type: none"> <li>▶ Regular engagement</li> <li>▶ Participation in thought leadership programs</li> <li>▶ Market-making activity such as green affordable housing, Green Handbook development</li> <li>▶ Co-lending with Banks</li> <li>▶ PSL on-lending for Banks</li> </ul>
 <b>Media &amp; Analysts</b>	<ul style="list-style-type: none"> <li>▶ Business plans</li> <li>▶ Continuous interaction</li> <li>▶ Market share</li> </ul>	<ul style="list-style-type: none"> <li>▶ Interaction with media through regular PR interventions</li> <li>▶ Communication to stakeholders with media releases</li> </ul>
 <b>Developers</b>	<ul style="list-style-type: none"> <li>▶ Support for knowledge &amp; capacity development</li> <li>▶ Financial support</li> </ul>	<ul style="list-style-type: none"> <li>▶ Extending construction finance for green affordable housing</li> <li>▶ Knowledge sharing &amp; discussion through Kutumb</li> <li>▶ Guidance &amp; hand-holding from conception to certification through GVP initiative</li> <li>▶ Capacity building at construction sites through development of the site laborers</li> </ul>

## MATERIALITY ASSESSMENT AND SUSTAINABLE DEVELOPMENT GOALS

IIFL Home Finance interacted with various stakeholders who influence the business operations directly or indirectly. This is a crucial step which helps the organization to identify key material topics. The materiality evaluation serves as a foundation for sustainable business practises and offers strategic insights into which action may be taken. The materiality assessment was conducted in accordance with GRI framework standards. To arrive at a shortlist of key concerns, we did secondary research and interacted with internal stakeholders. Twenty Five key concerns related to ESG were identified based on business operation and strategies. Material Topics were then finalized by plotting the scores of the senior management on X Axis and that of the stakeholders on Y Axis. The key concerns which ranked high on the basis of both management and stakeholder perspective were identified as the material topics. This year, we have updated our materiality matrix basis engagement of the senior management and employees. All the topics identified as material are represented in the materiality matrix below. Precautionary approach has been followed for all material topics.

Identification of significant issues by understanding organization's structure and concerns

Stakeholder Engagement through survey, workshops and interviews

Identification of Material Topics

Prioritization of material topics

Building actions and strategy basis the material topics



## List of Key Concerns



### ENVIRONMENTAL TOPICS

- ▶ Climate Change/ Climate Strategy (including emissions)
- ▶ Energy (Environmental Protection and Resource Efficiency)
- ▶ Water and Effluents (Environmental Protection and Resource Efficiency)
- ▶ Waste
- ▶ Environmental Compliance (Regulatory Compliance)



### SOCIAL TOPICS

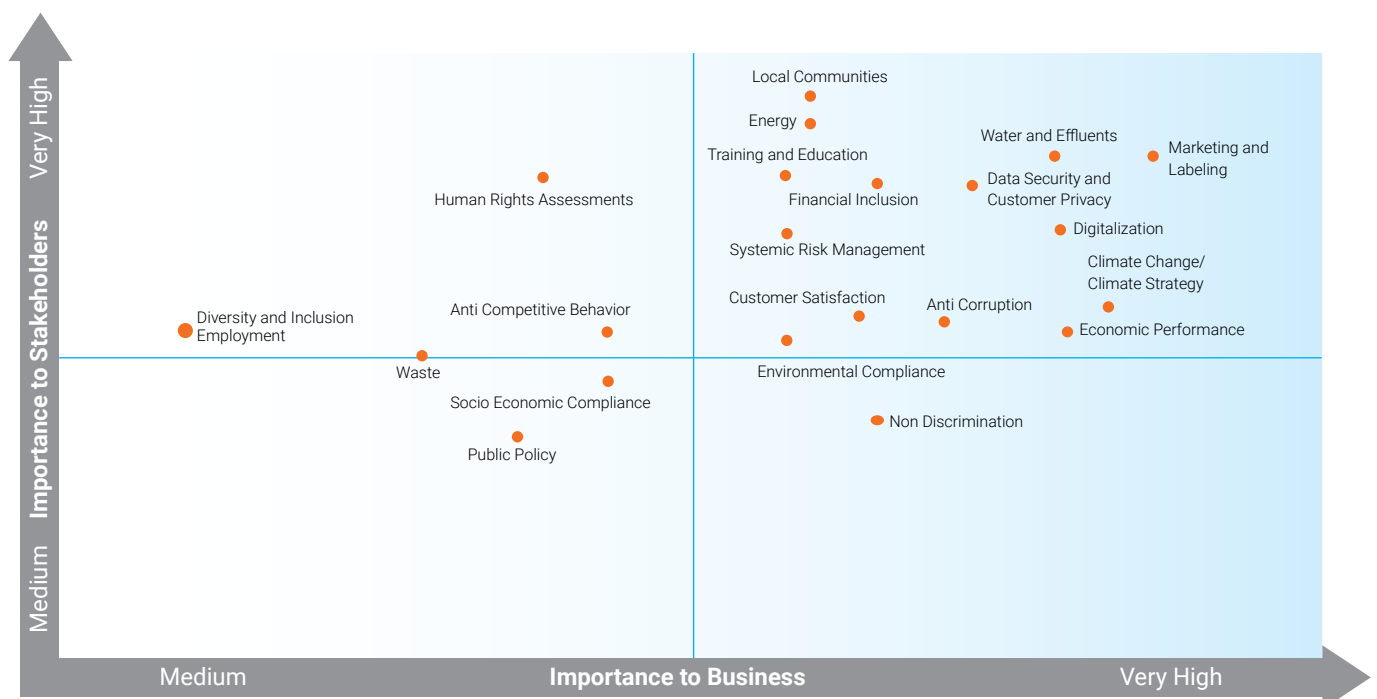
- ▶ Financial Inclusion
- ▶ Diversity and Inclusion (Diversity and Equal Opportunity)
- ▶ Training and Education (Human Capital)
- ▶ Employment (Human Capital)
- ▶ Non-Discrimination
- ▶ Human Rights Assessments
- ▶ Local Communities/ CSR/ Empowering communities
- ▶ Public Policy
- ▶ Marketing and Labeling includes brand reputation
- ▶ Data Security and Customer Privacy
- ▶ Socio Economic Compliance










### ECONOMIC TOPICS

- ▶ Customer satisfaction
- ▶ Fair and transparent communication about products and services
- ▶ Economic performance
- ▶ Anti-corruption
- ▶ Anti-competitive behavior
- ▶ Systemic Risk Management
- ▶ Digitalization
- ▶ Indirect economic impacts








## Materiality Matrix



## ADDRESSING MATERIAL TOPICS\*

<b>Climate Change/ Climate Strategy</b> (GRI 305)	<p>Climate change and the events that accompany it have the potential to have a big impact on the real estate industry. The real estate industry, in and of itself, has a major environmental impact. As a result, being of lender to the real estate sector, preventing and mitigating climate change-related consequences is a material topic for us.</p>	<p>Outside the organization</p>	
<b>Energy</b> (GRI 302)	<p>At IIFL Home Finance, we consistently strive to build a product portfolio that is energy and resource efficient to enable a positive environmental footprint. Energy Efficient processes also helps in cost reduction and hence it is very important to us. We also have ESG Policy in place which addresses approach to deal with the topic.</p>	<p>Within and outside the organization</p>	
<b>Water and Effluents</b> (GRI 303)	<p>We recognize the importance of clean and safe water as a basic human right. As a responsible corporate citizen, we consistently ensure to minimize water consumption within organization. Our ESG Policy addresses the approach to use and manage water within premises.</p>	<p>Within and outside the organization</p>	 
<b>Environmental Compliance</b> (GRI 307)	<p>We are regulated by Reserve Bank of India being an NBFC. Since overall business and regulatory compliance are important not only to avoid any non-compliance and penalty but to enhance brand reputation.</p>	<p>Inside the organization</p>	
<b>Training and Education</b> (GRI 404)	<p>Employees, as well as contractors and consultants who have access to IIFL Home Finance's technology assets, receive annual training on how to use it. It's also a requirement for new employees, contractors, and consultants who have access to our technology. This training covers protecting IIFL Home Finance's information and data, policy and standard controls, security best practices, and identifying and reporting potential cyber threats.</p>	<p>Inside the organization</p>	 
<b>Marketing and Labeling</b> (GRI 417)	<p>As an NBFC, it is our duty to communicate minute details about our services to the borrowers. Transparent and timely communication regarding products, Most Important Terms and Conditions (MITC), regulations, benefits, obligations of organization and customers, etc., help in boosting trust of customers and other stakeholders.</p>	<p>Within and outside the organization</p>	
<b>Data Security and Customer Privacy</b> (GRI 418), (SASB FN-CB-230)	<p>As digital solutions continue to expand and integrate into our daily lives, we see increasing concerns related to privacy and security breaches. Data security and customer privacy are among our top priorities for IIFL Home Finance and our stakeholders. We have built an integrated tech-empowered organization that is well placed to face the changing technology landscape.</p>	<p>Within the organization</p>	



<b>Customer Satisfaction</b>	One of the most significant critical success factors for a firm is identifying and fulfilling client needs. Customer satisfaction is a strong predictor of how well a service is delivered. It aids in the expansion of the consumer base, which is necessary for corporate success.	Within and outside the organization	
<b>Financial Inclusion</b> (SASB FN-CB-240)	Financial inclusion strengthens the availability of economic resources. Financial inclusion is a major step towards inclusive growth. It helps in the overall economic development of the underprivileged population as well as the company.	Outside the organization	
<b>Local Community</b> (GRI 413)	CSR lies at the core of IIFL Home Finance. We continue serving communities through programs aligned with our CSR focus areas by leveraging the power of digitization and technology. In line with our corporate spirit, we designed unique interventions to negate the barriers created by the pandemic.	Outside the organization	
<b>Economic performance</b> (GRI 201)	To drive a company profitably, it is important to evaluate and improve the economic performance every year. Hence, economic performance always remains a material topic to us.	Within the organization	
<b>Anti-Corruption</b> (GRI 205) (SASB FN-CB-510)	Preventing corruption unlocks progress towards the Sustainable Development Goals, helps protect our planet, creates jobs, achieves gender equality. At IIFL Home Finance, we follow zero tolerance approach towards corruption and sincerely take actions to prevent corruption on the first place.	Within the organization	
<b>Systemic Risk Management</b>	We are exposed to a variety of financial and non-financial risks and possibilities as a result of the nature of our business. The real estate industry has a significant environmental impact. Furthermore, climate change is predicted to have a considerable impact on the housing sector. As a result, risk management is critical to our company's success. We have mechanisms and frameworks in place to assess review and manage the risks across the organization.	Within the organization	
<b>Digitalization</b>	Digitalization makes business processes effective and efficient. Adoption of digital technologies benefits in enhancing our reach and results in reduced environmental footprint due to saving through reduction in our paper consumption.	Within and outside the organization	

# Developing Eco-system



▶ 36 Governance Structure

▶ 45 Ethics and Integrity

▶ 47 Marketing and Labeling



# Governance Structure\*

IIFL Home Finance's corporate governance culture dates back many years and is based on fulfilling our strategic goals responsibly and honestly while remaining accountable to our stakeholders. We have a policy in place for maintaining a high standard of corporate governance, which is key to ensuring its long-term success and is committed to protecting and maximizing the interests of its stakeholders. The Company aims at achieving not only the highest possible standards of legal and regulatory compliances, but also of effective management through effective policies/guidelines and procedures conforming to the applicable laws.

The Company has a strong corporate governance framework in place that establishes rules and methods for effective administration and collaboration among employees, the value chain, the community, investors, and the government.

We also have a code of conduct to ensure that the Board of Directors and the Senior Management Personnel maintain the standards of conduct required of them and become aware of those situations where there is likely to be a potential conflict between the interest of the company and the interest of the Directors / Senior Management and in such circumstances, to ensure that the interest of the company is protected.

The Board of Directors, as the pinnacle of the organization, oversees the Company's function, strategic direction, and performance. A wise Board develops the Company's vision, strategy, and policies, and assesses their effectiveness on a regular basis. For the Company to achieve stakeholders' aspirations and social expectations, the Board also sets direction and exerts appropriate control. IIFL Home Finance also acknowledges that the Board is responsible to all shareholders and that each member of the Board has a primary responsibility to safeguard and advance the Company's interests.

IIFL Home Finance envisions becoming the most respected Company in the financial services space and firmly believes that the highest degree of corporate governance is the key to achieving it and emphasizes implementing the robust, resilient, and best corporate practices in every facet of its operations and activities. The composition of the Board of Directors of the Corporation and its Committees are in accordance with the applicable provisions of the Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and applicable RBI Directions issued by Reserve Bank of India from time to time.

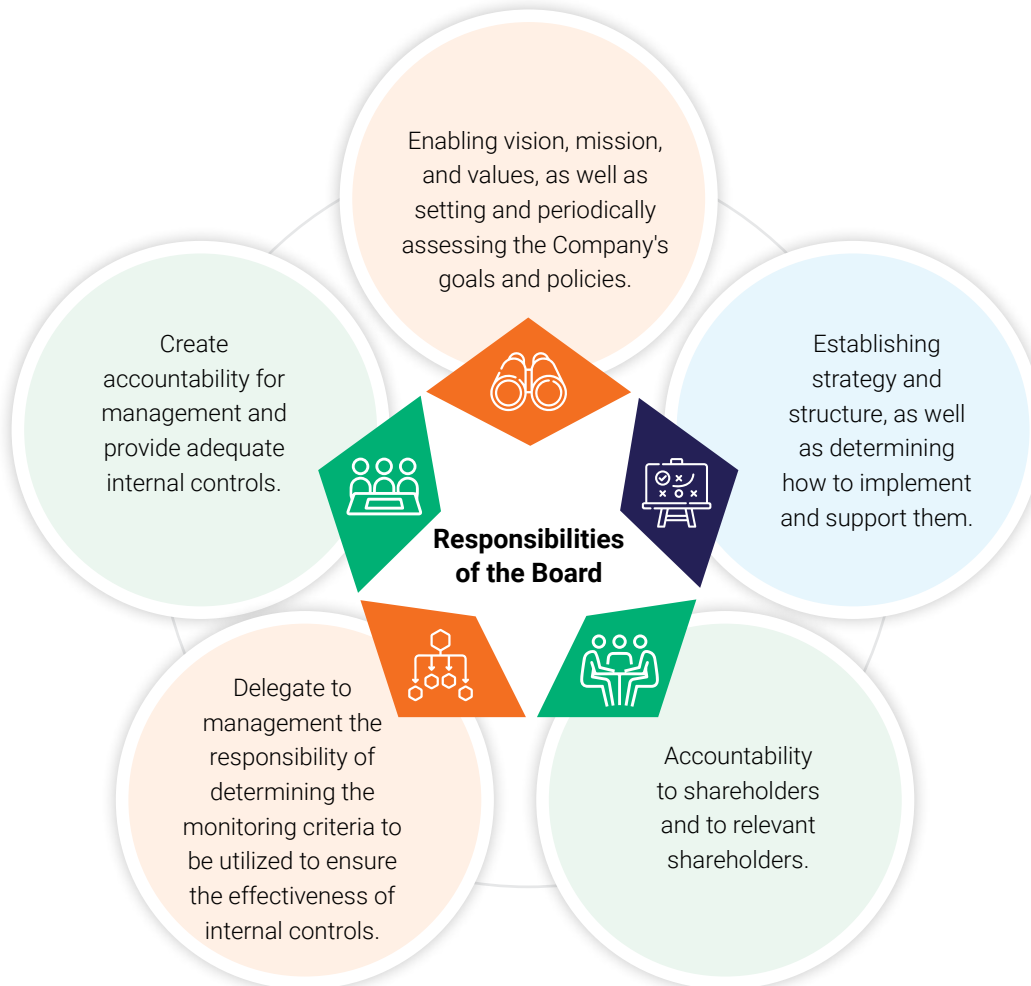






# Responsibility of Board

The Board of Directors meet on a regular basis to give a direction to corporate governance and to discuss sustainability issues, particularly those related to climate change. The Board of Directors oversees the Group Leadership Team and provides strategic input on these matters. The responsibility of board is highlighted below-



## Know Our Board

IIFL Home Finance selects the board members based on a candidate's capabilities (such as experience, achievements, and expertise), availability, and independence, as well as diversity in the boardroom (such as gender and nationality), ensuring appropriate Board size, knowledge, experiences, and talent required to ensure effective function of board.

Name	Nature of Directorship	Name	Nature of Directorship
<b>Mr. S. Sridhar</b>	Chairman & Independent Director	<b>Mr. Nirmal Jain</b>	Non-Executive Director
<b>Mr. Kranti Sinha</b>	Independent Director	<b>Mr. R Venkataraman</b>	Non-Executive Director
<b>Mr. A. K. Purwar</b>	Independent Director	<b>Mr. Monu Ratra</b>	Executive Director & CEO
<b>Ms. Mohua Mukherjee</b>	Independent Director		

The key purpose of the board is to ensure the company's prosperity while collectively diverting its affairs whilst safeguarding the interest of its stakeholders.



## 1 Mr. S. Sridhar | Chairman and Independent Director

Srinivasan Sridhar is the Chairman and an Independent Director on our Board of Directors. He holds a Bachelor's degree in science from Bangalore University and a master's degree of science in physics from the Indian Institute of Technology, Delhi. He has previously worked in the banking and finance industry and has held several positions in retail, corporate, and export / import banking, including as the chairman of the National Housing Bank and Central Bank of India. While he was chairman and managing director of the National Housing Bank, he was responsible for a number of initiatives, such as the NHB Residex, Rural Housing Fund, and Reverse Mortgage for senior citizens. Prior to this, he was associated with the Export Import Bank of India as executive director. He is a certified associate of the Indian Institute of Bankers and was conferred with honorary fellowship of the Indian Institute of Banking and Finance in recognition of his contribution in the field of banking and finance.

## 2 Mr. Nirmal Jain | Non-Executive Director

Nirmal Jain is a Non-Executive Director on our Board of Directors and was one of the first Directors of the Company. He holds a PGDM (Post Graduate Diploma in Management) from the Indian Institute of Management (IIM), Ahmedabad and is a rank holder Chartered Accountant and a Cost Accountant. He started his career in 1989 with Hindustan Unilever Limited. He founded IIFL group in 1995. It started as an independent equity research company in India. Over the last 25 years, he has led the expansion of the group, while remaining focused on financial services. The group through four listed entities, has leading presence in India's Wealth & Asset management, consumer lending, securities trading & discount Broking spaces. With an impeccable track record of governance and growth, the group has attracted marquee investors and won accolades internationally. He is currently also the chairman of IIFL Finance Limited, the promoter of our Promoter.



### 3 Mr. R. Venkataraman | Non-Executive Director

Venkataraman Rajamani is a Non-Executive Director on our Board of Directors. He holds Post Graduate Diploma in Management from Indian Institute of Management (IIM), Bengaluru and Bachelor in Electronics and Electrical Communications Engineering from IIT Kharagpur. He joined the Company's Board in July 1999. He has been contributing immensely to the establishment of various businesses and spearheading key initiatives of the group over the past 21 years. He previously held senior managerial positions in ICICI Limited, including ICICI Securities Limited, their investment banking joint venture with J P Morgan of US and Barclays – BZW. He worked as an Assistant Vice President with G E Capital Services India Limited in their private equity division. He has a varied experience of more than 29 years in the financial services sector. He is currently also the managing director and one of the promoters of our Promoter

### 4 Mr. Kranti Sinha | Independent Director

Kranti Sinha is an Independent Director on our Board of Directors. He has significant experience in the insurance and housing finance industries. In the past, he served as the director and chief executive of LIC Housing Finance Limited, while concurrently serving as the managing director of LICHFL Care Homes Limited. He was also the deputy president of the Governing Council of the Insurance Institute of India and was a member of the Governing Council of the National Insurance Academy.

### 5 Mr. Monu Ratra | Executive Director and Chief Executive Officer

Monu Ratra is an Executive Director on our Board of Directors and is the Chief Executive Officer of the Company. He holds a Bachelor's degree in architecture from Guru Nanak Dev University and a master's degree in Post Graduate Diploma in Management from Lal Bahadur Shastri Institute of Management, Delhi. He has significant experience in the financial services industry. Prior to joining the Company, he worked with Indiabulls Housing Finance Limited as national business manager where he was responsible for setting up, and managing, the retail home loan business along with the home equity business. He has also previously worked with ICICI Bank Limited and HDFC Bank Limited.

### 6 Mr. Arun Kumar Purwar | Independent Director










Arun Kumar Purwar works as Chairman of Eroute Technologies Private Limited, a fintech Co. He also works as an Independent Director in Companies across diverse sectors like power, telecom, steel, engineering consultancy, pharma and financial services. He also acts as an advisor to Mizuho Securities, Japan. He was Chairman of the State Bank of India ("SBI") from 2002 to 2006 and Chairman of the Indian Bank Association during 2005 to 2006. He has previously held positions such as Managing Director of State Bank of Patiala and has been associated in the setting up of SBI Life. Post his retirement from SBI, he was associated with a leading industry house in setting up the first healthcare focused private equity fund as well as a non-banking finance company focused on funding real estate projects as well as educational institutions. He has won several awards including the CEO of the year award from the Institute of Technology and Management (2004), "Outstanding Achiever of the Year" award from the Indian Banks' Association (2004) and "Finance Man of the Year" Award by the Bombay Management Association in 2006.

### 7 Ms. Mohua Mukherjee | Independent Director

Mohua Mukherjee is an Independent Director on our Board of Directors. She is a professional with over three decades of experience in development economics and has worked with World Bank in Washington DC and has led policy dialogue and formulated investment projects in relation to the UN's Millennium Development Goals and later the Sustainable Development Goals. She has led the India Solar Energy Team of the World Bank and designed the USD 640 million blended finance Solar Rooftops project with the State Bank of India. She has also worked for Citibank and ABN Amro in Kenya. She is currently a World Bank consultant and she is Advisor to the India Smart Grid Forum. She has a Bachelor's and Master's Degree in Economics, with distinction, and a Master of Business Administration degree in International Finance, all from Boston University. She also has a certificate in Public Private Partnerships from the Harvard Kennedy School.

# Board Committees

The Board's Committees concentrate on specialized issues and make well-informed decisions within the context of assigned authority. The Committees provide specific recommendations to the Board on issues that fall under their control. The Committee's decisions and recommendations are presented to the Board for information or approval, as needed.

Committee	Composition
 <b>Audit Committee</b>	Kranti Sinha R. Venkataraman S. Sridhar
 <b>Nomination and Remuneration Committee</b>	Kranti Sinha R. Venkataraman S. Sridhar
 <b>Corporate Social Responsibility (CSR) Committee</b>	Kranti Sinha Mohua Mukherjee Monu Ratra R. Venkataraman
 <b>Stakeholder Relationship Committee (SRC)</b>	Kranti Sinha Monu Ratra R Venkataraman
 <b>Asset Liability Management Committee (ALCO)</b>	Monu Ratra Nirmal Jain R. Venkataraman
 <b>Finance Committee</b>	Monu Ratra R. Venkataraman
 <b>Risk Management Committee</b>	Abhishikta Munjal Govind Modani Kranti Sinha Mohua Mukherjee Monu Ratra S. Sridhar
 <b>ESG Committee</b>	Abhishikta Munjal Ajay Jaiswal Mohua Mukherjee Monu Ratra Rachit Gehani Rashmi Priya S. Sridhar
 <b>IT Strategy Committee</b>	Abhishikta Munjal Aditya Sisodia Arun Kumar Purwar Mitesh Vora Monu Ratra Rachit Gehani Shanker Ramrakhiani S. Sridhar



# Policies and Framework\*

Frameworks, policies and handbooks are significant vehicles for the Board to communicate the Company's position on numerous important significant matters and to establish procedures and processes. All policies and frameworks are designed to meet the requirements of relevant legislation as well as the expectations of diverse stakeholders. Below are the policies and guides under the focus of our ESG framework:

## ESG POLICY

ESG Policies of Company has been implemented to set roadmap for integrating sustainability into all business operations and our product offerings resulting in conducting business in a responsible manner and to establish strategy to communicate our sustainability performance to all stakeholders in a transparent and regular manner.

## VIGILANCE POLICY

This policy seeks to define and establish the mechanism for employees of IIFL Home Finance on the framework for reporting instances of unethical/ improper conduct and actioning suitable steps to investigate and correct the same.

Accordingly, this policy details the following:

- ▶ Procedure to disclose any suspected unethical and/or improper practice taking place in the Company
- ▶ Protection available to the person making such disclosure in good faith
- ▶ Mechanism for actioning and reporting on such disclosures to the relevant authority within the Company, and relevant authority and its powers to review disclosures and direct corrective action relating to such disclosures.

## INTERNAL GUIDELINES ON CORPORATE GOVERNANCE

The purpose of the internal Guidelines on Corporate Governance is to adopt best practices on overall governance of the Company and in compliance with the Chapter IX (Corporate Governance) of the Master Direction – Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021 issued by Reserve Bank of India.

## ENVIRONMENTAL POLICY

We seek ways to minimize negative impacts on the environment while maximizing opportunities for improvement in our environmental performance. Our Environmental Policy serves as a guiding document to implement and adopt best practices so as to minimize the Company's environmental footprint inclusive of energy consumption, water usage and discharge, waste management, and emission management, etc. in its business operations and across its value chain.



## EMPLOYEE HEALTH & SAFETY POLICY

IIFL Home Finance believes in the philosophy that injuries, illness and incidents (3Is) are preventable. We foster a safe working environment and carry out an active due diligence to ensure well-being of people and safety of assets.

## CSR POLICY

The key purpose of this Policy is to define the broad development areas that the IIFL Home Finance shall undertake, outline the governance structure for CSR management within the IIFL Home Finance, serve as a guiding document to help identify, execute, and monitor CSR projects and explain the manner in which the surpluses from CSR projects will be treated.

## DIVERSITY & INCLUSION POLICY

Our commitment towards Diversity and Inclusion entails respecting people from diverse backgrounds and experiences and creating a safe environment to foster a culture of openness and inclusivity.

## HR HANDBOOK

The manual helps us to understand the various policies, procedures, benefits, terms and conditions and other related matters pertaining to our employment at IIFL. It incorporates all the policies relating to members under one roof. It also gives us an understanding of the philosophy and work culture prevalent in the company.

## HUMAN RIGHTS POLICY

Our Human Rights Policy is designed to ensure that we conduct ourselves in a manner that is consistent with high ethical standards. IIFL Home Finance's Human Right Policy is governed by the Protection of Human Rights Act, 1993 and guided by international standards and principles, including UN Guiding Principles on Business and Human Rights, Universal Declaration of Human Rights, International Labor Organization's Declaration on Fundamental Principles and Rights at Work, Principles of the UN Global Compact and UN Principles for Responsible Investment (PRI) and related standards.



## SEXUAL HARASSMENT & REDRESSAL POLICY

The employees have the right to work in an environment, free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. The Company recognizes its responsibility towards safeguarding and protecting its employees from harassment, either by an internal or external source, and is committed to provide and ensure a safe, harassment-free working environment for all its employees.

## ANTI-BRIBERY & ANTI-CORRUPTION (ABAC) POLICY

The policy of IIFL Home Finance Limited on combating corruption and to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to act professionally, fairly and with integrity in all our dealings wherever we operate. We are also committed to implement and enforce effective systems to counter bribery. This policy sets out the Company's long-standing policy on bribery and other forms of unlawful payments in the form of the Anti-Bribery and Anti-Corruption (ABAC) Policy.

## IT POLICIES (INFORMATION TECHNOLOGY POLICY- INFORMATION AND CYBER SECURITY POLICY AND THE BUSINESS CONTINUITY MANAGEMENT POLICY)

IT policies and procedures establish guidelines for the use of information technology within an organization. In other words, it outlines what everyone is expected to do while using company assets.

## KNOW-YOUR-CUSTOMER (KYC) AND ANTI-MONEY LAUNDERING (AML) POLICY

The objective of Know Your Customer (KYC) and Anti-Money Laundering policy is to prevent banks from being used, intentionally or unintentionally, by criminal elements for money laundering. KYC procedures enable banks to know/understand their customers and their financial dealings better.



## GRIEVANCE REDRESSAL POLICY

Through this policy, the company ensures that a suitable mechanism exists for receiving and addressing grievances from its customers and their constituents including pensioners, with specific emphasis on resolving such cases fairly and expeditiously regardless of the source of the case.

## WHISTLE-BLOWER PROTECTION POLICY

The purpose of this policy is to eliminate and help to prevent malpractices, to investigate and resolve complaints, take appropriate action to safeguard the interests of the IIFL Home Finance and to ensure that any person making a complaint is protected, while at the same time actively discouraging frivolous and insubstantial complaints.

## IIFL GROUP CODE OF CONDUCT

This Code of Conduct is a statement of the IIFL's commitment to integrity and the highest standards of ethical practices. It defines the standards of conduct that is expected of all employees in order that the right decisions are taken in performing roles and responsibilities across various functions in the company.

## FAIR PRACTICE CODE

This Code sets standards of practices to be followed when employees deal with individual customers. It provides protection to the customers and explains how the Company is expected to deal with the customers for their day-to-day operations.

## CODE OF CONDUCT POLICY

The objective of the Code is to ensure that the Board of Directors and the Senior Management Personnel maintain the standards of conduct required of them and also become aware of those situations where there is likely to be a potential conflict between the interest of the Company and the interest of the Directors / Senior Management and in such circumstances, no step is taken against the interest of the Company.





# Ethics and Integrity

## VALUES, PRINCIPLES, STANDARDS AND NORMS OF BEHAVIOR\*



### VISION

Technology enabled organization with focus on low-ticket affordable housing loan

We have come this far solely based on our core values serving as a moral compass in all our dealings. Fairness, Integrity and Transparency - FIT is the driving force behind all that we do here at IIFL Home Finance. We only work with people who fit into our professional ethos. Our constant endeavor is to deliver befittingly on all fronts to all our stakeholders.

The Core Values at IIFL Home Finance are

#### FAIRNESS

Fairness in our transactions with all stakeholders including employees, customers, and vendors, bereft of fear or favor



#### TRANSPARENCY

Transparency in all our dealings with stakeholders, media, investors, and the public at large

#### INTEGRITY

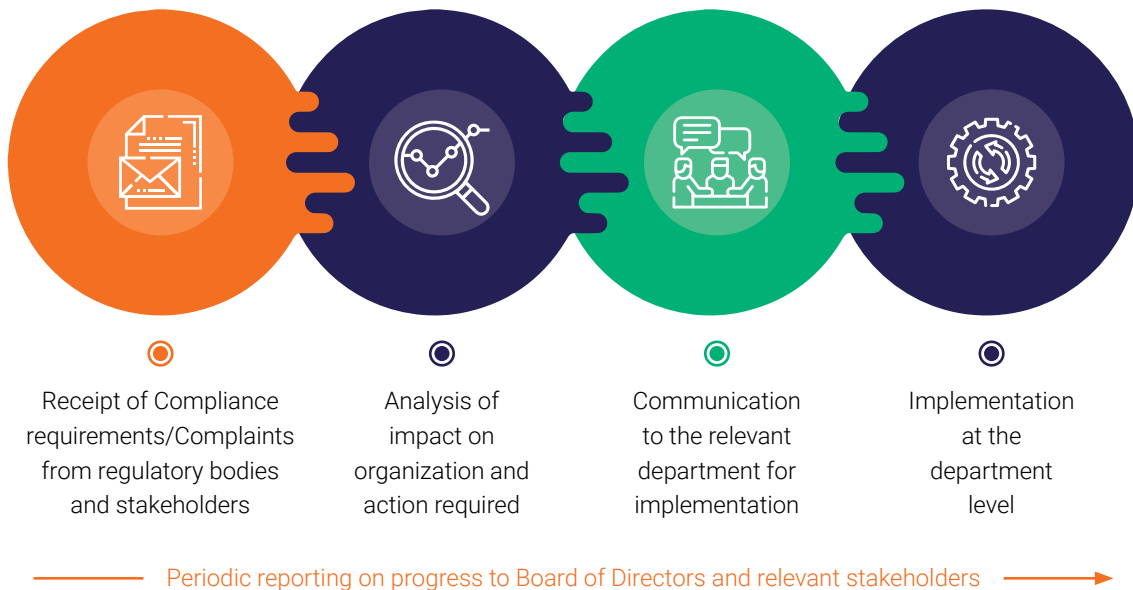
Integrity and honesty of the utmost nature, in letter, in spirit, and in all our dealings with people, internal or external

All employees of IIFL Home Finance follow the code of conduct. Code of Conduct is a statement of the IIFL's commitment to integrity and the highest standards of ethical practices. It defines the standards of conduct that is expected of all employees in order that the right decisions are taken in performing roles and responsibilities across various functions in the company. The Code is intended to be the charter for day-to-day work to enable employees to make the right decisions and, therefore, serves to. It underlines the fundamental commitment to compliance with regulatory guidelines and laws of the land and sets forth basic parameters of ethical behavior while establishing a system for detection and reporting of known or suspected ethical or violations of regulation. Since we are committed to continuous reviewing and updating of policies and procedures, this Code is also subject to modifications. The principles enshrined under the Code are inclusive in nature and the various circulars or directions issued by the management of IIFL Group and must be read along with and constitute a part and parcel of this Code.

## ADHERING TO REGULATORY COMPLIANCE

Our compliance system employs a methodical approach to guarantee that our practices are compliant with applicable legislation. Not only have we raised the compliance bar far above the basic 'laws of the land,' but we've also adopted top international standards and practices.

The compliance department ensures that all applicable laws, policies, and regulations are followed throughout the firm. The department collaborates with other agencies to ensure that the changing and evolving laws and regulations are implemented quickly and smoothly.



The areas of improvement, if any, identified by the Auditors, regulators etc., are analyzed, discussed and implemented for improving overall compliances. Any penalties incurred by regulatory action are transparently disclosed to the stakeholders through the Company website of the Company and/or the Annual Report, as and when applicable.

## ANTI-CORRUPTION\*

Ethical business conduct is one of the fundamental pillars of a successful business. We strive to adhere to the highest standards of business ethics. It helps us in maintaining confidence of all our stakeholders.

At IIFL Home Finance, not only at the management level but also at the operational level, ethical business conduct is a primary focus area. To prevent misconduct, a number of company rules and operational procedures have been implemented.

Our Code of Conduct, which is backed up by our Anti-Corruption Policy, directs the Company to "fight corruption and conduct business in an honest and ethical way." We have a zero-tolerance policy for bribery and corruption, and we are committed to acting professionally, fairly, and with integrity in all of our transactions.

We have a comprehensive policy that provides employees with the information they need to recognize ethical behavior. The policy covers stakeholders, including directors, shareholders, employees, and third-party representatives. Bribery, corruption, and important principles of adherence are all defined in the policy. As part of the onboarding process, we provide ethical conduct counsel to all employees to aid in decision-making for appropriate business conduct. Following that, all stakeholders receive frequent training to update their knowledge of the policy and ethical behavior standards.



## Training on Anti Bribery

### Anti-Bribery & Corruption 2021-22

Row Labels	Female	Male	Grand Total
Completed	88	1004	1092

## Training on Anti Money Laundering

### Anti-Money Laundering 2021-22

Row Labels	Female	Male	Grand Total
Completed	89	1018	1107



During the reporting period, we have trained 100% of our workers on the Company's anti-corruption rules and practices. The Company has a policy of investigating and disciplining anyone found to be engaging in unethical behavior. The Board of Directors is in charge of execution and reporting, which is backed up by the Whistle-Blower Policy. Any employee, shareholder, or third-party representative who violates the ethical conduct criteria faces severe consequences. We had no occurrences or cases of corruption made against the organization or its workers during FY 2021-22 as a result of our processes and training.

At IIFL Home Finance, the purpose of the Whistle-blower protection policy is to eliminate and help to prevent malpractices, to investigate and resolve complaints, take appropriate action to safeguard the interests of the IIFL Home Finance and to ensure that any person making a complaint (hereinafter referred to as "Whistle Blower") is protected, while at the same time actively discouraging frivolous and insubstantial complaints.

# Marketing and Labeling\*

Many regulations and laws govern the presentation, provision of information, and labeling of products and services. Non-compliance can imply improper implementation or inadequate internal management systems and procedures. Fair and transparent communication about a product's marketing and services is directly or indirectly related to its reputation.

IIFL Home Finance operates in a highly regulated sector with strong systems, has global policies in place as part of its efforts to ensure appropriate and accurate product and service information is obtained and compliance with applicable laws and regulations of countries where products and services are used and distributed is achieved and no such incidents were reported.

We have a separate policy for standard terms and conditions governing loan facilities to provide all the stakeholders with clear, correct and accurate information about our products and services.

# Environmental Responsibility

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As we try to establish a strong, sustainable business for our stakeholders, we always aim at minimizing our environmental impact while growing profitably. Business optimization is a top focus for us as a mortgage industry leader in our quest to be as efficient, cost-effective and eco-friendly. We have a lower carbon footprint because our operations are not as energy-intensive as those of many other industries. Our digital capabilities help customers with convenience and time, also providing wider reach, virtual touch and paperless efficient processing hence reducing our waste footprint.

## Energy and Emissions\*

We have installed sensors across offices to switch off the unnecessary lights and reduce electricity consumption decreasing energy intensity. However, in terms of the environment, we continue to focus on waste reduction and recycling. We are committed to pursuing a path of continuous improvement to manage our environmental risks, which includes identifying, understanding, and managing our environmental impacts in the areas of paper reduction and recycling, waste reduction and management, energy efficiency, and water conservation. We at IIFL Home Finance take our environmental responsibility very seriously. We have banned the usage of single-use plastic in all our offices and branches. We also practice a responsible waste disposal system such that it does not impact our environment.

We have made it a goal to reduce energy consumption at the Company's numerous office locations. Several office sites, including corporate headquarters, use an energy management system to control and manage heating, ventilation, air conditioning, and lighting to reduce energy use when it is not needed. Furthermore, there is a potential to increase performance in this area. Since we are NBFC, we do not have significant scope 1 emissions. Yet we believe that it is imperative to optimize our operations and increase energy efficiency to positively contribute to the environment, we have reported our emissions in the table given below

### Energy and Emissions from Direct Operations

Parameters	Unit	FY 2021-22	FY 2020-21	FY 2019-20
Energy consumption from use of diesel	GJ	792.17	413.16	277.09
Scope 1 Emissions	tCO <sub>2</sub> e	59.04	30.79	20.65

### Energy and Emissions from Indirect Operations

Parameters	Unit	FY 2021-22	FY 2020-21	FY 2019-20
Electricity consumption	MWh	900.27	765.58	875.30
Scope 2 Emissions	tCO <sub>2</sub>	711.22	620.16	708.99

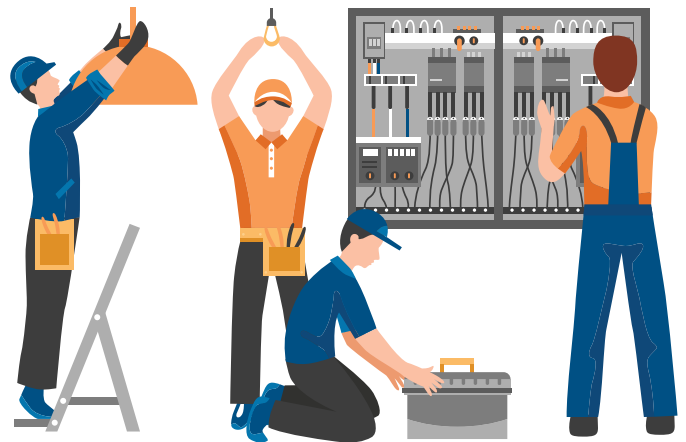
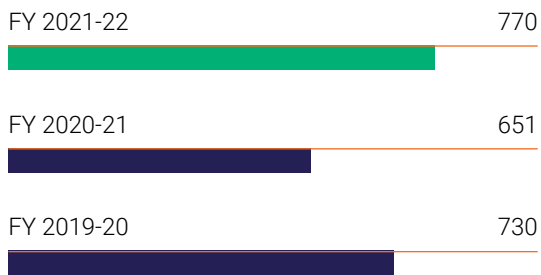


## Energy and GHG Intensity

Parameters	Unit	FY 2021-22	FY 2020-21
Energy Intensity	GJ/million INR	0.193	0.162
GHG Intensity (Scope 1+ 2) (t CO <sub>2</sub> e/million INR)	tCO <sub>2</sub> e/million INR	0.037	0.032

## Total Emissions

Total GHG Emissions (Scope 1+2)



As an initiative to reduce GHG Emissions, we have installed LED Lights while replacing the existing 536 CFL lights 72 Watts with LED Light 36 Watts in the month of September 2021. LED lighting produces less waste light and more useful lumens than other lighting technologies. We are saving approximately 102 MWh annually resulting in a reduction of 80.58 tonne CO<sub>2</sub> after the installation of LED Lights with annual monetary saving ₹ 816,000.

**80.58 tonne**

reduction of CO<sub>2</sub> after the installation of LED Lights



To reduce our indirect emissions, we have used Low-VOC paints at Gurugram offices which helps to reduce our indirect emissions, and concentration of contaminants in the ozone layer, as well as it creates less impact on groundwater and landfills. Low-VOC paints have a lower odor and also causes fewer toxic emissions.

**Low-VOC paints**

used at Gurugram offices

# Water Treatment\*

Water is crucial to sustaining life, and we conserve and preserve freshwater while efficiently managing water usage and discharge across our operations. Our best practices aim to make us a more environmentally responsible company. We have identified water consumption within our branches as a major contributor to our overall environmental footprint and are working towards its judicious use. We help raise environmental awareness, drive positive impact in our communities and inspire others along the way.

We have installed a sewage treatment plant and the treated water is used for gardening, cleaning purposes etc. We are also servicing the softeners and treated water which will be used for Washrooms, Cleaning, Cooling Towers etc. Other than that, we have installed Aerators which will help in reducing the water consumption. Chambers are installed to protect soil from entering inside the Drainage. We are setting up a Rainwater Harvesting system which will be operational in FY 2022-23.

## Water Consumption

Municipal Water (kL)	Boring Water (kL)	Bottled Water (kL)	Total Water	Water Intensity (kL/Employee)
4859.47	12145.23	726.99	17004.70	6.18

# Waste Management\*\*

Our business model and low-cost operations are built around waste reduction. We have also put a lot of effort into moving our business operations to online platforms so that we can provide documents and statements digitally.

Reduce, reuse and recycle is a principle we strongly adhere to. We not only minimize the amount of waste generated but also ensure to recycle products for further use. We have driven initiatives to drive our business digital. Hence, we are able to save papers in this process. The total estimated number of paper sheets saved is 2,140,620 till 31st March 2022.

We also have an ESG policy in place which addresses the topic of waste management in the organization. Some of our key initiatives that enable effective waste management are:

E-waste recycling is carried out by various e-waste vendors across all offices of the Corporation.



A separate room is assigned for keeping E Waste Scrap.

E Waste was last scrapped during the month of December 2021. The E Waste was sold to a Centralized Vendor called AVIS Group (Licensed E Waste vendor).

We have also replaced 350 plastic bottles with glass bottles for drinking water at workstations and meeting rooms at the Gurgaon head office.

## Waste Generation and Disposal

Parameters	Unit	Disposed via Sale
Hazardous Waste (E- Waste)	kg	1315.3





# Environmental Initiatives

A 'green' building is a building that, in its design, construction and operation, reduces or eliminates negative impacts, and can create positive impacts, on our climate and natural environment. Green buildings preserve precious natural resources and improve our quality of life.

In order to classify a building as a Green Building, certification from recognized industry bodies is needed. However, the extensive process of obtaining a Green Building Certification has created uncertainty among developers, specifically regarding the cost implications of these activities. To strengthen our green building initiatives and assist developers throughout the project life-cycle, we have established an in-house technical team, 'Green Value Partner (GVP)', to provide complete support on green building strategies and measures.



## ASIAN DEVELOPMENT BANK'S TECHNICAL ASSISTANCE PROGRAM

The Asian Development Bank (ADB) and IIFL Home Finance Ltd. (IIFL HFL) with a strategic focus on affordable housing, have collaborated through a Technical Assistance (TA) program to support the green building ecosystem in the affordable housing sector in India. The activities covered under the TA include:

### PROMOTIONAL ACTIVITIES

Organizing knowledge events to facilitate the exchange of ideas, and increase awareness among various stakeholders including affordable housing developers regarding the climate risk mitigation and climate risk adaptation benefits, to promote the adoption of green-certified housing standards in the affordable housing segment.

### CAPACITY BUILDING

Organizing trainings, capacity building, up-skilling pertaining to site risk assessment, adaptation design, green building aspects and green certification process for all stakeholders including employees of IIFL Home Finance and other financial institutions, personnel from state housing boards and public sector organization as well as construction site personnel deployed on construction sites including architect, design consultants etc.



### RESEARCH AND INNOVATION

Undertaking research and innovation-based initiatives across the entire value chain of climate-resilient green housing including:

- Assessing current awareness of the subject by the prospective buyers and developers, and establishing a baseline of their understanding
- Formulating a unified green building rating system to encompass tailored adaptations to the local climate zones across India
- Establishing a system to integrate green lending and climate adaptation strategies in affordable housing



## KUTUMB

IIFL Home Finance has undertaken a number of first-in-kind industry initiatives to promote green affordable housing in the country, widely through its knowledge platform Kutumb, which brings together all the stakeholders of the housing industry, such as the developer, policymakers, architects, academicians, green rating agencies and the financial institutes. With a vision of sustainable living for everyone, through Kutumb, IIFL Home Finance strives to promote sustainable and energy-efficient real estate development in the affordable housing sector, and disseminate information on resources related to financing, technical know-how on green construction and certification, and compliance with environmental and social parameters. So far, IIFL Home Finance has organized 9 Kutumbs, two of which have been in collaboration with the Asian Development Bank.

IIFL Home Loans believes Kutumb to be a steppingstone for its partner developers to institute green technologies and eventually align with green buildings. The larger objective is to participate in and practice sustainable living.

9

Total Kutumbs

2,075

Participants

61

Experts

2

Kutumbs with ADB

325

Participants

18

Experts





## DISHA

DISHA is a set of community engagement activities at select EWS/LIG housing societies with the objective of influencing the children and women of these households to adopt sustainable ways of living, contributing toward climate change, water and energy preservation and reducing footprints. The idea is to prepare families, especially women and children of the household adopt sustainable living behavior in day-to-day life and also become change agents in the community. DISHA comprises of -

An NGO-led sustainable living workshop which talks to women about saving of electricity, water, resources and energy in their routine life

Seed Bomb activity for children enabling them to create seed bombs and plant these bombs (native saplings) in the local vicinity. Children pledge to track the growth of the plants for next three years

**9**  
Total Activations

**161**  
Women Participants

**711**  
Saplings Planted

**805**  
Community Members Influenced





## AWAS PAR SAMVAAD

IIFL Home Finance Ltd. (IIFL HFL) organized a series of four webinars, under the aegis of the Ministry of Housing and Urban Affairs (MoHUA) initiative 'Awas Pe Samvaad'. The objective of the webinars was to create an ecosystem for Sustainable and Green Affordable Housing in India. Advocating the Government's vision of Housing for All, the virtual sessions were aimed at discussing 'Role of indigenous housing technologies in transforming the Indian construction sector using local materials and practices', and 'New emerging construction technologies and opportunities for Technograhis to learn and adopt from Light House Projects (LHPs)'.

The four webinars, organized by IIFL Home Finance at three reputed architecture colleges and a renowned green rating agency in the country; IES College of Architecture (Mumbai), Sushant University (Gurugram), Chitkara School of Planning & Architecture (Patiala), and Indian Green Building Council (IGBC, Hyderabad) were conducted from 20th to 23rd September 2021 and were attended by architectural and design student, professionals such as professors, architects, green building consultants, engineers, sustainability professionals, and urban practitioners. The topics for the sessions were 'Role of Indigenous Housing Technologies in Transforming Indian Construction Sector Using Local Materials and Practices' and 'Role of Indigenous Housing Technologies in Transforming Indian Construction Sector Using Local Materials and Practices'.

4

Webinars Count

3

Architectural Colleges  
Coverd

1

Green Rating Agency

400

Participants







## GREEN HOME LOANS

The government is emphasizing the Green Building concept in India which is mainly having all the basic amenities in addition to building is Energy & Water efficient in addition to Cost efficient in maintenance & Operations. IIFL Home Finance is offering discounted home loan interest rate to the customers purchasing properties which are certified by either IGBC or GRIHA. This discounted rate is based on certain checks which includes category of the Income group under which client is falling along with area of the property under consideration along with star rating given by IGBC /GRIHA.

**IIFL HOME LOAN**

Kijiye ek green shuruat

**0.25%**

interest discount ke saath

**on green certified home\***

\*Terms & Conditions apply. \*\*Under Pradhan Mantri Awas Yojana

**IIFL HOME LOAN**

APNE GHAR KI KHUSHI KE SAATH, PARIVAAR KI SURAKSHA BHI AAYEGI HAATH.

**HURRY!**

Offer ends 30<sup>th</sup> November!  
Free ₹3 Lacs health insurance\* & 0.25% interest discount on purchasing a green-certified home!\*

Government subsidy of up to **₹2.67 LACS\*\***

\*Terms & Conditions apply. \*\*Under Pradhan Mantri Awas Yojana

**IIFL HOME LOAN**

Naye ghar ki chaabi ke sath paaiye

**₹ 2.67 LACS\*\***

tak ki Government subsidy

**Ghar Aapka, Loan Hamara.**

**0.25%**

Interest discount on purchasing a green certified house\*

\*Terms & Conditions apply. \*\*Under Pradhan Mantri Awas Yojana



## SUSTAINABILITY & GREEN AWARENESS CAMPAIGNS

In this era of digital communication, IIFL Home Finance uses its social media handles to communicate with the community, its existing customers, developer fraternity and all other stakeholders. In last financial year, we used all possible moments and occasions to propagate and spread awareness about bringing sustainable lifestyle, adopting green buildings, and similar subjects.



Facebook



Twitter

**Impressions/Reach**

35,67,934

12,39,405

**Engagement**

23,468

40,453

IIFL Home Finance recognizes the importance of ESG across the organization. We envision to integrate ESG into our value chain. To promote sustainability across our organization, representatives from senior management of the company participated in different international events, resonating with our core environmental responsibility theme areas, where we promoted and endorsed the Company's stand by celebrating World Environment Day, World Health Day etc.



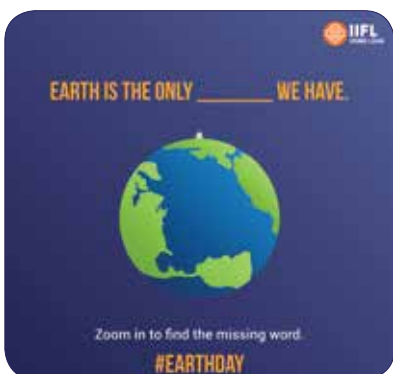
World Environment Day, June 2021



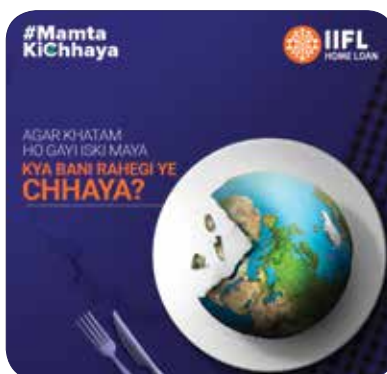
World Health Day, April 2021



Propagating Green Value Partners, September 2021



World Earth Day, April 2021



Mother Day, May 2021



Propagating Green Value Partners, December 2021



New Year, December 2021



Green Building Awareness Interactive workshop on 'Basics of Sustainable Development & Green Certification Process', October 2021.



IIFL Home Finance's CEO & ED, Monu Ratra joined the webinar on 'Green Building Finance: An Evolving Landscape' as an expert panellist from the industry.



Monu Ratra, ED & CEO, IIFL Home Finance Limited shared how IIFL Home Loan is approaching the problem of affordable housing in India at ARCS 6.0 organized by XIM, Bhubaneswar.



Monu Ratra presented the 'Building Green Handbook', IIFL Home Finance's Guide to Sustainable Affordable Housing, to the Hon'ble Chief Minister of Gujarat, Mr. Bhopendra Patel and discussed the future of Green & Affordable housing in Gujarat.



## GREEN VALUE PARTNERS

Green Value Partner is an in-house technical team of green building experts, that drive the green affordable housing portfolio at IIFL Home Finance. Our GVPs are the focal point between the project team and green certification agency, green building consultant and IIFL Home Finance's finance team. They provide a no-cost consultation on green building methodologies and hand hold the project teams from 'Conception to Completion' in the development of sustainable affordable housing.

**STEP 1** →

### Initial Assessment

**< 3 WORKING DAYS**

GVP team assesses the current status of the sustainable measures being followed at the project in discussion. The outcome is shown in terms of the rating level achieved by the project as per the green rating guidelines of IGBC & GRIHA. Additional sustainability strategies/ measures required to move the project towards a GOLD/4-star rating & above is shared with the developer.

**STEP 2** →

### Signing of MoU

**< 4 WORKING DAYS**

A project specific legally binding document with; MoU (Memorandum of Understanding), valid for two years, is signed between the project developer & IIFL Home Finance's GVP team.

← **STEP 7**

### Final Certification

**< 45 WORKING DAYS**

The project team, with help of the GBC, applies for the pre-certification rating, declaring their intention to achieve a specific rating level by proposing to implement a sustainable design and construction strategy on site.

← **STEP 6**

### Monitoring

**IMPLEMENTATION STAGE**

After getting the pre-certificating rating, the project is monitored by the green certification agency through periodic compliance reports prepared by the GBC, with assistance of the GVP team.





**STEP 3** →

**Consultant Hiring**

**< 7 WORKING DAYS**

A Green Building Consultant (GBC) is hired for the project to further work on the green certification process.

**STEP 4** →

**Project Registration**

**< 15 WORKING DAYS**

The project gets registered with the green building rating agencies such as IGBC, GRIHA or EDGE for certification.

← **STEP 5**

**Pre-certification**

**18-24 MONTHS**

When the project construction stage comes near completion, the project starts the final certification process by documenting the implemented sustainable design and construction practices. By achieving the final certification, the project saves water and energy consumption that leads to an overall reduction in GHG emissions.

**GREEN VALUE PARTNER**  
CONCEPTION TO CERTIFICATION

After steps 1-4 are completed, the project comes under management of the GVP team.

To maintain quality of work and adequate payment terms, around 15 GBCs have been empaneled under Green Value Partner program.

## OUR CONTRIBUTIONS

### GVP Impact Creation

GVP Project Impact		
Description	2021-22	Cumulative till 31 <sup>st</sup> March 2022
Total Projects	21	48
MoU signed	18	43
Projects Under Management (PUM)*	9	36
Units Under Management	7,465	28,100
Pre-Certified Projects	10	23
1. IGBC Green Affordable Housing (Gold)	7	12
2. IGBC Green Affordable Housing (Platinum)	2	3
3. IGBC Green Homes (Gold)	0	5
4. IGBC Green Homes (Platinum)	1	2
5. GRIHA rating (V.2015 - 4 stars)	0	1
Certified Projects**	0	1
1. IGBC Green Homes (Gold)	0	1
Dropped Projects	22	22

### Climate Impact from GVP Projects

GVP Climate Impact		
Parameters	2021-22	Cumulative till 2021-22
Energy savings (MWh/annum)	5,592	12,467
GHG emissions offset (tCO <sub>2</sub> e/annum)	5,144	11,469
Water savings (ML/annum)	323	720

#### Nomenclature

Total projects are the sum of prospective projects, projects under management (PUM) & closed projects.

#### Project Boundary

MoU signed is the sum of prospective projects and projects under management (PUM) for which MoU is signed with developer.

The following projects are excluded:

- ▶ Kakade VTP
- ▶ Yashozone Horizonte
- ▶ Bricktown

\* In FY 20-21, a PUM was defined as any project where an MoU got signed. In FY21-22, PUM was redefined as any project that fulfilled all the following conditions:

- ▶ MoU is signed with developer
- ▶ GBC is hired
- ▶ Project gets registered for certification with IGBC/GRIHA/EDGE

Units Under Management are the total number of dwelling units for all the projects that are under management. The number of PUM units in one plotted project has not been included here

Pre-Certified Projects are the total number of projects that got IGBC / GRIHA / EDGE Pre-certification. Pre-certified projects are under monitoring and included in 'PUM'

\*\*Certified Projects are the total number of projects that got IGBC or GRIHA Final certification. Certified projects are considered as 'closed' and not included in 'PUM'

Dropped Projects are the prospective projects which do not become PUMs and PUM projects that could not move forward pre-certification/certification.



## CASE STUDY

### Mahal Aangan, Jaipur (Rajasthan)

Mahal Aangan is an affordable housing project, that is not only affordable but also a model of sustainable housing that highlights the benefits of green design strategies in the project lifecycle. Located in Jaipur, it is a **Pre-certified IGBC Gold Green Affordable Housing project** which strongly believed in the implementation of sustainable practices from the conception to completion thus minimizing the negative impacts on the environment.

	Project Name	Mahal Aangan
	Location	Jaipur, Rajasthan
	Climatic Zone	Composite
	Site Area	6,629.23 m <sup>2</sup>
	Built up Area	30,123 m <sup>2</sup>
	Number of Towers	1 (G + 14)
	Number of Swelling Units	574 nos.
	Construction Status	80% Completed



IGBC Certificate



The Green Value Partner (GVP) team conducted a complimentary initial assessment study for the project to assess the potential of the project to get green certified and also suggested sustainable strategies such as



Installation of water efficient plumbing fixtures as a water conservation strategy



Energy efficient building envelope to maintain indoor thermal comfort



Handling of construction and waste demolition waste to divert it from being sent to landfills.



Installation of drip and sprinkler irrigation systems to conserve freshwater used in landscaping



Use of low VOC paints to improve occupant health

The timely consultation on the suggested sustainability strategies in coordination with the GVP team helped the developer in achieving a IGBC Gold rating pre-certification for the project. Converting a business-as-usual scenario to a green building has a positive impact on the environment and the following strategies from the project are highlighted here.



41% of the total site is a green cover filled with native plant species



96% of the non-roof area has provided high SRI pavers to reduce the heat island effect



Universal design provided considering the differently-abled



100% of the rainwater run-off is harvested from roof and non-roof areas



95% of the wastewater generated on-site is treated thus reducing the demand for potable water



Solar panel installed on the roof meets 78% of the common area lighting load reducing the grid load



100% of total organic waste generated on-site is treated using the organic waste convertor



95% of the materials used for construction are locally sourced.

Once the project is operational, it will contribute towards natural resource consumption (energy & freshwater) and GHG emissions offset. The estimated impacts are as follows:

**391.8 MWh**

Annual energy consumption reduction

**22.63 ML**

Annual water consumption reduction

**360.41 tCO<sub>2</sub>e**

Annual GHG emissions offset



## CASE STUDY

### MPR Urban City, Hyderabad (Telangana)

MPR Urban city is an affordable housing project that has adopted and implemented sustainable design and construction practices after consultation with IIFL Home Finance's GVP Team. GVP team. Following this, the project has been certified at 'Platinum' level by the IGBC under their green affordable housing rating. Currently, the construction of phase I of the project is completed. Construction of Phase II will initiate shortly. In the meantime, the project team is in the process of applying for final certification for Phase I.

	Project Name	MPR Urban City
	Location	Patancheruvu, Hyderabad
	Climatic Zone	Composite
	Site Area	29036.19 m <sup>2</sup>
	Built up Area	58261.94 m <sup>2</sup>
	Number of Phases	Phase I & II
	Number of Towers	Phase I - 5 towers; Phase II - 9 towers (All are G+5)
	Number of Swelling Units	Total 745 (Phase I - 305; Phase II - 440)
	Construction Status	Phase I: 90% completed; Phase II: 5% completed



The Green Value partner team is handholding the project team in getting IGBC certification starting from the registration of the project, facilitating in hiring a GVP empaneled green building consultant and from time to time coordinating with the IGBC for ensuring implementation of suggested features at the project site. Some features suggested by the GVP team were adopted in the project, including:



Installation of water efficient plumbing fixtures as a water conservation strategy



Energy efficient building envelope to maintain indoor thermal comfort



Handling of construction and demolition waste to divert it from being sent to landfills



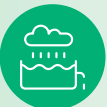
Installation of drip and sprinkler irrigation systems to conserve freshwater used in landscaping



Use of low VOC paints to improve occupant health



Strategies to prevent the heat island effect by both roof & non-roof areas



Methods to collect the rainwater to the harvesting pits without any debris

Mr. Medapati Vishnuvardhan Reddy, CEO, Tranquillo Projects & Holdings at the Regional Kutumb held on 13<sup>th</sup> May 2022 at Hyderabad announced that the handholding from the GVP team has helped them realize that integrating sustainability into the project at the design stage made it easier to secure their green certification from IGBC. He also announced that their new project 'Aura' will also be targeting a green certification from IGBC with the support of the GVP team.



The project MPR Urban city is well known by its green features and will create a net positive impact on the environment by adoption and implementation of various sustainability measures such as:

	<p>22% of green cover in the total site area to reduce the heat island effect</p>		<p>Total roof area will be covered with high SRI paints to prevent heat absorption which will help in reduction of the usage of AC's</p>
	<p>Rainwater Recharge pits will be installed to capture 100% of site runoff which will facilitate ground water recharge</p>		<p>All the dwelling units are designed to allow adequate amount of daylight and ventilation</p>
	<p>Educating the construction work force every 3 months regarding the green practices and health &amp; safety guidelines</p>		<p>90% of the construction building materials will be locally sourced</p>
	<p>Topsoil had been preserved and stockpiled for future landscaping purpose</p>		<p>Most pathways will be shaded by tree foliage cover</p>
	<p>STP will be installed to treat 100% of wastewater generated from the buildings and the treated water will be reused for the purpose of landscaping, car washing and for flushing</p>		

Once the project is operational, it will contribute towards natural resource consumption (energy & freshwater) and GHG emissions offset. The estimated impacts are as follows:

**508.5 MWh**  
Annual energy consumption reduction

**29.37ML**  
Annual water consumption reduction

**467.79 tCO<sub>2</sub>e**  
Annual GHG emissions offset



# Social

# Responsibility

70 Digital Technology  
Enhancing Productivity

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Human Capital

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Education

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Inclusion

86 Health and  
Safety

93 Human  
Rights

94 Supporting Local  
Communities

101 Education and  
Development

106 Poverty  
Alleviation

108 Creating Livelihood and  
Financial Inclusion







# Digital Technology Enhancing Productivity

## PAPERLESS LOAN PROCESSING AND DIGITAL ONBOARDING

At IIFL Home Finance, we have embraced technology to create a seamless ecosystem for our customers and have also integrated technology across all facets of our businesses. In our quest to drive operational excellence we are phasing out manual and legacy technology involving a lot of paper work by adopting cutting-edge technology solutions across our Company. We consider innovation and digitization as critical enablers of our company's next phase of growth. The Covid-19 pandemic has highlighted the critical role that digitization can play in supporting company resilience and agility. We are constantly working to digitally alter several aspects of our business. Our goal is to combine cutting-edge technologies and emerging digitization-related concepts to improve the responsiveness and robustness of our business model. Our digitization-focused approach spans all corporate functions and aims to maximize synergies and efficiencies hence reducing human effort and saving time.





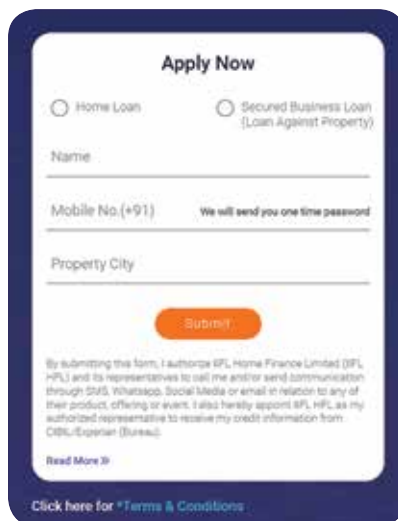
## Jhatpat Loan

Our Jhatpat Loan process takes only 25 minutes, empowered through fin-tech integrations, which not only allows users to fill up a lesser number of fields but provides our underwriting team with digitally verified data. Our Home Loans (HL) can now be disbursed within 24 hours, whereas we have brought down the turnaround time for our non-HL Loans to just three days. We are able to provide our customers with a better onboarding experience. Our vision of sustainability has also been a big motivation and with this new process, we have been able to save 2,140,620 sheets of paper.

We have extended our business rule engines to customers for their bureau-based credit assessment at the early stage of loan, enabling an informed decision and a hassle-free experience.

**25 minutes**  
Jhatpat Loan process takes

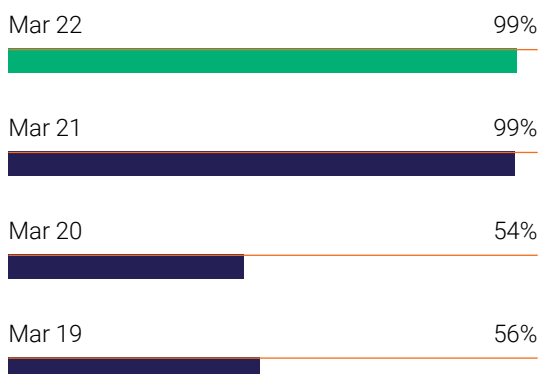
**2,140,620**  
Sheets of paper saved



## Digital Onboarding

We shifted to almost 100% digital onboarding. We also achieved 100% disbursement in FY 2021-22 through our digital platform, compared to 88% in the previous fiscal year.

**100%**  
Shifted to digital onboarding



## SEAMLESS CUSTOMER EXPERIENCE

This year, our focus has been on providing excellent customer service. We have established categorization of customer queries to build automated query resolution across channels such as mobile app, web portal, website, Chabot, helpline number and WhatsApp. 90% of our service tickets raised by the customers are handled by the automated Do-It-Yourself (DIY) tech-enabled solutions.

We provide an array of tech-enabled channels to our customers for them to reach us as per their convenience. Customers can convey us their daily requests, queries and complaints and in turn we strive to provide satisfactory resolutions in time.



Customer  
Portal



Chat with  
Srishti



Download IIFL  
Loans App



Web based  
Raise a Request



WhatsApp  
Chat-bot



Helpline  
(1860-267-3000)



Walk-in  
Branch



Nodal officer  
Email



Social Media  
Handles



Visit  
[www.iiflhomeloans.com](http://www.iiflhomeloans.com)

We lay immense emphasis on customer satisfaction operating within the framework of law, adopted policies and procedures. Thus, we have a system and a procedure for receiving, registering and disposing of complaints and grievances in each of our offices, as well as on-line, as mentioned in the Most Important Terms and Conditions (MITC) publicly available on the website. We regularly review the systems utilized during the management of customer expectations and complaints to identify the areas open to improvement in business processes, to improve practices that may cause customer complaints and to increase efficiency.



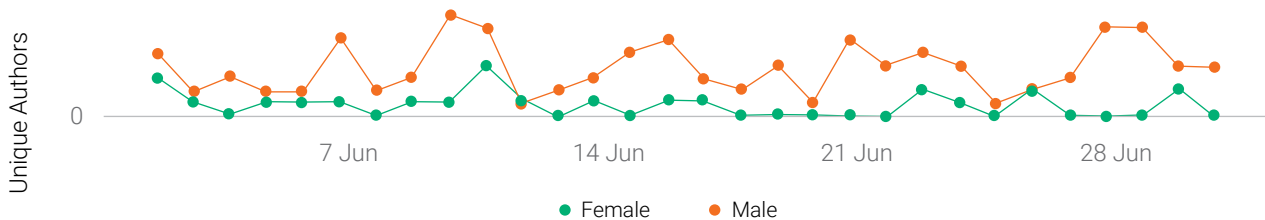


## NEW DIGITAL INITIATIVES

### New and Analytics Enabled Website

During the year, we launched a dedicated website for the potential and existing IIFL Home Finance customers; [www.iiflhomeloans.com](http://www.iiflhomeloans.com). The website was custom made with capabilities of being read in six regional languages for the ease of customers. The portal is also enabled with Analytics allowing us to understand better our website visitors, their needs and behavior. For an example, the graph below represents the gender split trend of the usage of our website.

#### Gender split trend



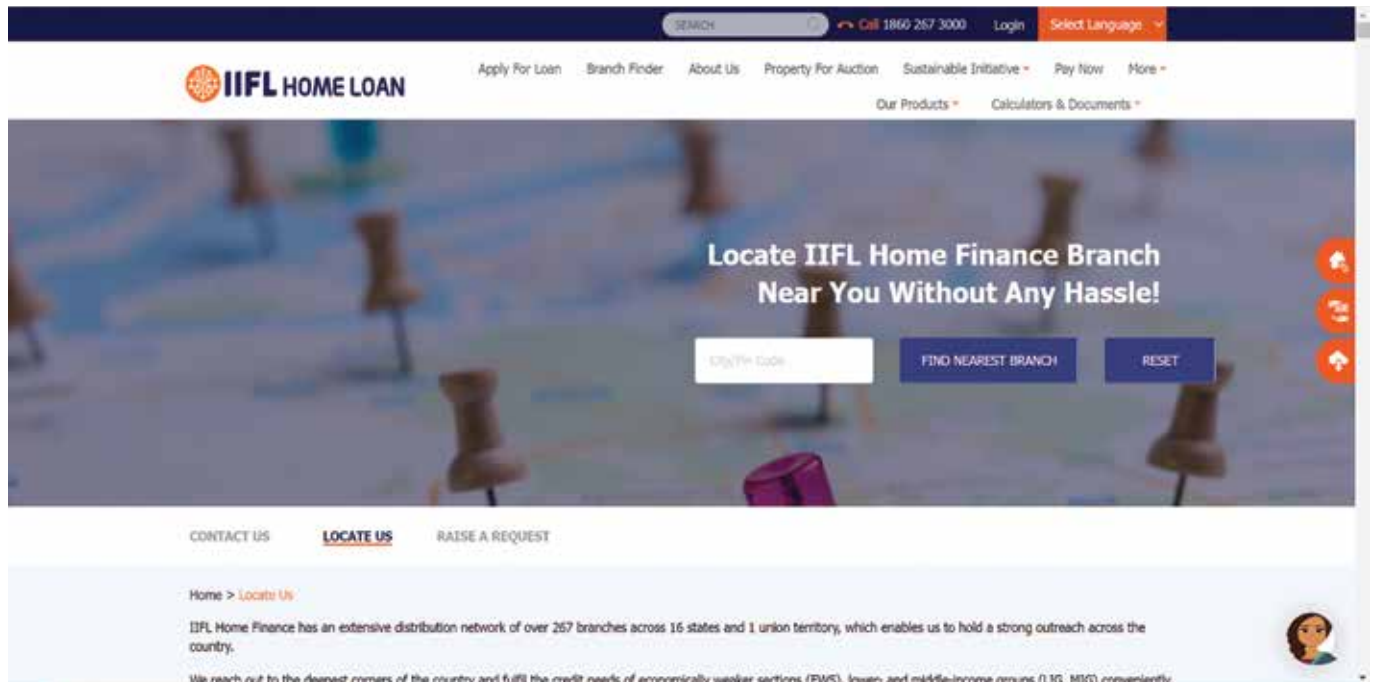
Representation of the viewer analysis captured with the use of analytics.

The website is continuously updated with all relevant policies, branch addresses and other relevant details.



## Hyper Local Web Pages

All IIFL Home Finance branches are listed on Google My Business (GMB). These local pages allow us to engage with customers. They can reach to the local branch (identified basis his search location), apply for a loan, raise a complaint or service-related request.



## Understanding Customer Sentiments Using Technology

With the implementation of Brand Watch, a social media listening tool that allows us to listen to our customers and target audience sentiments. These sentiments and audience demographics help us not only monitor the brand image but also build custom communication campaigns through our social media handles.





## Customer Satisfaction Survey

On the resolution of each and every query, request or complaint, a system-triggered survey is sent to the customer to understand his experience with us. The customer gets to rate us on the overall satisfaction, agent behavior and query understanding. Every feedback received is treated with utmost importance converting these feedbacks into improvement opportunities.

Regular quality audits at two levels are performed on a sample basis, wherein the quality auditor assesses the quality of conversations with the customer on parameters such as call opening or closing, query understanding, active listening, etc. In tangent to the findings, regular TNI sessions (1/month) and refresher sessions (4/month) are conducted for the focus groups.

As a result of our collaborated initiatives and efforts, we have seen a significant reduction in the overall complaints and the queries/complaints over social media:

**Break-up of Queries/ Requests or Complaints** received via Social Media platforms have reduced by almost **34%**.



## CUSTOMER PRIVACY AND DATA SECURITY\*

Data security and customer privacy are considered among the most material topics and hold a top priority for us and our stakeholders. As digital solutions continue to expand and integrate into our daily lives, we see increasing concerns related to privacy and security breaches. We have built an integrated tech-empowered organization that is well-placed to face this changing technology landscape. In line with this, our customers are regularly sensitized towards data privacy standards maintained within the organization, e.g., we inform our customers that their private data is primarily under our control, and we store all data within the reputable and verified data centers and cloud services.

Due to the nature of our business, we must deal with sensitive and personal information of our customers, it is our utmost responsibility to protect such information from being leaked or used for any purpose other than intended. Such practices help in building stakeholders' value. These impacts lie inside and outside the organization including employees, customers, partners, vendors, investors and regulatory bodies.

We have information security and data privacy policies in place and, we continuously review our controls to ensure their effectiveness while making sure that they are enhanced from time to time to safeguard client data. The organization has various Management Committee meetings including Audit Committee, Risk Management Committee and IT Strategy Committee where customer privacy-related matters are discussed.





## Internal and External Audits

The Organization is ISO 27001:2013 certified and Auditors review the management's involvement in security incidents, through management reviews. This establishes that we are following reasonably good practices for managing Information Security.



## Our Policy

Information & Cyber Security Policy and processes are aligned with National Housing Bank NHB, RBI Master Directions, ISO 27001 and industry-leading practices. The Chief Information Security Officer is responsible for Information Security and Business Security Management Framework at IIFL Home Finance. Our customers are sensitized to data privacy that is maintained within the organization, e.g., we inform our customers that their private data is primarily under our control, and we store all data within the reputable and verified data centers and cloud services. Apart from this, we consent before using customer information and ensure the following measures to safeguard customer information.

Data Center Perimeter and Cloud Services are secured with a Firewall from the Internet

Endpoint security controls implemented such as Next-Generation Endpoint Antivirus, USB Access and Admin Access in desktops and laptops are controlled

Security patching is conducted regularly for servers

Regular security awareness is carried out through mailers, Learning Management System (LMS) and classroom trainings & Periodic email phishing simulation exercises is conducted.

Brand Protection & Dark Web Monitoring Services with regularly undertaken to protect the brand and information

Cyber Insurance is cover taken to protect the organization from financial loss in case of cyber-attack or data breach

VAPT assessments are conducted regularly

Public-facing web applications are protected by the Web Application Firewall

Periodic IT and security audits are conducted by internal and external auditor

User Access review is carried out at least on a half-yearly basis

Privileged Access is controlled via Privileged Identity Management (PIM)

Secure VPN Solution implemented for remote access



In the event of a potential breach, we follow a robust process to ensure an effective response, which includes:



Our Incident management plan is well documented and undergoes regular internal and external audits. It covers customer data breach, ransom ware and hacking, intrusion to our network, virus attack and malware attack.

#### Data Security

Number of data breaches	Nos	Nil
Percentage of breaches involving personally identifiable information	%	0
Number of account holders affected	Nos	Nil

We have so far not received any complaints concerning breaches of customer privacy from outside parties and regulatory bodies. In the reporting period, no account holder has been affected due to data breaches involving Personally Identifiable Information.

#### The total number of substantiated complaints received concerning breaches of customer privacy, categorized by

Complaints received from outside parties and substantiated by the organization;	Nil	Nil
Complaints from regulatory bodies.	Nil	0
Total number of identified leaks, thefts, or losses of customer data.	Nil	Nil

# Fostering Human Capital\*

## EMPLOYMENT

The agility & nimbleness of our organization is a result of our diverse & passionate workforce. The housing finance industry is dynamic and upskilling, reskilling and cross-skilling are at the forefront of our human capital agenda. We are committed to creating an inclusive and secure environment for our employees

At IIFL Home Finance, we invest in the development of our employees to assure the success of the company as well as our human capital. Adequate training and growth opportunities to all the employees are provided. We believe our ability to recruit and retain employees and keep them engaged is influenced by the opportunity to do interesting work that supports our mission. We also have purpose-driven engagements, initiatives & wellness interventions for all our employees.

With our grievance redressal mechanism, whistle blower & Amber (A Chat-bot used by IIFL Home Finance), we have been able to resolve any issues at the earliest and have also seen an overall 7% increase in our employee engagement score, which is 87/100 as on date. We provide recognition to our employees via our business offsites wherein the high performers & teams are recognized for their performance. We also engage with our employees by celebrating all festivals with lots of energy & enthusiasm.

### Employee Hires

Parameters	By Age Group (Years)			Gender	
	< 30	30-50	> 50	Male	Female
No. of new employee hires	731	954	3	1574	114
Rate of new employee hires (Average Per Month)	66	87	NA	143	10
No. of employee turnover	226	520	2	687	61
Rate of employee turnover (Average Per Month)	21	47	NA	62	6

IIFL Home Loan and Indian Naval Placement Agency have joined hands to help Navy veterans navigate their life ahead by offering job opportunities in January 2022. The objective of this agreement was to acknowledge the service men and their commitment towards us and the nation.





## Parental Leave

We provide parental leaves to both our male and female employees. Males are entitled to leave for 7 days, whereas females can avail leaves for 182 days. We have retention rate of 100% for the employees that took parental leave.

Category	Male	Female
No. of employees entitled	2254	181
No. of employees availed	7	4
No. of employees returned to work	7	4
Return to work rate of employees that took parental leave, by gender	100%	100%
Retention rate of employees that took parental leave, by gender	100%	100%

## MONETARY SUPPORT TO OUR EMPLOYEES

To support our employees during the pandemic, we designed our Covid support policy & ensured that the Covid treatment was covered under our group medical insurance. We also supported our employees during their medical situations financially through our corporate buffers. Here's the snapshot for the support given to our employees through our corporate buffer.

### Benefits provided to full-time employees

Monetary benefits provided to

**3 EMPLOYEES**

Leave donation given to

**2 EMPLOYEES**

Corporate buffer given to

**6 EMPLOYEES**

### Voluntary Leave Donation Policy

- ▶ Program will allow employees who are self-willing, to donate their accumulated paid leaves to support IIFL colleagues requiring monetary help
- ▶ Amount accumulated is utilized to support employee's hospitalization expenses extending beyond IIFL Group Medclaim coverage
- ▶ This is in addition to the existing statutory benefits such as Group Term Life Insurance, Gratuity, PF, EDLI, etc.

### Benefits provided to full-time employees

Yes  No

Life insurance	<input checked="" type="checkbox"/>	Parental leave	<input checked="" type="checkbox"/>
Medical insurance	<input checked="" type="checkbox"/>	Retirement provision	<input type="checkbox"/>
Disability and invalidity coverage	<input type="checkbox"/>	Stock ownership	<input checked="" type="checkbox"/>

## PERFORMANCE MANAGEMENT & REWARDS

IIFL Home Finance evaluates the performance of its employees using the Performance Assessment and Review System (PARS) framework. The system is a transparent and quantifiable tool that evaluates employees on their previous financial year's performance and operates on a four-point scale: Flier, Runner, Learner, and Walker. Individual Performance Metrics (IPMs) are well-defined at IIFL Home Finance at the beginning of the financial year. More than 90% of the IPMs are objective and hence bring in transparency and meritocracy in the system. The objective goal setting is to guide our employees throughout the year aligning them with the organization's objectives and vision. Each department and designation have its own set of IPMs, which are adapted to their respective roles and geographic area. IPMs for business development professionals are focused on boosting revenue, whereas IPMs for file processing departments are focused on improving business consistency while maintaining file turnaround time. The goal of IPMs in support departments is to enhance processes continually. IPMs are also characterized at the middle and senior levels by the quality of business sourced and the maintenance of a healthy business mix.

The organization celebrates the performance of its employees with much fanfare on multiple platforms such as:

Annual and half yearly Performance Appraisals

Quarterly Town hall by the CEO and the Chairman

Tailor-made reward (cash and in kind) and incentive programs are being run for different departments and for different levels of employees



Percentage of employees receiving regular performance and career development reviews

Details	By Gender		By Employee Category		
	Male	Female	Senior Management	Middle Management	Junior Management
% of employees who received a regular performance and career development review	100%	100%	100%	100%	100%



## TRANSPARENT COMMUNICATION AND GRIEVANCE REDRESSAL

### Employee Grievance Policy

At IIFL Home Finance, the primary objective of the employee grievance redressal policy is to provide a mechanism for an individual employee to raise a grievance arising from their employment. A Grievance is defined as any type of problem, concern, or complaint related to work or work environment. A Grievance may be about an act, omission, situation, or decision that the employee thinks to be unfair, discriminatory or unjustified. The purpose of this policy is to ensure that grievances are dealt with promptly, fairly and in accordance with other related policies of the organization. This policy is applicable to all employees at IIFL Home Finance regardless of the position or hierarchy.

### AMBER

AI Chabot, that acts as a feedback and suggestions mechanism for our people. Establishing a direct connection between the management and the employee for instant resolutions.

We provide 100% coverage to all our employees and a detailed report of the feedback is shared weekly with the CEO. This helps us be our eyes & ears on the ground and helps us to bring out changes in our local policies & infrastructure. For example, we received a suggestion from an employee via this Chabot to renovate the vacant room on the 8th floor into a brainstorming room. This feedback was taken seriously and the room was revamped into an informal meeting room.

87/100

Engagement Score from 3807 Completed Chats

66.8%

Response Rate 4118 out of 6162 Chats

3.5K

TextSens™ Textual Responses

4.4/5

Filtered Mood Score

4.4/5

Company Mood Score

4.5/5

Benchmark Mood Score of a similar sized organization

90/100

Benchmark Engagement Score of a similar sized organization

## GREAT PLACE TO WORK CERTIFIED (GPTW)

Our journey to get GPTW certified began in 2018 and we have been getting certified consecutively for 4 years in a row. We conduct an anonymous survey for our employees for which the sample size is decided by the GPTW team. They formulate our score based on 2 aspects: Trust index (which is the survey) & culture index which refers to our policies, work culture and engagement activities.



# Training and Education\*

IIFL Home Finance believes in the distinctive capabilities that human resources can impart to an organization. The Company has continually invested in a seamless recruitment process, employee training, and developed a supportive workplace to retain valuable talent within the organization. Being agile, the Company has constantly leveraged on its digital capabilities, to enhance the skills of our people.

## POWER 60

We organized the Power 60 Leadership Talk series wherein we invite leaders, entrepreneurs, servicemen, professionals, artists, etc. who have faced challenges and have conquered their respective fields despite facing hardships and accomplish their dreams and desires while creating a positive impact. The Power 60 team consists of the senior leadership of IIFL Home Finance such as the HODs, Zonal heads etc. Through this we aim to provide the IIFL Home Finance leadership with a fresh perspective professionally & personally.



## INDUCTION & CLASSROOM TRAININGS

IIFL Home Finance continually engages with the employees and invests in their learning, growth, and development. The Company provides extensive induction and classroom training to the new recruits and managers. It regularly organizes in-person and virtual training sessions for its existing as well as new employees to help them understand the organizational values and align with the corporate goals and strategies. We also provide function-specific training to our people through multimedia as Virtual Instructor-Led Trainings (VILTs).



## PERFORMANCE COACHING

We had one-on-one coaching conducted by an industry renowned coach for 20 of our Leaders across departments. This was a six-month long journey in which our leaders collaborated with our external coach "Feroza Engineer" and had 3 group workshops of 180 minutes each and 6 individual one-on-one coaching sessions with the Coach for 60 minutes each.

- ▶ The entire intervention focused on helping the leadership team build their 2021 professional goals, develop learning agility and drive performance based results in their teams
- ▶ Some of the broad workshop and coaching outcomes identified for this intervention are- Understanding learning agility blocks, creating realistic goals, influencing and establishing product credibility and building trust through conversations



## LEARNING & DEVELOPMENT (L&D)

In the Financial Year, we also conducted trainings on code of conduct, anti-corruption & anti-bribery, Information & cyber security, data privacy and POSH annually via digital platforms. Our employees are kept up to date on the company policy and compliance procedures. We also conducted Functional Upskilling Program digitally through renowned leaders and workshops from premium institutes.

### Training Hours (By Gender)

6.35 hrs

Average Hours of training per **male** employee

4.62 hrs

Average Hours of training per **Female** employee





# Diversity and Inclusion\*

High levels of diversity and inclusion in the workplace are associated with greater productivity, innovation and workforce well-being. IIFL Home Finance understands that diversity is important for our organization. We also have a policy to promote diversity in the Board which is largely framed to address the importance of a diverse Board to harness the unique and individual skills and experiences of the members in a way that collectively benefits the organization and business as a whole. The basic essence of the Policy is to provide a framework for leveraging the differences within the expertise of the Board, offering a broad range of perspectives that are directly relevant to the business. We also have in place, a Diversity Policy that makes sure the organization captures the individual's uniqueness and creating an atmosphere that recognizes and respects people for their talents, skills, and abilities in order to improve the workplace's collective culture.

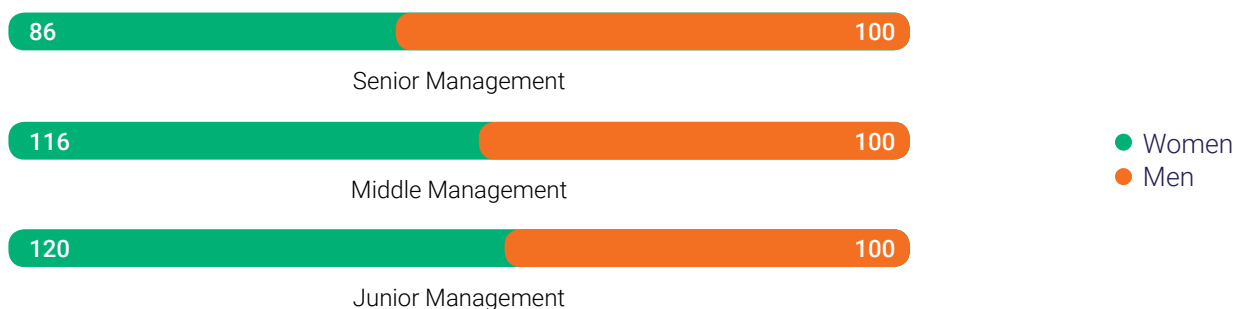
## DIVERSITY & INCLUSION (D&I) POLICY

Our D&I policy ensures equal treatment of our employees regardless of their gender, caste, creed, culture, or religion. We hire people exclusively based on their skill set and the amount of passion and dedication they are willing to put into the job.

### Percentage and number of employees by diversity categories:

i. Gender:	Male	Female	Total
Percentage	92.81%	7.19%	100%
Number	2438	189	2627
ii. Age group:	under 30 years old	30-50 years old	over 50 years old
No. of employee turnover	36.70%	62.96%	0.34%
Rate of employee turnover (Average Per Month)	964	1654	9

### Ratio of the basic salary and remuneration of women to men for each employee category



## GENDER NEUTRAL POSH

A POSH policy is in place along with a POSH committee that takes any issue extremely seriously & ensures early resolution. Besides this, we have a grievance redressal committee and Amber- a Chabot through which employees can anonymously share their issues, feedback & suggestions. We have not received any complaints related to POSH in the current financial year.



## GUPSHUP

We initiated the 'Gupshup' series under Diversity, Equity and Inclusion to ensure that the door of communication is open between all teams, as the pandemic led to a shift of working from home, leading to a disconnect between employees & teams. The 1stGupshup was conducted for all the Head of Departments to break the ice between them, followed by two similar department level events.

The backdrop of this initiative is to foster the personal connect between the employees so that they feel more belonging towards the work and organization. Successive studies show that the more diverse and inclusive an organization is, the higher their levels of productivity and profit. At a more granular level, high levels of D&I have been strongly linked to faster decision-making and better team cooperation. We have started this with Monu and HOD's and now they are taking it ahead. All the important days are equally celebrated in our company, be it Women's Day or Men's Day



## MEN'S DAY

We celebrated Men's Day for the first time in our IIFL Home Finance Head Office. The idea of organizing this event was to be more gender inclusive and sensitive. The day was celebrated with a variety of indoor games, exclusively organized for the intended audience, along with a giveaway for them.



# Health and Safety

Health and safety are the important facets for an organization. We ensure to safeguard the health and safety of our employees, customers, other stakeholders, and visitors. The Company continuously focuses on improving occupation health and safety practices, raising awareness at workplace and guiding the employees to commit to health and safety standards. Furthermore, the Company also persuades and educates its business partners to follow the same health and safety standards.

## RESPONSE TO COVID



### Business Continuity Planning

During the pandemic, we invoked Business Continuity Planning (BCP) to ensure smooth workflow and employee safety. The procedures and personnel were shifted to a work-from-home environment. We quickly adapted to the new standards, from virtual meetings and virtual celebrations to acquiring new soft skills and adopting new lifestyles.



### Employee Assistance Program (EAP)

We also launched EAP services to ensure mental health support to our employees. IIFL Home Finance established Covid-19 response teams at the national and regional levels. These groups were responsible for overseeing staff safety protocols at the offices and ensuring that local Government instructions were followed.



### Special Leaves for Covid Infected Employees

To alleviate the mental stress of job, IIFL had special leave of 14 days for Covid infected employees incorporated in the list of leaves for all its employees, over and above the existing leaves. 41 employees availed Covid special leaves in FY 21-22.



### Workshop to Prevent Workplace Bullying

On the occasion of Women's Day celebrations, we organized workshops for women to help them tackle workplace bullying and post pandemic emotional quotient (EQ) & adversity quotient (AQ) to sensitize the women employees on how to manage their professional & personal lives during the pandemic.



### Office Sanitization

We take special care for health and safety of our employees. Weekly sanitization was done at the IIFL Home Finance Head Office during the peak phase of Covid. We also sanitized our offices if any Covid infected person was found within office premises.



## Employee Vaccination

Apart from this, we were among the 1st HFC to conduct Covid-19 vaccinations drives in all major locations pan India where 1st & 2nd vaccination doses were administered to the employees. We also conducted multiple doctor consultations to the office for employees to get their health check-ups done free of cost and also tied up with Fortis & Max hospitals to ensure that all employees have access to medical care at a discounted price especially during the Covid-19 waves.



## Tie up with Treebo

We partnered with Treebo Hotels in Gurgaon to ensure safety & wellbeing of our employees battling Covid-19. To ensure our employees recover well, without worrying about the spread, we arranged an exclusive and dedicated Covid rest area for them, with support from Treebo.



## YOUR DOST

IIFL Home Finance has also teamed up with wellness app Your Dost which provides therapy to all employees anonymously. Employees can log into the app & speak to a therapist they are most comfortable with free of cost to help them deal with the stresses of their personal & professional lives. Your Dost is India's first and the largest online mental health and emotional wellness coach. This initiative, provides employees with expert advice from 1000+ Experts, with complete privacy, confidentiality and anonymity on a range of subjects including

Stress

Time Management

Confidence Building

Career Coaching

Relationships

Sexual Wellness and much more



## CAFETERIA MANAGEMENT

While managing our cafeteria, we place great emphasis on sustainability, hygiene, and employee welfare as is demonstrated by the initiatives and best practices listed below-

- ▶ We had given instruction to the canteen vendor not to use Single Use Plastic.
- ▶ The Canteen Vendor is having FSSAI Certification.
- ▶ We have standardized the pricing.
- ▶ Feedback is collected from employees and shared with vendor for improvements if any.





## CULTFIT

IIFL Home Finance teamed up with Cultfit, a health and wellness app to inculcate a culture of fitness & wellbeing in the company. The employees are given fitness challenges every month to motivate them in their fitness journey, along with regular fitness workouts & nutritional sessions organized to highlight the importance of eating healthy food to help the employees achieve their fitness goals. The employees have also been provided with a community trainer, who conducts sessions, answers queries & rolls out daily targets to the employees to keep the motivation levels high towards fitness. We conduct monthly fitness challenges focusing on various forms of fitness such as dancing, strength and conditioning, yoga, HIIT etc. The employees are encouraged to participate in these challenges and the top 3 winners are rewarded for their dedication & motivation towards fitness.

**#WALKPECHAL**

WORKOUT TODAY FOR A HEALTHY TOMORROW

**WHEN?**  
8th March - 31st March

**CRITERIA TO WIN**  
Highest Steps completed

**HOW TO LOG IN YOUR STEPS**

FOR IOS USERS	FOR ANDROID USERS
Visit the cult fit app	Visit the cult fit app
Go to your profile in the top left corner of the app	Go to your profile
Click on fitness devices	Click on fitness devices
Turn on Apple health	Turn on google fit
This will redirect you to the Apple health app	Give permission
Turn on steps	Choose an account which has the fitness device integrated
Voilà! You're linked to cult	Voilà! You're linked to cult

Log in with the same corporate email ID

**Are you ready for it?**

Team cult.fit  
Team fitternity

**SHARPEN YOUR MIND**  
with

**YOGA**

Saturday 5 pm | 12th March 2022

Simple yoga to overcome burnout from battling stress.

- Boost your energy
- Improve mental health
- Encourage positive thinking

**KNOW YOUR TRAINER**

Bhavna is a certified yoga instructor having more than 8000 practice yoga hours. She is a passionate yogini who integrates yoga with meditation for holistic development, believe in motivating and connecting with students in their quest for fitness and wellness. Her curriculum is especially designed keeping in mind the physical capability and learning aspiration of students.

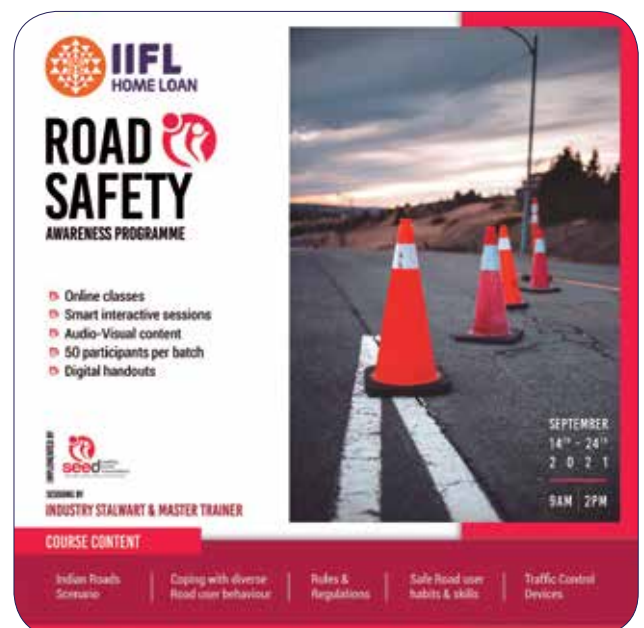
**JOIN US!**

#BeBetterEveryDay  
Team cult.fit

## EMPLOYEE ROAD SAFETY

We organized trainings for our Direct Sales Team (DSTs) on the importance of road safety & wellbeing to ensure they are equipped with the knowledge on safety when traveling to work. The program focused on improving and increasing the awareness and knowledge about specific road safety problems in the target project area through awareness program and specific interventions. The deliverables and outcomes of the project are tangible and measurable.

The course was conducted online on virtual meeting platform for groups of around 50 participants per batch/session. The idea was to make the target audience aware with the following:





## OTHER HEALTH INITIATIVES

### Hygiene and Grooming Kits

The male 'feet on the street' employees in sales & collections were also provided with Gillette grooming kits to highlight the importance of personal grooming and all women employees were provided with Pee Safe kits to highlight the importance of female hygiene. Sanitary pads dispensing machines have also been installed in the office premises to ensure that the women employees have access to sanitary pads as and when they require the same.



### Breast Cancer Week

A workshop was planned in November 2021 for our female employees regarding Breast Cancer Awareness with help of Fortis Hospital. During the workshop, the Doctor spoke about the sensitive topic of Breast Cancer and appraise our female employees with the basic technique of self-check to ascertain any irregularity. The workshop also covered the basic things female should know about their own body and how early detection is a key to fight this disease. There was a Q&A session scheduled post the workshop for our female employees to openly discuss and ask the apprehension and misconceptions which they had related to the subject.



## FIRE DRILLS

We also conducted Fire Drill and monthly check-ups of Fire Equipment by the vendor. Fire Drill is conducted once in a year covering topics such as Evacuation Guideline, use of emergency exit and fire cylinder during emergency.



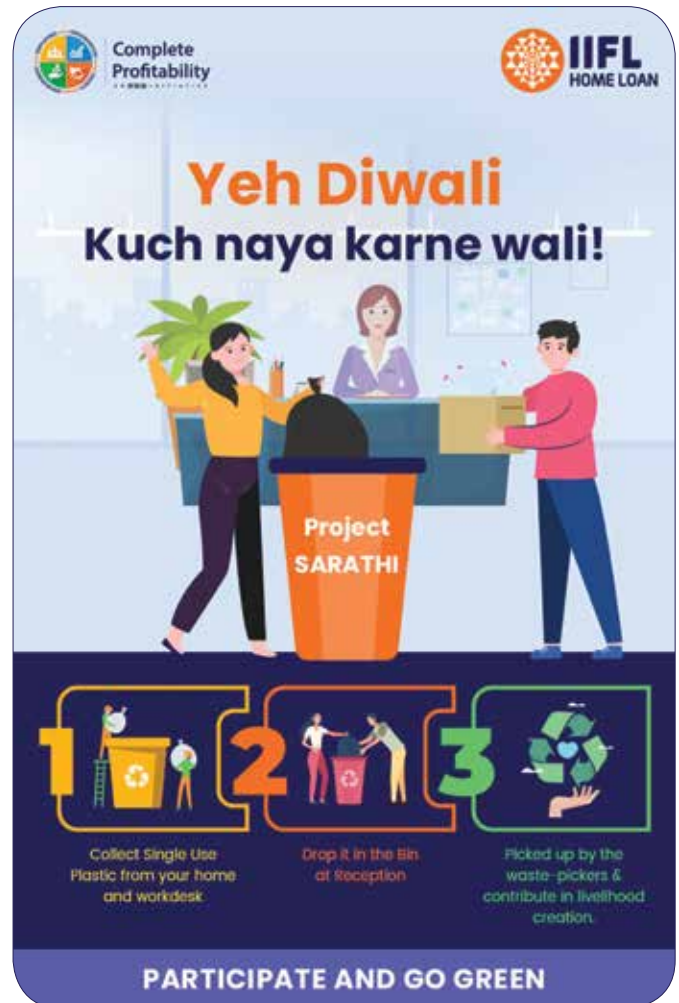


## PROJECT SARATHI

The objective of 'Sarathi' activity was to sensitize the employees around the impact of single-use plastic on the environment. Dedicated bins to collect the plastic waste were installed at the selected 20 branches. We empaneled with Green Dream Foundation and were able to contribute in employment generation for the waste-pickers who were engaged in picking and segregation of the waste collected from our branch-offices.

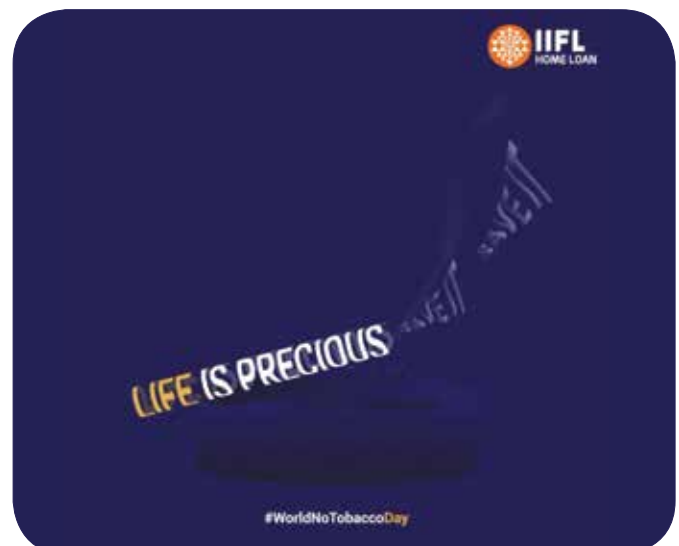
### YEH DIWALI KUCH NAYA KARNE WALI

Virtual awareness workshops were conducted for all our employees with help of the foundation, the initiative was called 'YEH DIWALI KUCH NAYA KARNE WALI'. Inter-branch competitions were held to ensure maximum participation and the branch that contributed the most was awarded with a title and trophy of 'GREEN NINJA BRANCH'.



## WORLD NO TOBACCO DAY

We acknowledge the harm tobacco may bring on to a person and supported the World No Tobacco Day by making our employees and customers aware of the fact that temporary relief can lead to permanent damage. Tobacco claims about 7 million lives every year and one must not blow their life up in smoke, save it, treasure it. We urged everyone to quit smoking today. #WorldNoTobaccoDay





# Human Rights\*

We advocate for the highest standards of human rights enforcement and advancement. Basic human rights protection is a cornerstone of a civilized society. Furthermore, the real estate industry is subject to human rights crimes due to its mainly unorganized workforce. As a result, we try to display the highest levels of dedication to human rights preservation. We have a human rights policy and a grievance redressal system for employees to raise their issues. Also, we have Amber, a chatbot through which employees can anonymously share their feedback, grievances, and suggestions.

Besides this we also have a whistleblower policy in place. Being an HFC, we are in no way employing any employee who is underage, nor do we discriminate based on caste, creed, gender etc.



IIFL Home Loans and its employees also appreciate the contribution of all those who work at the front end in the housing construction industry, and the laborers, especially during the testing times. Celebrating [#HappyLaborDay](#)

## Human Rights Assessment

### Employee training on human rights policies or procedures

Total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations.	2228 Hrs.
Percentage of employees trained during the reporting period in human rights policies or procedures concerning aspects of human rights that are relevant to operations.	42%



# Supporting Local Communities\*

Contributing to the upliftment of communities has always been an important aspect of IIFL Home Finance business strategy. We understand the necessity of both co-creating a holistic society and driving the company's financial performance to ensure long-term success. Throughout the pandemic, we increased our efforts in our core CSR priority areas and built a systematic plan for the post-pandemic period. We have adopted the group level CSR policy.

IIFL Home Finance envisions becoming the most respected brand in the financial services space in India. To realize this vision, we recognize the importance of contributing to sustainable social transformation. The approach to the business focuses on one hand, on building trust, knowledge and delivering quality service to its customers and on the other, to provide timely assistance to the country's under-banked customers. Furthermore, IIFL Home Finance's CSR (Corporate Social Responsibility) projects are aligned to the focus of the business, and thereby help IIFL Home Finance carve out a reputation for being one of the most committed and responsible companies in the industry.

The CSR Project of IIFL Home Finance Ltd., is managed by IIFL Foundation. The key purpose of this policy is to define the broad development areas that IIFL Home Finance shall undertake, outline the governance structure for CSR management within the company, serve as a guiding document to help identify, execute, and monitor CSR projects and explain the manner in which the surpluses from CSR projects will be treated.

## IIFL Foundation undertakes program under mission HELP

# H

### HEALTH

Managing Covid-19 Outbreak



# E

### EDUCATION

Promoting Financial literacy, Support to Educational Research Programs



# L

### LIVELIHOOD

Embracing Employment and Entrepreneurship




# P

### POVERTY ALLEVIATION





Focus area	Description	Linkage to SDG
<b>HEALTH FIGHT AGAINST OUTBREAK OF COVID-19 PANDEMIC</b>	Various programs have been put in place to involve our employees and communities. The actions implemented to combat Covid-19 are listed in this emphasis area.	 1,000 Individuals Benefited from this Initiative
<b>PHULWARI – MAA BARI</b>	Partnering with the Tribal Area Development (TAD) Dept. of Rajasthan, we've upgraded the 'Maa Bari' learning centers by introducing Electricity through installation of Solar panels, facilitated water supply for drinking and sanitation and Digital Learning Tool (TV with preloaded learning videos), both powered by solar energy. On-boarding SAMPARK Foundation as an academic partner, a special emphasis is made to improve learning outcome of students through use of learning kits and regular training to the teachers.	 957 Tribal Students Benefited
<b>GOVT. SCHOOL – SCIENCE LABORATORY</b>	To improve infrastructure at Govt. Schools (Rural) and promote better facilities to girl students, we've constructed Science Laboratories (Physics, Chemistry & Biology), Computer room and Sanitation Facility at Govt. Girls Senior Secondary School (up to 12th Grade), Gram panchayat – Khamnore, Rajasthan. Each year, over 350 girls will be benefited from this facility and enable to pursue higher education and subsequently careers in science stream.	 350 Girl Students Benefited
<b>SOLAR INSTALLATION AT GOVT. SCHOOL</b>	<p>With this initiative IIFL Foundation intended to provide decentralized energy system to 50 Primary Schools (Govt.) of Zilla Parishad at Palghar District (From Vikramgad, Jawahar, Mokhada &amp; Wada), to not only fulfil their need for electricity, but also helping to use of digital learning systems (Computers &amp; Android Tablets).</p> <p>The initiative helps to reduce Carbon Footprint and promotes SDG 7 – Affordable and Clean Energy.</p>	  5,000 Enrolled Students and their Families will be Benefited

Focus area	Description	Linkage to SDG	
<b>LIVELIHOOD LIVESTOCK DEVELOPMENT PROGRAM</b>	<p>IIFL Foundation has supported farmers from low-income groups to venture and progress in the vertical of Dairy production. This Livestock Development project is operational in 3 states across India – Rajasthan, Karnataka and Tamil Nadu, with a total of 7 centers.</p> <p>This initiative provides services / inputs at the doorstep of the cattle owners to encourage and maintain livestock rearing as a secondary source of income, promote production of dairy services.</p>		5,156 Livestock Treated under the Program
<b>POVERTY ERADICATION CYCLE DISTRIBUTION TO GIRL STUDENTS (GOVT. SCHOOL)</b>	<p>IIFL Foundation donated 100 bicycles to students (girls) of Govt. School in Palghar dist. Of Maharashtra.</p> <p>Among rural communities, girls are looked upon as strong human resource for household chores and sibling care. Owing to such responsibilities, they often fall short on quality study time. Since many girl students walk long distances to reach school, IIFL Foundation gifted them bicycles to ease their struggle.</p>		100 Bicycles Donated to Girls
<b>DEVELOPING BAZAAR HUB – GULAABI GAON</b>	<p>We've setup a Business Hub (Bazar Haat) and Community Hall for local businesses to promote livelihood for villagers. A special emphasis is given to promote women entrepreneurs to setup small business ventures.</p> <p>Skill development training for women to learn food processing and production &amp; sale of herbal products. Computer education for Women, men and Youth. Awareness on Social and Legal Rights of women viz. POSH Act, Domestic Violence Act, Dowry Act, Right to Education, Government Welfare Schemes for Women, etc.</p>	 	793 Women Enrolled for Training & Skill Development
<b>CHARTERED FINANCIAL EXPERT (CFX) CERTIFICATION COURSE</b>	<p>Partnering with the FinX (ID Finxperts Skilling Foundation) a short-term professional certification course - Chartered Financial Expert (CFX) was given to women candidates for a successful career in Banking, Financial Services and Insurance Industry.</p> <p>Its a comprehensive certification course giving a 360-degree view of Banking, Financial Services and Insurance (BFSI) sector – Savings, Protection, Investment and Lending. Over completion of course, placement assistance was offered with BFSI corporates.</p>		53 Women Enrolled





## MISSION CONQUER COVID

### Country's first Covid-19 vaccine delivery by Drone

IIFL Foundation partnered with central and state governments to start Maharashtra's first Covid-19 vaccine delivery through drone to reach the inaccessible terrains in Jawhar taluka of Palghar district. This drone-based vaccine delivery is one of the country's first vaccine delivery operations with a 5 kg payload capacity and covering a range of 25 kilometers in 9 mins, - which otherwise takes over 70 minutes when traveled by road (Hilly region & poor road condition).

Maharashtra Additional Chief Secretary Health, Dr Pradeep Vyas, who launched the drone services said, "IIFL Foundation's efforts are commendable towards last mile vaccination. In the first delivery itself the task which would have otherwise taken more than one hour, was completed in just a little over nine minutes. We would want this facility to continue in other difficult terrains for last mile vaccination. The drone can be useful to reach out to hamlets in difficult terrains of Gadchiroli and Nandurbar district of Maharashtra." Maharashtra's then Chief Minister Uddhav Thackeray praised the efforts of Maharashtra health administration, IIFL Foundation and BlueInfinity (Developers of the drone) in achieving this feat. The initiative received award for being the "Most Innovative Solution for Covid-19" at World CSR Congress 2022.



Last-mile vaccination is the key requirement in achieving 100% vaccination in India. We have partnered with various government agencies at the Center and in Maharashtra to contribute to the last mile vaccination drive through drones. This is an essential requirement to reach out to Indians residing in faraway and inaccessible areas, where road access is not possible or very difficult and takes a lot of time, which results in wastage of perishable vaccines and other health supplies. **- Madhu Jain, Director, IIFL Foundation.**

### Oxygen Concentrators

As India was gripped by the second wave of the Covid-19 pandemic, pressure on its medical infrastructure had intensified. There had been acute shortage of oxygen, beds and other facilities in several parts of the country. The challenges were further aggravated in rural areas where, owing to tough geographic conditions, the possibility of supplying oxygen cylinders and timely refilling is difficult. Oxygen concentrators were, hence, the best solution to the problem.

IIFL Foundation donated 165 oxygen concentrators in Maharashtra and Rajasthan to Primary Health Care Centers (PHCs) & Govt. Hospitals. The machines were handed to the local authorities - District Collector (IAS) and Chief Medical & Health Officer (CMHO) of the respective blocks. The oxygen concentrators were installed at the Primary Health Care Centers (PHCs) & panchayat offices at village level.



**Covid Vaccination Drive for Differently Abled**

As part of its Mission Conquer Covid, IIFL Foundation initiated 'Kindness on Wheels' vaccination drive at Mumbai. This initiative was aimed at vaccinating the specially-abled individuals, who had no means or assistance to visit the vaccination center. A safe and sanitized auto rickshaw service was provided at the doorstep of the specially-abled individual, along with a driver trained to support the individuals with special needs. About 1,000 individuals benefited from this initiative.

Covid-19 Vaccination Drive for Differently-Abled individuals	Area	Beneficiaries
People affected from blindness, low vision, hearing impairment, locomotor disability, autism spectrum disorder, cerebral palsy, muscular dystrophy, multiple sclerosis and multiple disabilities (including deaf-blindness). People cured from leprosy are also covered in this drive.	Mumbai	1000 Individuals
	Western Suburbs	
	Central Line	
	Harbor Line	







## Ophthalmic Ward

IIFL Foundation donated medical equipment to Primary Health Center (PHC) at Khamnor (rural), Rajasthan, for setting up an Ophthalmic Ward. This is the first and only facility of such kind in the Khamnor village, that shall be beneficial to



people residing in the rural hamlets in a radius of 30 kms from PHC. In next phase, IIFL Foundation is planning to setup Ophthalmic Surgery ward.



## Development – Govt. Hospital, Udaipur

IIFL Foundation has undertaken the responsibility to reactivate the dormant wards at the Maharana Bhupal Government Hospital, Udaipur (Rajasthan), and develop them to Operation Theatres, Intensive Care (ICU), Outpatient Department (OPD), Cabins for Senior Doctors & Resident doctors and waiting

area for family members of the patients. The development is carried along with installation of Medical Equipment in the OT, OPD and ICU and furnishing of the wards. (Ceiling, Flooring, Electrical Fixtures)



## Ambulance

IIFL Foundation donated an ambulance (Rajasthan) to offer free of cost service to marginalized population dwelling in rural settlements.



## DAWAI BHI KADAI BHI

IIFL Home Loan aligned with the central Government on their mission of DawaiBhiKadaiBhi. We used our online and offline channels such as the social media handles, website, mobile app, branches, etc. to encourage the masses to get vaccinated at the Tikka Utsav, organized by the Government, in April 2021.



## FUND RAISER WITH GIVE INDIA

IIFL Home Finance initiated a fundraiser with Give India to further the reach of relief through providing life-saving equipment, offering medical assistance to people battling Covid-19, distributing food supplies and essentials and helping low-income families financially. The campaign was well propagated on all of the company's social media handles, and the donation was collected through the co-branded page, hosted by Give India, <https://iifl-hfl.giveindia.org/>

₹ 2,37,726  
Total Raised

232  
Numbers of Donors





# Education and Development

## PANKH: DE UNKE SAPNE KO UDAAN

As a part of the Technical Assistance Program from the Asian Development Bank, IIFL Home Finance, along with an NGO partner, established learning centers (including creche and multi grade and multi-level education delivery) for children of migrant construction workers, operational near the construction sites as IIFL's Social Impact Program. It endeavors to break down the barriers between formal education and children of migrant construction site workers and bridge the disconnect between children and literacy. In addition to the schools, the centers also held:

### Awareness Program on Behavioral Change in Men

Intervention with men and community (Counselling for readiness building among parents for children education, psychosocial support, modules as mandated for safety and Health (Covid Protection) by partner, and other relevant subjects

### Awareness on 'Safety at Construction Sites'

Intervention with migrant male & female workers at construction sites regarding safety practices at sites



### Health & Hygiene Workshop for Women

Live centers as on 31st March, 2022:

Name	Pyramid Elite Homes	Pyramid Fusion	Ravi Surya Group	GTT	Tranquillo
Site	Gurgaon	Gurgaon	Jaipur	Bangalore	Hyderabad
Kids Count	25	14	35	22	20
Age Bracket	03-13 Years	03-13 Years	03-13 Years	03-13 Years	03-13 Years
Women Count	12	13	53	10	51
Male Labor Count	172	138	172	257	100
Community Size	209 (inclusive of children)	165 (inclusive of children)	260 (inclusive of children)	289 (inclusive of children)	171 (inclusive of children)

## SAKHIYON KI BAADI

Sakhiyon ki Baadi is the flagship initiative of IIFL Foundation that aims at eradication of illiteracy. The initiative focuses on providing Foundational Literacy and Numeracy skill to thousands of thousands of underprivileged children, with a special focus on the girl child. Under the initiative, we have enabled educational development by setting up schools in many districts of South Rajasthan including tribal districts of Rajsamand, Udaipur and the aspirational district - Sirohi.

In the reporting period, the initiative regained its operation, post June 2020. The team members followed safety guidelines issued by the government and continued their engagement with the communities. The Daksha (learning facilitator) played a pivotal role in keeping the children from hamlets informed and safe during the lockdown phase. In addition to operating the learning centers for girls, our on-field team supported the work of Anganwadi workers and Primary Health Center's (PHC), to spread awareness about the pandemic and assist in emergency services.

13

Districts

1,071

#Sakhiyon ki Baadi

3,264

#Girls Enrolled

3,495

#Boys Enrolled



## CHAURAS

Chauras is a crèches-cum-learning center for children of laborers (migrant) working and residing at construction sites. The center operates from 9 am to 5:30 pm for 5 days, providing education, healthy meals and a place of safety for children in the age bracket of 3 months to 15 years.

During the reporting period, the center operated in a limited capacity due to social distancing and maximum capacity restrictions. These were put in place to have limitations on work at construction sites, as a result, a significant number of laborers returned to their hometowns during the lockdown.

Post lockdown, Chauras regained its operations, observing the safety guidelines issued by the Health Ministry of India to prevent spread of Covid-19. We are also engaging with our partners to provide health check-ups and vaccinations at periodic intervals.

200+

Children Enrolled

Creche, Balwadi &amp; Bridge Course

Classification of Children





## SEVA KUTIR

The project focuses on elevating the education levels of children from scheduled caste and scheduled tribe communities. During the reporting period, due to the imposed lockdown, government schools have not been functional as before. So, in rural pockets of the state of Madhya Pradesh, these community learning centers proved to be the only space with sustained teaching and learning. Along with educational activity, children also engage in physical sessions and outdoor sports, vital to build their physical strength.

**4 to 15 yrs.**  
Age Group (Children)

**2,207**  
Total Beneficiaries

**21**  
No. of Centers

**District - Khandwa, Madhya Pradesh**  
Location



## SUPPORT TO HIGHER EDUCATION AND RESEARCH PROGRAMS (IIM UDAIPUR)

To strengthen the academia and research for students and faculty members at IIM Udaipur, the financial grant enabled the organization to acquire various business databases. The financial databases shall grant access to information of various companies (Domestic & International), financial assets and markets, to enhance the overall learning process.

IIM Udaipur has distinguished itself in the field of management education and research, becoming one of the youngest institutions in the world to get AACSB (Association to Advance Collegiate Schools of Business) accreditation.

700

Students Approx.

57

Professors

32

PhD Research Students

~45

Visiting Faculty

## PHULWARI – MAA BARI

Partnering with the Tribal Area Development (TAD) Department of Rajasthan, we've upgraded the 'Maa Bari' learning centers by introducing Electricity through installation of Solar panels, facilitated water supply for drinking and sanitation and Digital Learning Tool (TV with preloaded learning videos), both powered by solar energy. On-boarding SAMPARK Foundation as an academic partner, a special emphasis is made to improve learning outcome of students through use of learning kits and regular training to the teachers.

957

Tribal Students







## GOVERNMENT SCHOOL – SCIENCE LABORATORY

To improve infrastructure at Government (Govt.) Schools (Rural) and promote better facilities to girl students, we've constructed Science Laboratories (Physics, Chemistry & Biology), computer room and sanitation facility at Government Girls Senior Secondary School (up to 12th Grade), Gram panchayat – Khamnore, Rajasthan. Each year, over 350 girls will be benefited from this facility and enable to pursue higher education and subsequently careers in science stream.

### 350

Enrolled girl students studying in 9<sup>th</sup>, 10<sup>th</sup> & Higher Secondary Classes (Junior College) of Govt. School.



## SOLAR INSTALLATION AT GOVERNMENT SCHOOL

With this initiative IIFL Foundation intended to provide decentralized energy system to 50 Primary Schools (Govt.) of Zilla Parishad at Palghar District (From Vikramgad, Jawahar, Mokhada & Wada), to not only fulfil their need for electricity, but also helping to use of digital learning systems (Computers & Android Tablets). The initiative also helps to reduce Carbon Footprint and promotes SDG 7 – Affordable and Clean Energy.

### 5,000

Enrolled students and families from the community



# Poverty Alleviation

## CYCLE DISTRIBUTION TO GIRL STUDENTS (GOVERNMENT SCHOOL)

IIFL Foundation donated 100 bicycles to girl students of Govt. School in Palghar district of Maharashtra. Among rural communities, girls are looked upon as strong human resource for household chores and sibling care. Owing to such responsibilities, they often fall short on quality study time. Since many girl students walk long distances to reach school, IIFL Foundation gifted them bicycles to ease their struggle.

100

Girls enrolled in 9<sup>th</sup> and 10<sup>th</sup> Class of Govt. School



## DEVELOPING BAZAAR HUB – GULAABI GAON

We've setup a Business Hub (Bazar Haat) and Community Hall for local businesses to promote livelihood for villagers. A special emphasis is given to promote women entrepreneurs to setup small business ventures.

Skill development training for women to learn food processing and production & sale of herbal products. Computer education for Women, men and Youth. Awareness on Social and Legal Rights of women viz. POSH Act, Domestic Violence Act, Dowry Act, Right to Education, Government Welfare Schemes for Women, etc.

793

Women enrolled for Training & Skill Development





## CHARTERED FINANCIAL EXPERT (CFX) CERTIFICATION COURSE

Partnering with the FinX (ID Finxperts Skilling Foundation) a short-term professional certification course - Chartered Financial Expert (CFX) was given to women candidates for a successful career in Banking, Financial Services and Insurance Industry.

It is a comprehensive certification course giving a 360-degree view of BFSI sector – Savings, Protection, Investment and Lending. Over completion of course, placement assistance was offered with BFSI corporates.

# 53

Enrolled Students





# Creating Livelihood and Financial Inclusion

## LIVESTOCK DEVELOPMENT PROGRAM

IIFL Foundation has supported farmers from low-income groups to venture and progress in the vertical of Dairy production. This Livestock Development project is operational in 3 states across India – Rajasthan, Karnataka and Tamil Nadu, with a total of 7 centers. This initiative provides services / inputs at the doorstep of the cattle owners to encourage and maintain livestock rearing as a secondary source of income, promote production of dairy services.

5156

Livestock Treated

## GIVING HOPES AND HOMES

IIFL Home Finance offers credit facilities to a large majority of home seekers and specially focuses on providing affordable financial solutions to the undeserved sections of society. Our fin-tech enabled solutions, product innovation, widespread network, direct sales force, and pledge for sustainability empower us in our endeavor, the company has progressively worked towards facilitating affordable home loans to first time home buyers of marginalized sections across the length and breadth of the nation. The company also focuses on empowering women and including them as an influencer in the housing scenario of the country.



97,700+

Loans given to women owners / co-owners

151,000+

First time home buyers

63,400+

Loans to informal segment



## PRADHAN MANTRI AWAS YOJANA

IIFL Home Loan aligns with the Government's vision of 'Housing for All' by facilitating financial inclusion for the underserved communities through its extensive product portfolio. Designed to support the informal income segments, IIFL Home Loan provides home loans to first-time homeowners.

### Credit Linked Subsidy Scheme

Credit Linked Subsidy Scheme (CLSS) under Pradhan Mantri Awas Yojana is a government initiative launched by the Honorable Prime Minister on 17th June 2015. It financially supports the economically weaker sections of society taking them a step closer to owning the home they live in. This initiative aims to empower women by making it mandatory for an applicant to list a female co-owner in order to be eligible for the subsidy. IIFL Home Finance has always been a front runner in being a facilitator of CLSS.

55,700+

Beneficiary Families

₹ 1,300+ Crores

Credit Linked Subsidy (CLSS) Facilitated

We received a certificate of appreciation from Commissioner, Nagpur Metropolitan Region Development Authority (NMRDA) Nagpur, Sri Manoj Kumar Suryawanshi, for making maximum loan cases disbursed under Pradhan Mantri Awaas Yojana Urban implemented by Nagpur Metropolitan Region Development Authority. Primary focus area here were also EWS and LIG category who otherwise find it difficult to obtain loans from other banks.

4 to 15 yrs.

Age Group (Children)



We also received an appreciation letter from Assistant Commissioner and competent authority, Slum Rehabilitation and Redevelopment Department, Pimpri Chinchwad Municipal Corporation, Pimpri Chinchwad, for financing maximum housing loans disbursed to allottees under PMAY(U) implemented by Pimpri Chinchwad Municipal corporation for their projects at Borhadewadi and Charholi



### Beneficiary Led Construction (BLC)

BLC is a Centrally Sponsored Scheme (CSS) in form of an assistance of upto ₹ 1.5 Lac to individual eligible families belonging to EWS categories to either construct new house or to enhance existing houses on their own. IIFL Home Finance successfully facilitated the subsidy to 645 beneficiaries in the state of Telangana. The effort was widely appreciated.

We were also felicitated by the Hon'ble Minister of Housing Cherukuvada Sri Ranganadha Raju along with Hon'ble Chairman of Andhra Pradesh Legislative Council Sri Koyye Moshenu Raju in Y.S Jagan Mohan Reddy's Government of Andhra Pradesh, for creating an impact in home financing by disbursing loans to beneficiaries of BLC component under states PMAY(U) mission, in an event organized by the department. We are also the only HFC to have taken up to finance a portion the massive BLC component under states Navratanaluru Pedalanderiki Illu Scheme the estimated numbers of which are around 30 lakh houses construction in the next 4 years.

# 645

Subsidy to 645 beneficiaries in the state of Telangana





## DISCOUNTED HOME LOAN FOR ARMED FORCES

Recently, IIFL Home Loans drafted a special policy to cover all the segments of the defense personnel. In order to envelop them, incentives with regard to low rates, less documentation, eased processes have been defined. IIFL Home Finance Limited applauds and appreciates the selfless service provided by armed personnel to the country. As an honor to the all the defense personnel, IIFL Home Finance Limited has tailored scheme to provide home loans to the uniformed segment. We have relaxed documentation and verification related process to a huge extent. Along with the same, we have provided them numerous incentives including:

- ▶ Exclusive & lower rate of interest and Processing Fees
- ▶ Complimentary health insurance of ₹ 3 Lacs for first year.

## EMPOWERING LOCALS: SHAKTHI LOAN

IIFL Home Finance launched Shakthi, a small ticket size Secured Business Loan with empowering the business dreams and furthering inclusive development. Various reports show that Indian micro unorganized sector is of the size of approximately 70 million units with the credit gap of 73% (NITI Aayog). This said segment many a times faces a perennial challenge of access to the easy and faster credit facilities from the formal Banking and Financial sector. IIFL Home Finance with the philosophy of providing the easy credit to the last mile micro unorganized unit and with the objective of bridging the said credit gap launched the product Shakthi which has been uniquely designed to cater the differentiated funding needs of the micro unorganized businesses at the faster speed with minimal documentation and formalities.

Shakthi caters and fulfil the credit needs of the micro businesses like small groceries stores, saloons, vegetables vendors, small traders and agricultural ancillaries i.e., seeds and fertilizers suppliers at the end of the supply chain etc.

In the shortest time span, Shakthi is being delivered from 216+ locations across country and has already helped 4600+ micro businesses with the disbursement of ₹ 2,190 million so far.



## OTHER INITIATIVES



**IIFL Home Finance supported all the India Paralympic athletes who inspired us by winning against all odds at the Paralympics 2020**



**IIFL Home Loan and Indian Naval Placement Agency have joined hands to help Navy veterans navigate their life ahead by offering job opportunities, Jan 2022**

Higher GDP growth rates and reduced income inequality have been recorded in countries with increased financial inclusion or access to affordable, adequate financial services. Financial inclusion has been increasing in India, thanks in part to government initiatives such as the Pradhan Mantri Jan Dhan Yojana (PMJDY), which is said to have resulted in an increase of 80 percent in the number of people with bank accounts (Global Findex 2017 Report).

Greater access has resulted from the advent of digital payment methods and other services. This could help to reduce existing social and economic inequities, as the more individuals who have access to educational and livelihood opportunities, the faster they can achieve financial security.



# GRI and SASB Content Index

Disclosure Number	Disclosure Title	Page Number	Comments	SASB Disclosure Number	Page Number
<b>GRI 102: General Disclosures 2016</b>				<b>SASB Disclosures</b>	
102-1	Name of the organization	05	-		
102-2	Activities, brands, products, and services	05	-		
102-3	Location of headquarters	05	-		
102-4	Location of operations	05	-		
102-5	Ownership and legal form	05	-		
102-6	Markets served	05	-		
102-7	Scale of the organization	05	-		
102-8	Information on employees and other workers	74	-		
102-9	Supply chain	17	-		
102-10	Significant changes to organization and its supply chain	17	-		
102-11	Precautionary Principle or approach	15	-		
102-12	External Initiatives	92	-		
102-13	Membership of associations	09	-		
102-14	Statement from senior decision-maker	07	-		
102-15	Key impacts, risks, and opportunities	24	-		
102-16	Values, principles, standards, and norms of behavior	46	-		
102-17	Mechanisms for advice and concerns about ethics	46	-		
102-18	Governance Structure	38	-		
102-40	List of Stakeholder Groups	28	-		
102-41	Collective bargaining agreements		Not Applicable		
102-42	Identifying and selecting stakeholders	28	-		
102-43	Approach to stakeholder engagement	28	-		
102-44	Key topics and concerns raised	28	-		

Disclosure Number	Disclosure Title	Page Number	Comments	SASB Disclosure Number	Page Number
102-45	Entities included in the consolidated financial statements	05	-		
102-46	Defining report content and topic Boundaries	05	-		
102-47	List of material topics	28	-		
102-48	Restatements of information	05	-		
102-49	Changes in reporting	05	-		
102-50	Reporting Period	05	-		
102-51	Date of most recent report	05	-		
102-52	Reporting cycle	05	-		
102-53	Contact point for questions regarding the report	05	-		
102-54	Claims of reporting in accordance with the GRI Standards	05	-		
102-55	GRI Content Index	114	-		
102-56	External Assurance	05	-		
<b>200 Series (Economic Topics)</b>					
<b>GRI 103: Management Approach 2016</b>					
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	28	-		
103-3	Evaluation of the management approach	28	-		
<b>GRI 201: Economic Performance 2016</b>					
201-1	Direct economic value generated and distributed	28	-		
201-4	Financial assistance received from government	28	-		
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	47	-		
103-3	Evaluation of the management approach	47	-		





Disclosure Number	Disclosure Title	Page Number	Comments	SASB Disclosure Number	Page Number
GRI 205: Indirect Economic Practices				Financial Inclusion	
203-1	Infrastructure investments and services supported	13		FN-CB- 240	13
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	47	-		
103-3	Evaluation of the management approach	47	-		
GRI 205: Anti-Corruption 2016				Business Ethics	
205- 2	Communication and Training about Anti-Corruption policies and procedures	47			
205-3	Confirmed Incidents of Anti-Corruption	47		FN-CB-510a.1	47
<b>300 Series (Environmental Topics)</b>					
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	50	-		
103-3	Evaluation of the management approach	50	-		
GRI 302: Energy 2016					
302-1	Energy Consumption within the organization	50	-		
302-3	Energy intensity	50	-		
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	51	-		
103-3	Evaluation of the management approach	51	-		
GRI 303: Water and Effluents 2018					
303-1	Interactions with water as a shared resource	51	-		
303-3	Water Withdrawal	51	-		

Disclosure Number	Disclosure Title	Page Number	Comments	SASB Disclosure Number	Page Number
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	50	-		
103-3	Evaluation of the management approach	50	-		
GRI 305: Emissions 2016					
305-1	Direct (Scope 1) GHG emissions	50	-		
305-2	Energy indirect (Scope 2) GHG emissions	50	-		
305-4	GHG emissions intensity	50	-		
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	52	-		
103-3	Evaluation of the management approach	52	-		
GRI 306: Waste 2020					
306-2	Management of significant waste-related impacts	52	-		
306-3	Waste generated	52	-		
GRI 307: Environmental Compliance					
307-1	Non-compliance with environmental laws and regulations	116	No issues of Non-Compliance raised during the FY.		
400 Series (Social Topics)					
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	74	-		
103-2	The management approach and its components	74	-		
103-3	Evaluation of the management approach	74	-		



Disclosure Number	Disclosure Title	Page Number	Comments	SASB Disclosure Number	Page Number
GRI 401: Employment 2016					
401-1	New employee hires and employee turnover	74	-		
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	74	-		
401-3	Parental Leave	74	-		
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	78	-		
103-3	Evaluation of the management approach	78	-		
GRI 404: Training and Education 2016					
404-1	Average hours of training per year per employee	78	-		
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	80	-		
103-3	Evaluation of the management approach	80	-		
GRI 405: Diversity and Inclusion					
405-1	Diversity of governance bodies and employees	80			
405-2	Ratio of basic salary and remuneration of women to men	80			
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	92	-		
103-3	Evaluation of the management approach	92	-		

Disclosure Number	Disclosure Title	Page Number	Comments	SASB Disclosure Number	Page Number
GRI 413: Local Communities 2016					
413-1	Operations with local community engagement, impact assessments, and development programs	92	-		
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	72	-		
103-3	Evaluation of the management approach	72	-		
GRI 418: Data Security and Customer Privacy				Data Security	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	72	-	FN-CB-230	72
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	34	-		
103-2	The management approach and its components	48	-		
103-3	Evaluation of the management approach	48	-		
GRI 417- Marketing and Labelling					
417- 2	Incidents of non-compliance concerning product and service information and labelling	48	-		
417- 3	Incidents of non-compliance concerning marketing communications	48	-		
				Business Ethics	
				FN-CB-510a.2	43



# Abbreviations

1	ABAC	Anti-Bribery and Anti-Corruption
2	ABN AMRO	Algemene Bank Nederland/Amsterdam and Rotterdam Bank
3	AC	Air Condition
4	ALM	Asset and Liability Management
5	AcSB	Accounting Standards Board
6	AQ	Adversity Quotient
7	AUM	Asset Under Management
8	BCP	Business Continuity Planning
9	BFSI	Banking, Financial Services and Insurance
10	BLC	Beneficiary-led Construction
11	CFX	Chartered Financial Expert
12	CLSS	Credit Linked Subsidy Scheme
13	CMHO	Chief Medical Health Officer
14	CSR	Corporate Social Responsibility
15	D&I	Diversity and Inclusion
16	DST	Direct Sales Team
17	EAP	Employee Assistant Program
18	EDGE	Excellence in Design for Greater Efficiencies
19	EDLI	Employees Deposit Linked Insurance Scheme
20	EQ	Emotional Quotient
21	ESG	Environmental Social Governance
22	EWS	Economically Weaker Section
23	GBC	Green Building Consultant
24	GHG	Green House Gas
25	GMB	Google My Business
26	GOI	Government of India
27	GPTW	Great Place to Work
28	GRI	Global Reporting Initiative
29	GRIHA	Green Rating for Integrated Habitat Assessment
30	GVP	Green Value Partnership
31	HFL	Housing Finance Limited
32	HIIT	High-Intensity Interval Training
33	HOD	Head of Department

34	ICU	Intensive Care Unit
35	IGBC	Indian Green Building Council
36	IP	Individual Performance Matrix
37	ISO	International Organization for Standardization
38	LIG	Low Income Group
39	LMS	Learning Management System
40	MDM	Mobile Device Management
41	MITC	Most Important Terms and Conditions
42	MOHUA	Ministry of Housing and Urban Affairs
43	MOU	Memorandum of understanding
44	NBFC	Non-Banking Financial Company
45	NGO	Non-Governmental Organization
46	NPA	Nonperforming Asset
47	OPD	Outpatient Department
48	OT	Operation Theatre
49	PARS	Performance Assessment and Review System
50	PF	Provident Fund
51	PHC	Primary Health Center
52	PIM	Privileged Identity Management
53	PMAY	Pradhan Mantri Awas Yogna
54	PoSH	Prevention of Sexual Harassment
55	PUM	Project Under Management
56	ROI	Return on Investment
57	SASB	Sustainability Accounting Standards Board
58	SME	Small and Medium Enterprises
59	SPOC	Single Point of Contact
60	SRI	Solar Reflective Index
61	TAD	Tribal Area Development
62	UN	United Nations
63	UNSDG	United Nations Sustainable Development Group
64	VILT	Virtual Instructor-led Training
65	VOC	Volatile Organic Compound



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**REDUCE. REUSE. RECYCLE.**

Paper makes up about 28% of solid trash in landfills and one ton of paper takes up about 3.3 cubic yards of landfill space, according to the EPA. Recycling paper and cardboard saves space in landfills for trash that cannot be recycled and saving space in landfills reduces the need to build more landfills.