



Beyond Homes

IIFL Home Finance Limited
Sustainability Report 2022-23



Beyond Homes



IIFL Home Finance (IIFL HFL) is dedicated to making the dreams of millions come true, as they aspire to have a place they can proudly call their own. Through the use of innovative technology, the Company has simplified the process of achieving homeownership, placing convenience and efficiency at the forefront.

However, our commitment extends beyond just homes. IIFL HFL recognises the importance of implementing a responsible business strategy that ensures long-term success for the Company, also benefitting all of our stakeholders.

We have consciously integrated environmental, social, and governance (ESG) principles into our operations, comprehensively embedding them throughout our organisation.

Aiming to minimise our environmental impact while achieving profitable growth, IIFL HFL is constantly walking the path of reducing its environmental footprint. Through its innovative technological solutions, environment-centric interventions and other initiatives such as Kutumb, Disha, etc. we bring value, thought leadership and support to our customers and all the stakeholder in the housing value chain.

We break the conventional norm of a housing finance company and go Beyond Homes.



About the Report

IIFL Home Finance Limited's Sustainability Report for 2022-23 period has primarily been prepared based on GRI 2021 standards. Additionally, SASB standards for finance sector have also been used.

The GRI Standards represent the global best practice for reporting publicly on a range of economic, environmental, and social impacts. Sustainability reporting based on the Standards provides information about an organisation's positive or negative contributions to sustainable development. Three series of Standards support the reporting process: the GRI Universal Standards, which apply to all organisations; the GRI Sector Standards, applicable to specific sectors; and the GRI Topic Standards, each listing disclosures relevant to a particular topic. Using these Standards to determine what topics are material (relevant) helps organisations to achieve sustainable development.

The report covers two entities, IIFL Home Finance Limited and its 100% subsidiary IIFL Sales Limited.

Data from all the operational locations of IIFL Home Finance Limited (India) has been consolidated and disclosed in this report. The sustainability report are published every financial year and the reporting period and frequency is aligned with those of the Financial Report. The external assurance is currently obtained for our parent company, IIFL Finance Ltd.

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IIFL Home Finance Limited

IIFL Home Finance Limited ('IIFL HFL' or 'IIFL Home Loans') is a subsidiary of IIFL Finance Limited, with our headquarters in Gurgaon (Haryana). The Company was established in 2006 and registered with the National Housing Bank (NHB) in 2009. We are among India's leading affordable housing financing companies, with consumers all around India. Our product line is cutting-edge and extensive, setting itself apart from the other housing finance and mortgage companies in the country. We offer small ticket size affordable home loans for purchase, construction, and renovation of homes, secured business loan for SMEs, Shakthi Loan, small ticket size loan against property, for SMEs and local businessmen/women, and Project Finance to developers engaged in construction of affordable flats. With a widespread pan-India distribution network, efficient technology-led operations, and transparent processes, IIFL HFL focusses on the needs of marginalised section of the society.

Through co-lending, we align ourselves with the Government's agenda of improving the credit flow to the marginalised sections of the society, at affordable interest rates.



Affordable Home Loans

We offer affordable home loans, focussing on first-time home buyers from economically weaker section (EWS) and lower income group (LIG) segments of the country. Our technological strengths give us an edge and allow us to deliver our services at the convenience of customer's doorstep. We provide customised home loan solutions, ranging from purchasing a new home, renovating an existing home, and constructing on pre-owned land, to loans for purchasing land for building a house.

> 96,600+

Loans given to informal income segment

> 2,13,700+

First-time home buyers

> 1,38,400+

Women empowered*
(Through mandatory ownership/co-ownership of the houses we have funded)

* as on March 31, 2023

> ₹ 17 billion/USD 0.21 billion

Credit-linked subsidy (under PMAY) facilitated (as on March 31, 2023)

> 12,500+

Loans to beneficiary-led construction (BLC) and affordable housing in partnership (AHP) in 2022-23



Secured Business Loans

IIFL HFL offers secured business loans for MSMEs, helping them meet their working capital needs, business operational requirements, etc. These loans are secured by mortgages on residential or commercial properties.

Shakthi Loan is a small ticket loan against property which supports inclusive growth for small-scale enterprises and local businessmen, such as groceries stores, saloons, vegetable vendors, small traders, and agricultural ancillaries etc.

Total secured business loans also include loans provided under Shakthi, which is a small ticket size loan against property offering to small businessmen, traders and other small scale enterprises.

> ₹ 23,250 million/USD 0.28 billion

SME secured loans disbursed

> 54,000

Active customers



Affordable Housing Project Finance

We offer project loans to affordable housing developers to cover their construction costs. We are committed to endorsing sustainable and eco-friendly construction practices. We also strive to ensure that most of the projects we support comply with environmental, social, and governance (ESG) standards, designed to minimise their environmental impact and maximise their positive social and economic impact.

Foreword

Reflecting Sustainable and Impact Driven Approach Across four Pillars of Success; Employees, Organization, Society, and Environment

Financial year 2022-2023 was a remarkable year for IIFL Home Finance Ltd. We made some extraordinary strides in the realm of home loans, particularly in sustainable and green housing initiatives. As an inclusive financial institution, our commitment is to cater to a diverse range of customers, focussing on first-time home buyers from Economically Weaker Sections (EWS) and Low Income Groups (LIG).

Recognising the significance of serving this under-represented segment, we have been able to provide custom made solutions to our customers, across the 17 states of our country.

Our continued focus towards leveraging technology in our assessment and loan approval processes has streamlined operations, making affordable housing accessible to a larger audience. Our allegiance towards a robust value creation for our stakeholders remains a pivot of our business operations

Through our third Sustainability Report, I am pleased to share our organization's perspective on sustainable development and the pivotal role it plays in shaping our strategy and commitment towards a better future and managing associated climate risks and impact.

A closer look at FY 2022-2023

Sustainable Business

starts with the sustainability of our own business. At IIFL Home Finance Limited, we firmly believe that sustainable development is not just a moral obligation but a strategic

imperative. It is deeply intertwined with our vision, guiding principles, and long-term sustainability goals. By embracing sustainable practices, we not only safeguard our environment but also foster social progress and economic growth.

In FY 2022-23, IIFL HFL experienced a 21% growth in overall Assets Under Management (AUM). At the end of the year, we reached 285.12 billion in AUM and had a balance sheet of 217.85 billion. Our total AUM continued to have home loan as a major contributor, with a focus on low-ticket size home loans to non-metro customers in Tier-1 suburbs, and Tier-II and Tier-III cities.

Affordable Housing

Years ago, we initiated our home loan journey, aiming to enable affordable housing to the marginalised sections of the country, and very proudly, we remain steadfast in our commitment. Till date, we have been able to cater to over 2,13,700 first time home buyers, more than 1,38,400 women owners/co-owners of the house with our affordable home loans solution.

Financial Inclusion

We are dedicated to extending our loan solutions to underserved communities and economically weaker sections of society. We gave home loans to over 96,600 home buyers

from informal segment, enabling aspiring homeowners to realize their dreams, contributing to greater social equity and financial inclusion.

Green Housing

Our commitment to sustainable and affordable housing continues to drive our efforts to create positive change in the industry. To further this goal, we continued to reach out to relevant stakeholders in the affordable housing industry in the country through our flagship platform, Kutumb. We also extended our expertise and support to our construction finance projects through the ESG Progressive Evaluation of select projects/under-construction sites with respect to environmental, social, and governance criteria. This also includes their ongoing compliance with regulatory and environmental requirements.

Sustainable Finance and Framework

We developed our Sustainable Finance Framework which demonstrates our approach to finance/ re-finance assets through the issuance of green, social, and sustainability (GSS) bonds & loans that will aid in tackling environmental and social challenges, including climate change.

Ethical Business Practices

Upholding strong ethical standards and responsible lending practices is at the core of our operations. We have maintained a robust credit portfolio, with a low gross non-performing asset (GNPA) ratio. However, the Reserve Bank of India (RBI) introduced various relief measures to provide a much-needed breather to borrowers and HFCs, alike. The Gross Non Performing Assets (GNPA) ratio of HFCs witnessed a decrease in FY 2022-23, as the Indian economy continued to recover and stressed instances were resolved. The reduction in the GNPA ratio is a positive sign for the housing finance industry, indicating that the relief measures introduced by the RBI have been effective in stabilising the sector.

Responsible Stakeholder Management

We actively engage with our stakeholders to ensure transparency and collaboration. As digital solutions continue to expand and integrate into our daily routines, the potential for any breaches becomes increasingly concerning. To overcome this ever evolving technological landscape, we have established an integrated, technology enabled organisation that is well-equipped to address these issues and mitigate associated risks. We also regularly educate our customers on our organisational policies and procedures to ensure compliance with our privacy standards.

This new year will be an year of innovation and decisive action, from expanding the use of AI to address sustainability to moving from pledges to progress. We believe we can and will create a sustainable future where economic prosperity, social progress, and environmental stewardship will coexist harmoniously.

At IIFL Home Finance Ltd., we're deeply committed to sustainability - as a company, as a responsible financial lender, and as citizens of planet Earth.

With warm regards,

Monu Ratra

Executive Director and Chief Executive Officer



As we look towards new year 2023-2024, and beyond, remain steadfast in our pursuit of sustainable development, constantly refining our strategies and embracing innovation to maximize positive impact.



Key Highlights

IIFL HFL has made tremendous progress in its journey to make affordable and sustainable finance available to people across different financial strata residing in remote locations, while parallelly maintaining positive cash flows and lucrative returns for its investors and ensuring employee satisfaction.

Following are some of the key performance highlights from 2022-23.



Financial

Revenue (Standalone)

FY 2021 - 22
₹ 22,214 million

FY 2022 - 23
₹ 27,311 million/
USD 0.33 billion

Profit after Tax (PAT - Standalone)

FY 2021 - 22
₹ 5,780 million

FY 2022 - 23
₹ 7,903 million/
USD 0.10 billion

First-time home buyers (as on March 31st)

FY 2021 - 22
₹ 1,51,300+

FY 2022 - 23
2,13,000+

CLSS beneficiaries families (PMAY)

FY 2021 - 22
55,700+

FY 2022 - 23
73,000+

Digital on-boarding

FY 2021 - 22
99%

FY 2022 - 23
99%

Loans to informal segment

FY 2021 - 22
63,400+

FY 2022 - 23
96,600+



Human Capital

Employees

FY 2021 - 22
2,627

FY 2022 - 23
4,565

Great Place to Work

FY 2021 - 22
4th time in a Row

FY 2022 - 23
5th time in a Row

Employees trained, via offline and online learning platforms

FY 2021 - 22
90%

FY 2022 - 23
90%

Employees performance reviews

FY 2021 - 22
100+

FY 2022 - 23
100%

Employee engagement score

FY 2021 - 22
87/100

FY 2022 - 23
87/100

Retention rate after parental leave (maternity and paternity)

FY 2021 - 22
100%

FY 2022 - 23
100%



Society

Loans to informal income segment

FY 2021 - 22
63,400+

FY 2022 - 23
96,600+

Sustainable living workshops at EWS/LIG workshops, affecting 1,450+ community members

FY 2021 - 22
9 Disha workshops

FY 2022 - 23
11 Disha workshops

Lives impacted through CSR initiatives

FY 2021 - 22
10,527+

FY 2022 - 23
3,14,175

Schools opened at construction sites for children of migrant labor

FY 2021 - 22
5 schools

FY 2022 - 23
18 schools

Loans provided to women owners / co-owners

FY 2021 - 22
97,700+

FY 2022 - 23
1,38,000+

Farmers benefited through livestock development projects

FY 2021 - 22
5,156

FY 2022 - 23
3,295



Environment

CO2e reduction through LED installation

FY 2021 - 22
80.58 tonne

FY 2022 - 23
152 tonne

Water savings through GVP initiatives

FY 2021 - 22
720* ML/year

FY 2022 - 23
907** ML/year

Pre-certified Green Projects under Green Value Partnership (GVP)

FY 2021 - 22
23

FY 2022 - 23
30

GHG emission offset through GVP initiatives

FY 2021 - 22
11,469* tCO2e/year

FY 2022 - 23
14,438** tCO2e/year

Paper Sheets saved with digital lending initiatives

FY 2021 - 22
21,40,620

FY 2022 - 23
19,70,094

Green units funded

FY 2021 - 22
12,633*

FY 2022 - 23
17,500**

Energy savings through GVP initiatives

FY 2021 - 22
12,467* MWh/year

FY 2022 - 23
15,694** MWh/year

*Revised additions based on projects that got closed in FY21-22 & FY22-23
**The reporting of climate impacts is based on units under monitoring. This number was not declared in FY21-22. Units under monitoring are the number of units for all pre-certified projects. However, going forward it will be disclosed.

Accolades and Awards

For our work and the impact we have created on the community, economy, and environment, we have received multiple awards and recognition.

CSR

UBS Forums Corporate Social Responsibility Summit & Awards 2022

Best CSR Impact Award
CSR Project of the Year



ACEF Global Customer Engagement Forum and Awards

Successful Use of CSR Activity



ESG

2nd ESG Summit and Awards

Best ESG Performance in Health and Well-Being



3rd ESG Summit and Awards

Best ESG Performance in Financial Inclusion (BFSI)



Affordable Housing

PMAY Empowering India Awards 2022

Certificate of Merit



Reporting

LACP Vision Awards

19th Best AR Worldwide
Best in the Category Banks
Most Improved Report Worldwide



Communication

Inkspell India Content Leadership Award 2022

Sustainable and Green Housing



Technology

ET Ascent Business Leader of the Year - 21st Edition

Best Use of Mobile Technology in Financial Services



Inkspell & India Creative Industries Council 7th Annual Drivers of Digital 2022

Best Financial Innovation Digital Strategy/Campaign by/for a Financial Services/Banking Enterprise



The Iconic Platinum Awards

Quick Loan Approval



Technology and Green Affordable Housing

2nd Elets NBFC100 Leader of Excellence Awards

Outstanding Leader in Affordable Housing Finance (Jhatpat and Kutumb)



Value to Society

At IIFL HFL, we constantly aim to contribute to the society through our product offerings and operations. Our affordable and sustainable loan solutions can be accessed through our wide physical and digital distribution network. As a responsible organisation, we comply with ESG standards and the defined CSR obligations.

Our Network

> ₹28,511.94 cr
Asset Under Management
As on March 31, 2023

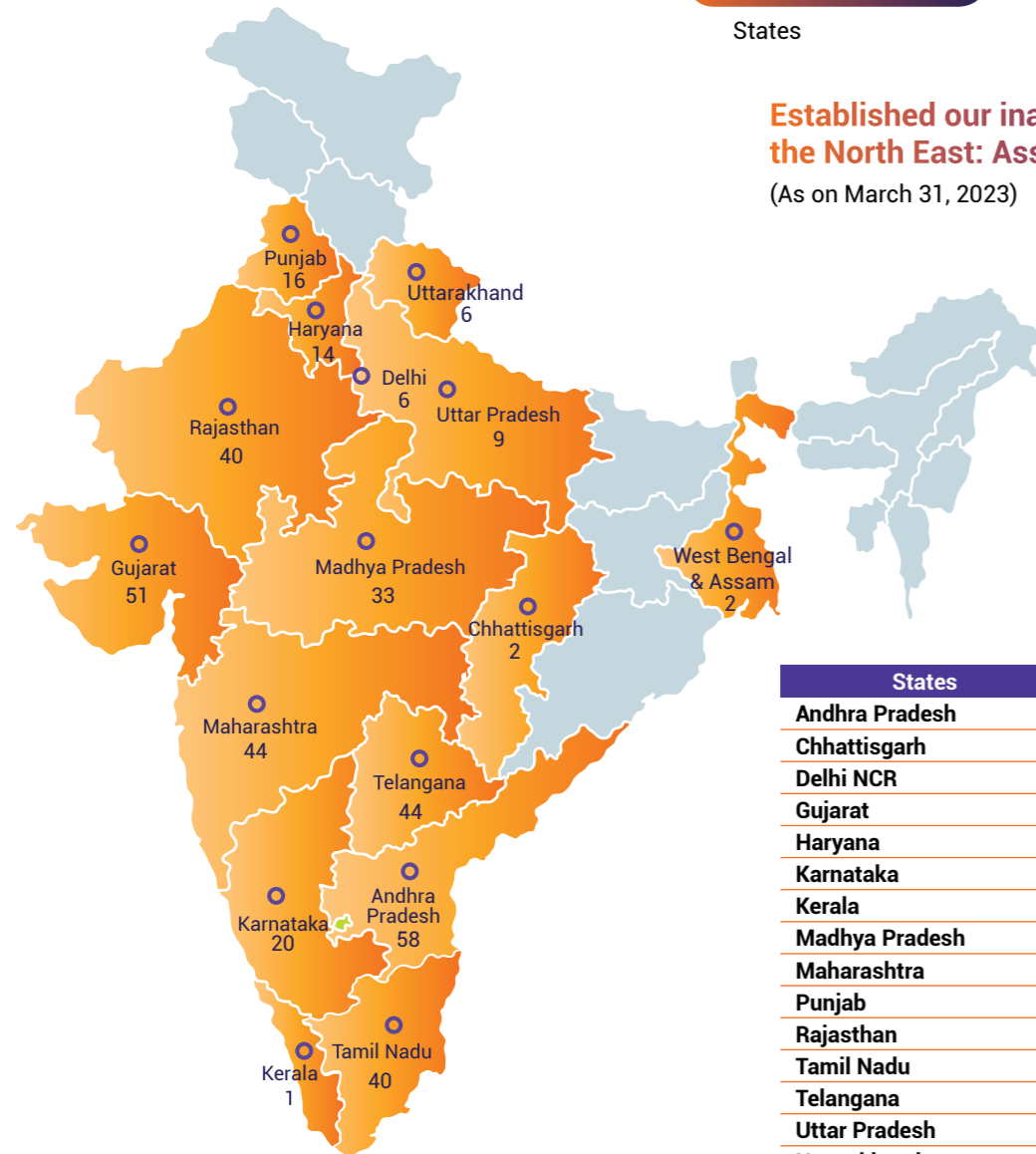
> 386
Branches

> 4,200+
Touchpoints
(IIFL group network
as on March 31, 2023)

> 16
States

> 2
Union Territories

Established our inaugural branch in
the North East: Assam.
(As on March 31, 2023)



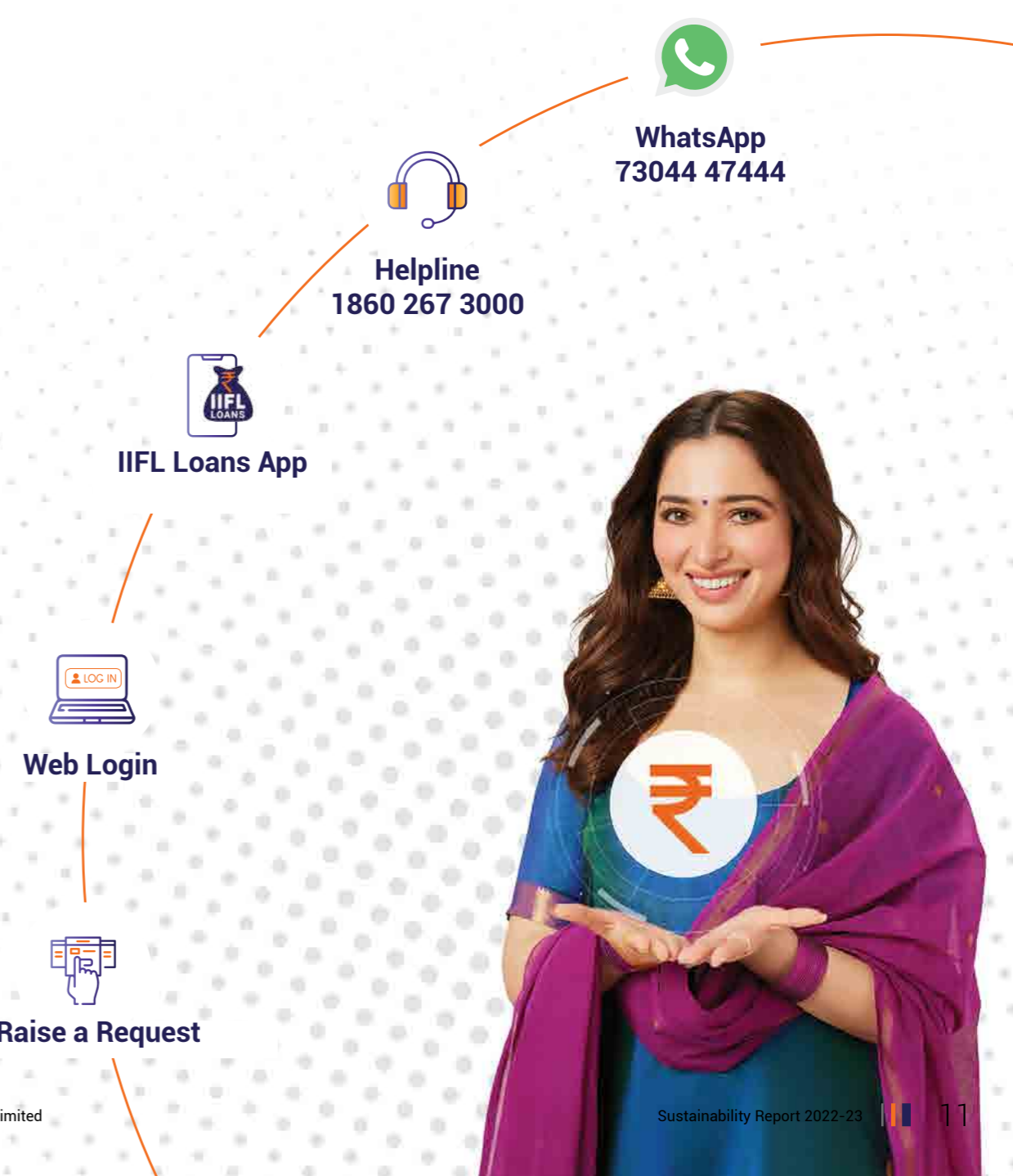
States	AUM mix (in ₹ million)
Andhra Pradesh	15,807.96
Chhattisgarh	2,979.46
Delhi NCR	77,684.35
Gujarat	28,023.31
Haryana	7,578.03
Karnataka	18,116.29
Kerala	82.82
Madhya Pradesh	19,329.35
Maharashtra	53,920.60
Punjab	6,657.11
Rajasthan	14,359.59
Tamil Nadu	7,651.13
Telangana	21,231.07
Uttar Pradesh	4,299.02
Uttarakhand	1,698.81
West Bengal & Assam	5,700.51

Digital Reach

> 100%
Digital onboarding

> 19,70,094
Paper saved through digital onboarding

Our digital platforms enable customers to reach out to us in case of any query, grievances, etc.



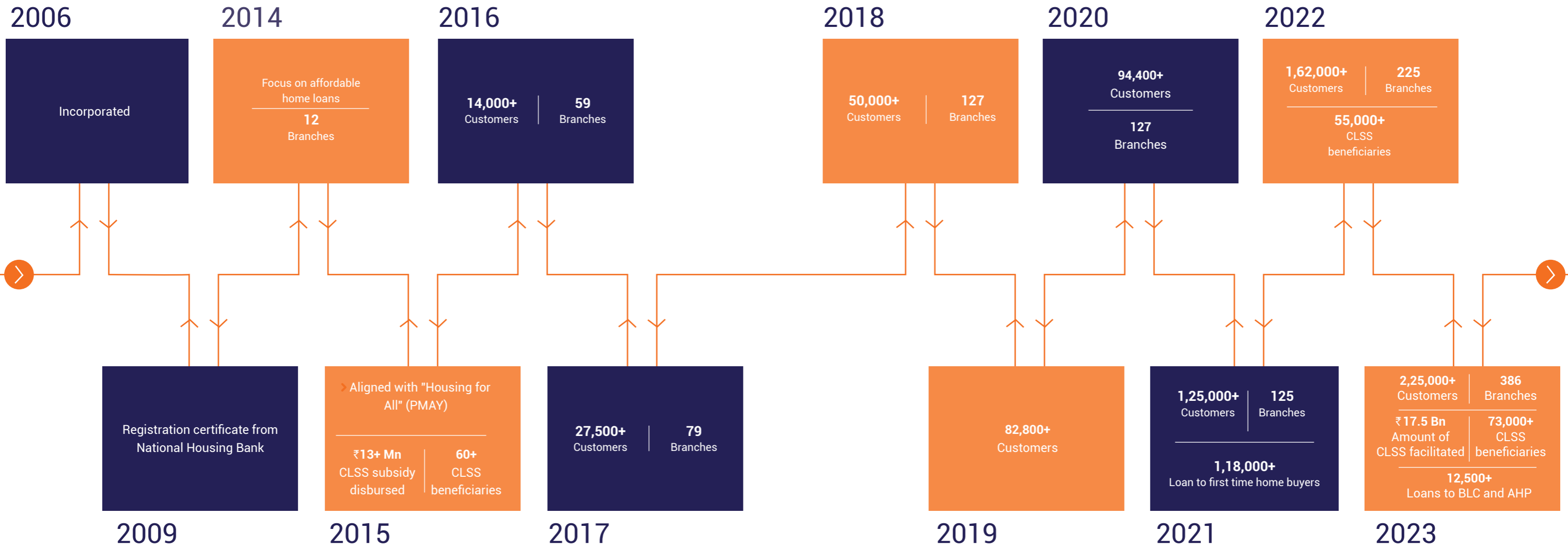


ESG Vision

Enabling sustainable housing through strong foundation of innovation, sustainable lending practices and social impact.

Driving Value

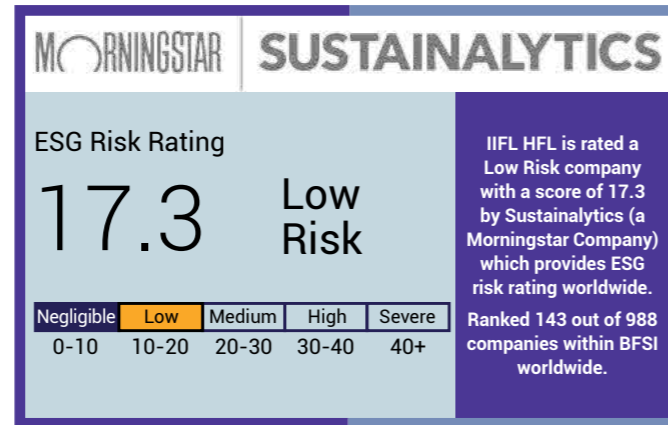
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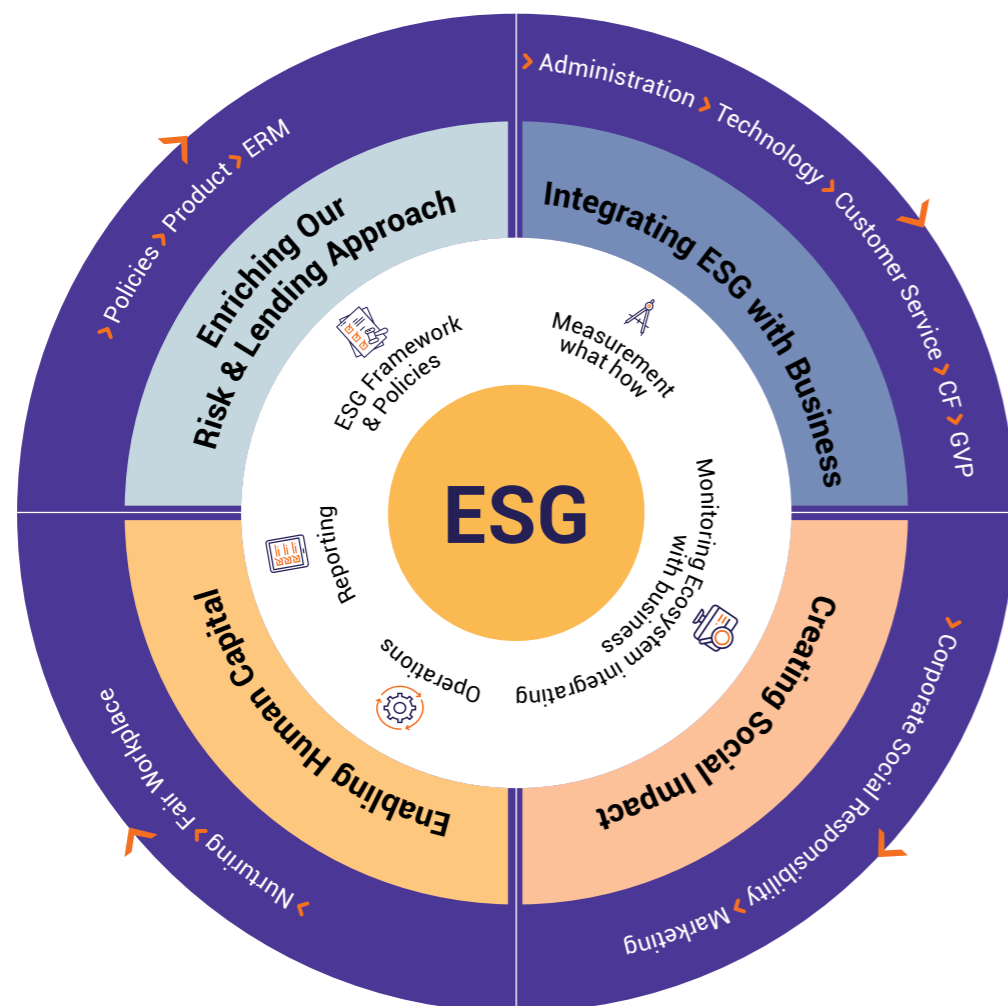
Creating Sustainable Growth

Our integrated vision and focus on efficiency, management, and productivity have paved the way for creating value by incorporating Environmental, Social, and Governance (ESG) initiatives within our business ecosystem. Our ESG framework lays the foundation for integrating critical ESG aspects in our core business functions and operational boundary.

At the core of the Company, we have defined a robust ESG ecosystem as part of our DNA. Our approach towards ESG involves strong ESG framework and policies, the measurement metrics, operations, diligent monitoring, and transparent and effective reporting. The four pillars, that is, Integrating ESG with Business, Creating Social Impact, Enabling Human Capital, and Enriching our Risk and Lending Approach brings on board not only our employees and customers but also the other stakeholders, our society, the environment and the immediate ecosystem in which we operate.



Four Blocks of ESG



Glance at our ESG Policy

IIFL HFL's 'ESG Policy', aligned with leading international standards and principles, 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, and monitoring and auditing of identified material aspects in a timely and transparent 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



Our Focus

- > 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 Cybersecurity
- > Know-Your-Customer (KYC) and Anti-Money Laundering (AML)



ESG Mission

- > Create long-term sustainable value for all stakeholders and communities, thus creating a lasting environmental and social ecosystem
- > Balance economic growth and return on investments (ROI) with robust management of environmental, social, and governance risks across our business portfolio
- > Proactively identify, prioritise and assess the key risks associated with business, operate within defined and agreed-upon tolerance levels for our key risks; and make certain that risk management strategies are in place to respond to our key risks efficiently and effectively
- > Nurture human capital by providing a dynamic work environment, opportunities and learning
- > Leveraging innovation, technology and operational efficiency to maximise reach and achieve sustainable value
- > Grievance Redressal
- > Whistle-blower Protection
- > Business Continuity Management
- > Business Code of Conduct
- > Fair Practice Code
- > Supplier Code of Conduct

Turning Risks to Opportunities

Risk Management Framework

We have a defined risk management strategy framework and policy, 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 the 'Three Lines of Defence' approach.

Line of Defence	Functions	Scope and Authority
The Management	<ul style="list-style-type: none"> > Risk Committee > Information Strategy Committee > Audit Committee > Asset Liability Committee 	<ul style="list-style-type: none"> > Integration of Risk Principles across all Businesses > Risk Strategy and Advisory > Risk Policies > Controls and Review > Organisational Communications
Functional Teams	<ul style="list-style-type: none"> > Risk Department > Business Functions 	<ul style="list-style-type: none"> > Policy Implementation > Risk Monitoring and Reporting
Internal Audit	<ul style="list-style-type: none"> > Internal Audit Department > Risk Analytics 	<ul style="list-style-type: none"> > Independent Reviews > Reporting to Board Committees

The risk review is done at multiple stages and frequencies by the Risk Department. Our risk landscape includes Credit Risk, Liquidity Risk, Digital Risk, ESG Risk, Third-Party Risk, Collateral Risk and Operational Risk.

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 behaviour of the customers is tracked through the bureau data and same is utilised for better collection efficiency

Stress Testing

- > Defining various scenarios
- > Data compilation and validation, modelling 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 analysed for the various time periods

A comprehensive understanding of risk management throughout the various levels of an organisation helps in driving key decisions related to risk-return balance, capital allocation and product pricing. Additionally, it is also ensured that there is appropriate focus on managing risks proactively by ensuring business operations are in accordance with laid-down risk.

Our risk management team is guided by the Company's Risk Management Committee and the Senior Management to develop and implement Risk Assurance practices on a pan-organisational basis.

Credit Risk

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 proactive 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 improve overall risk management capabilities.

Operational Risk

In order to address and mitigate the operational risks, we have an operational risk management policy in place. This policy sets out processes and controls that are required to be monitored at different points of time in relation to people, systems, and processes.

Reduction of operational costs through digitisation 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 standardised and paperless.

Market Risk

Our market risk is managed by our strategic 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 such as 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 optimise our borrowing profile between short- and long-term loans and we adopt funding strategies to ensure diversified resource-raising options to minimise cost and maximise stability of funds.

> Foreign Exchange Risk

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). We have 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.

Liquidity Risk

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 organisational structure. This helps 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.

We ensure flexibility in funding mix by way of sourcing the funds through multiple sources. This includes banks, financial institutions, money markets, debt markets and capital markets. The aim is to diversify our capital sources, manage interest rate risks, and maintain strong relationships with various banks, mutual funds, financial institutions, insurance companies, the NHB, other domestic and foreign financial institutions and rating agencies, etc. This provides an opportunity for our treasury department to minimise the liquidity 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 our systems and practices to realign ourselves with the changed regulatory framework and if possible, anticipate the likely changes in the regulatory framework should keep IIFL HFL abreast of the regulatory risks.




Stakeholder Engagement







At IIFL HFL, we work to understand our stakeholders' needs, interests, and expectations to create value for both the business and our stakeholders. We encourage open and transparent communication with our stakeholders, and our engagement mechanisms are customised to the needs of each prioritised stakeholder group.

Identifying and Selecting Stakeholders

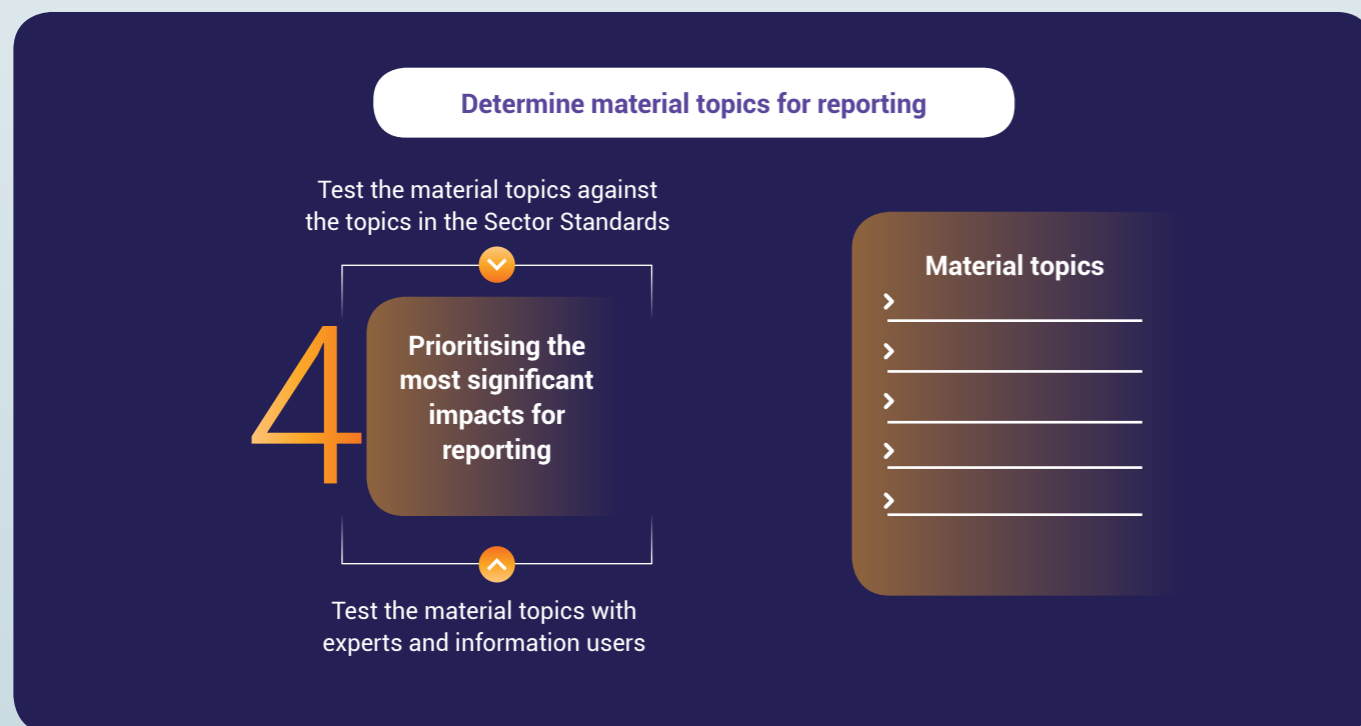
Stakeholders refer to individuals and organisations who are affected by the activities of a company either directly or indirectly and who may have an influence over a company's business. We have identified our stakeholders based on the impact and influence they have on our business. We engage with them, seeking their inputs and insights to identify our material topics. Stakeholders are prioritised depending on their level of impact, interdependence, and responsibility they have towards IIFL HFL.

Approach to Stakeholder Engagement

Stakeholder Group	Engagement Topic	Engagement Mode and Frequency
 Customers/Clients	<ul style="list-style-type: none"> Products that cater to their social and financial requirements Affordable interest rates Ease of transaction across channels Fair and responsive grievance redressal mechanism Transparent information and communication Customer data security 	<ul style="list-style-type: none"> Engagement on a continuous basis Virtual platforms: Inbound calls, customer portal, mobile app, chat-bot Physical platforms: In-person interaction with customers via physical visit to branch office Customer feedback, complaints, and service requests are channelised for further processing via automated online channels
 Employees	<ul style="list-style-type: none"> Healthy work culture and job satisfaction Competitive pay Equal growth opportunities Transparent communication and grievance redressal Skill development and training 	<ul style="list-style-type: none"> Regular employee feedback and communication Town hall with senior leadership, and other rewards and recognition platforms and interventions Mid-year and annual performance review Internal human resource management system Learning and development initiatives
 Suppliers/Vendors/Contractors	<ul style="list-style-type: none"> Ethical practices and appropriate quotes Digital and secure engagement with vendors, ensuring confidentiality Non-disclosure agreements Fair procurement practices Compliance with regulatory and statutory requirements 	<ul style="list-style-type: none"> Onboarding screening Regular vendor/contractor performance review

Stakeholder Group	Engagement Topic	Engagement Mode and Frequency
 Communities/NGOs	<ul style="list-style-type: none"> Development interventions Community engagement for health and hygiene, poverty alleviation, formal education, and sustainable living and housing 	<ul style="list-style-type: none"> Community engagement activities in EWS and LIG households and construction sites Theme-driven activations for community and society Resource creation in form of modules, blogs, videos, whitepapers, etc. Presence of a strong CSR policy to support
 Investors/Shareholders	<ul style="list-style-type: none"> Good corporate governance Compliance with regulatory norms Ethical business practices Good return on investments (RoI) Business innovations and growth 	<ul style="list-style-type: none"> Investor communication through reports and presentations Investor meetings (one-on-one) Annual General Meeting (AGM)
 Regulators/Government	<ul style="list-style-type: none"> Ethics and transparency Timely submission of requisite reports Compliance with norms and regulations Good corporate governance Proactive participation in regulatory reforms Cooperation with statutory audits and inspections 	<ul style="list-style-type: none"> Regular and direct engagement Mandatory regulatory filings, including to the RBI and SEBI Quarterly and annual compliance reports
 Industry Peers	<ul style="list-style-type: none"> Fair competition Necessary collaborations and market making Thought leadership and capacity building 	<ul style="list-style-type: none"> Regular engagement Participation in thought leadership programmes Market-making activity such as green affordable housing, green handbook development Co-lending with banks Priority sector lending-on-lending for banks
 Media & Analysts	<ul style="list-style-type: none"> Business plans Continuous interaction Market share 	<ul style="list-style-type: none"> Interaction with media through regular PR interventions Communication to stakeholders with media releases
 Developers	<ul style="list-style-type: none"> Support for knowledge and capacity development Financial assistance Handholding towards green certification of projects 	<ul style="list-style-type: none"> Extending construction finance for green affordable housing Knowledge sharing and discussion through Kutumb Guidance and hand-holding from conception to certification through GVP programme Capacity building at construction sites through development of the site labourers

Dynamic Approach to Impact Materiality



Materiality Assessment

1

Understanding the organisation's Context

Initial high-level outline of organisation's activities, business relationships, and relevant stakeholders is prepared, keeping in view the sustainability context in which they occur

2

Identification of Actual and Potential Impacts

Activities are linked to various ESG topics which they affect. These are further classified under three categories: environment, people, and economy, based on their relevance. Positive and negative impacts of each activity against the ESG topic and stakeholders are mapped. ESG topics are arrived at by referring to previously reported material topics by the organisation, peer review, and sector guidelines and standards such as SASB, etc. Positive and negative impacts are further classified in the following categories.

- > Actual or potential impacts
- > Caused, contributed, or directly linked to the organisation
- > Short, medium, or long-term impacts

A questionnaire including one related to ESG topics, their positive and negative impacts, impact classification and assessment parameters and parameters to determine impact on human rights is prepared to capture stakeholder responses.

For 2022-23, a total of 18 stakeholders (15 internal), including senior management and employees from different departments such as procurement, operations, finance, technology, HR, etc. and three external stakeholders, including key customers participated in the stakeholder engagement.

3

Assessing the Significance of the Impacts

The first step of the assessment is to check if the impact is caused by/contributed by/or directly linked to any human right violation. In such cases, the topics is classified as material topic without any further assessment. If the impacts do not lead to any human rights violations, as is the case of IIFL HFL, then the assessment is performed in manner given below.

Positive	Actual	Severity (Scale * Scope)
Positive	Potential	Severity (Scale * Scope) * Likelihood
Negative	Actual	Severity (Scale * Scope * Irremediable Character)
Negative	Potential	Severity (Scale * Scope * Irremediable Character) * Likelihood

Responses received from all the stakeholders, during the assessment made in the year gone by, against each positive and negative impact were averaged out to arrive at a score against each impact.

4

Prioritising the Most Significant Impacts for Reporting

Positive and negative impacts were sorted in descending order of the scores received by the defined stakeholders. For 2022-23, the threshold was kept at 40%. Top 40% of impacts from both the positive and negative impact groups were considered to prepare a list of material topics.

The list of material topics arrived at through this assessment is given below. The topics highlighted in orange are common with the previous year's material topics, and those highlighted in blue are new additions.

The material topic list is in line with the previous year as well as the sector guidelines (SASB standards). - this has to be out of the box because this is not part of the 4th point.

Alignment with UN SDGs



Environment

Climate Change and GHG Emissions

The Company produces greenhouse gas (including carbon dioxide and methane) emissions in its business operations through use of electricity, fuels, and other resources. GHG emissions contribute to climate change and global warming.



GRI 305

Energy Use and Management

The Company consumes energy (electricity and diesel) to run its day-to-day business operations. Energy management includes minimising energy consumption, using energy more efficiently, and opting for renewable energy sources.



GRI 302



Social

Non-Discrimination

Non-discrimination means the act of treating all the stakeholders equally and in a fair manner irrespective of the factors such as their race, colour, sex, language, religion, political or other opinion, national or social origin, property ownership, or birth, age, nationality, marital status, disability, place of residence within a country and sexual orientation.



GRI 406

Transparent Information and Fair Advice for Customers

Increased regulatory scrutiny and emphasis on transparency and fair advice indicates that home finance companies that are able to ensure strong performance in this area will be better positioned to protect shareholder value. Companies that fail to provide transparent information and fair advice for customers are likely to experience litigation or regulatory actions.



SASB
(Finance sector)

Responsible Lending and Debt Prevention

Responsible lending and debt prevention, in addition to contributing to a company's social capital, can have a direct impact on a company's performance and profitability. Irresponsible lending practices significantly increase the risk of default on mortgage payments which leads to write-downs of corporate assets, the loss of interest income, and inability to meet interest expense paid to mortgage-backed securities holders.



SASB
(Finance sector)

Customer Privacy and Data Security

In the process of availing loans or any other financial activity, customers share very sensitive personal and financial data with the company. Ensuring the privacy and security of data is an essential responsibility of the Company.



GRI 418,
SASB
(Finance sector)

Diversity and Equal Opportunity

Diversity includes different races, ethnicities, genders, age, religions, and disabilities etc. Equal opportunities to all promote diversity in the Company.



GRI 405



Economy

Anti-Corruption

Acts of bribery and corruption erode fair market competition and can contribute toward systemic issues like poverty and oppression. Additionally, implication in bribery and corruption-related scandals can create significant risk for companies, through reputational damage and legal and/or regulatory action.



GRI 205

Economic Performance

The economic performance of a company refers to its revenue, EBITDA and other economic measures having monetary value associated to it.



GRI 201

Customer Management

It includes customer relationship management, earning and retaining trust of customers, ensuring customer satisfaction, getting customer feedback through surveys and ratings, and customer grievance and complaints resolution.



Non-GRI

Digitisation

The Company's approach in imbibing new technologies and make the overall business process digital by enhancing quality and efficiency. Digitization may help in providing transparent, faster, and timely services to customers. As the awareness pertaining to the usage of digital platforms is increasing among the customers, digital financial services are becoming a preferred mode of service for customers. Digitisation of financial services also help the Company to increase our reach and service efficiency.



Non-GRI

Transparency and Corporate Governance

Maintaining transparency in its actions and following responsible and fair practices of governance is essential for the Company. The Company should have policies for ensuring Board independence, Board diversity, remuneration, responsibility, and accountability of the Board as well as application of the best and sound management practices and compliance with the laws coupled with adherence to the highest standards of ethics.



GRI 2-3



Financial Inclusion and Literacy

The Company contributes to positive social impact through financial inclusion and making affordable financial products available to the underserved section of the society.




GRI 406

⊕ Positive ⊖ Negative

Impact on	Material Topics	Business Activity	Stakeholders (Business Relationships)	Impact (Negative/Positive)	Associated Impacts	Potential/Actual	Organisation's Role in the Negative Impact
 Environment	Energy use and management	Use of energy across value chain	Suppliers, employees, customers	⊖	<ul style="list-style-type: none"> GHG emission Resource depletion (fossil fuel) 	Actual	Contributed
				⊕	<ul style="list-style-type: none"> Resource conservation Decreased GHG emissions due to renewable energy use and increased energy efficiency Supporting customers in reducing their carbon footprint by offering energy-efficient mortgages 	Actual	-
	Climate change and GHG emissions	Emissions from business operations	Suppliers, employees, customers	⊖	<ul style="list-style-type: none"> Global warming and climate change 	Actual	Caused
				⊕	<ul style="list-style-type: none"> Reduction in emissions resulting from climate change strategy and reducing company's contribution to climate change Supporting customers in reducing their carbon footprint by offering energy-efficient mortgages 	Potential	-
 People	Diversity and equal opportunity	All activities	Suppliers, employees	⊖	<ul style="list-style-type: none"> Incidents reported on discrimination 	Potential	Caused
	Non-discrimination	All activities	Suppliers, Employees	⊕	<ul style="list-style-type: none"> No discrimination Diverse workforce 	Actual	
				⊖	<ul style="list-style-type: none"> Legal actions against the Company 	Actual/potential	Caused
	Customer privacy and data security	Customer service	Customers	⊖	<ul style="list-style-type: none"> Data breach and loss of trust and reputation Legal actions against the Company 	Potential	Caused
	Transparent information and fair advice for customers	All activities	Customers	⊖	<ul style="list-style-type: none"> Litigation or regulatory actions Reduced market share owing to bad publicity 	Potential	Caused
				⊕	<ul style="list-style-type: none"> Increased customer base and market share owing to good reputation 	Actual	-
Responsible lending and debt prevention	All activities	All stakeholders	⊖	<ul style="list-style-type: none"> Litigation or regulatory actions Reduced market share owing to bad publicity 	Potential	Caused	
			⊕	<ul style="list-style-type: none"> Increased customer base and market share owing to good reputation 	Potential	-	

⊕ Positive ⊖ Negative

Impact on	Material Topics	Business Activity	Stakeholders (Business Relationships)	Impact (Negative/Positive)	Associated Impacts	Potential/Actual	Organisation's Role in the Negative Impact
 Economy	Customer management	Customer services	Customers	⊖	<ul style="list-style-type: none"> Customer dissatisfaction Bad word of mouth and reputational damage 	Potential	Caused
				⊕	<ul style="list-style-type: none"> Customer satisfaction and retention Good word of mouth 	Potential	-
	Digitisation	Customer services	Customers, employees	⊕	<ul style="list-style-type: none"> Greater reach Quicker, transparent, and timely services to customer 	Potential	-
	Anti-corruption	All activities	All stakeholders	⊖	<ul style="list-style-type: none"> Anti-corruption incidents sabotage brand reputation Litigation and legal actions 	Potential	Caused
	Economic performance	All activities	All stakeholders	⊖	<ul style="list-style-type: none"> Sub-optimal financial performance may negatively affect shareholders' interest 	Potential	Caused
				⊕	<ul style="list-style-type: none"> Increased profits contributes to the country's economy 	Actual	-
Transparency and corporate governance	All activities	All stakeholders	⊕	<ul style="list-style-type: none"> Strong corporate governance leading to improved brand reputation 	Actual	-	
Financial inclusion and literacy	All activities	Customers, community	⊕	<ul style="list-style-type: none"> Facilitating access to affordable financial products to the underserved section of the society and contributing to their development 	Actual	-	



Fair, Safe and Inclusive Business Environment

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Corporate Governance

Governance Structure

'GRI 2-9, 2-10, 2-11'

IIFL HFL's corporate governance culture is based on fulfilling our strategic goals responsibly and honestly, while remaining accountable to our stakeholders. We have a strong framework and policy for maintaining high standard of corporate governance, which is key to ensuring long-term success. We are committed to protecting and maximising the interest of our stakeholders.

Our code of conduct ensures that the Board of Directors and the Senior Management maintain the standards of conduct, and are aware of the situations with potential conflict between the interest of themselves and the interest of the Senior Management. In such circumstances, they are able to ensure that the interest of the Company is protected. IIFL HFL also acknowledges that the Board is responsible to all shareholders and that each member has a primary responsibility to safeguard and advance the Company's interests.

Our ESG committee includes Independent Directors, CEO, and members from Compliance, ESG, Risk Management, Human Resources, and Business Control Unit.

The composition of the Board of Directors of the Company and its Committees are in accordance with the applicable provisions of the Companies Act, 2013, SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI Listing Regulations, 2015) and applicable Directions issued by Reserve Bank of India from time to time.



Responsibility of the Board

'GRI 2-12'

The Board constituted various committees of Directors and/or officers as mandated under the Companies Act 2013, by National Housing Bank/Reserve Bank of India through its Policy Circulars/Directions and those warranted for smooth operations. The Board of Directors along with its committees provides leadership and guidance to the Company's management and directs, supervises, and controls the activity of the Company.

The Board of Directors meet regularly (at least a year) to give a direction and discuss ESG and sustainability issues, relevant to business and climate change.

The Board is responsible for overseeing the Company's due diligence and other processes to identify and manage our impacts on the economy, environment, and people. The Board has delegated the overall responsibility of implementing the ESG policies, strategies, and initiatives to the ESG committee and in turn managing the organisation's impacts on the economy, environment,

and people. The feedback and responses received from the stakeholders are communicated to the Board during quarterly review meeting with Board. Such information is made part of the Agenda notes of the Board/Committee meetings.

The chair of our highest governance body is an Independent Director and is not holding any senior executive position in the organisation. This avoids conflicts of interest in the Board's decision-making process.

Conflict of interest, if any, is communicated by the Directors to the Board. Moreover, the actions taken against the issues including cross-board membership, cross-shareholding with suppliers and other stakeholders, existence of controlling shareholders, related parties, their relationships, transactions, and outstanding balances, are disclosed to stakeholders, as and when such incidence arises and as well as on an annual basis.

The Board supports in resolving any critical concerns or issues faced by the organisation. The frequency with which such concerns or issues are communicated to the Board depends on level of criticality. If the issue has high level of criticality associated with it, it is brought into notice of the Board immediately.

During the reporting period, no specific training sessions were conducted by the organisation for the Board for the purpose of advancement of collective knowledge, skills, and experience on sustainable development. However, the Board keeps itself up-to-date with the current developments pertaining to sustainability and related areas.



Further, the performance of the Board is also independently evaluated on an annual basis, in accordance with the provisions of the Companies Act, 2013 and Regulation 17 of SEBI Listing Regulations, 2015. The Board in coordination with and by the recommendation of the Nomination and Remuneration Committee (NRC), carries out an annual performance evaluation of its own performance including its performance in overseeing the management of the organisation's impacts on the economy, environment, and people based on the criteria and framework adopted by the Board. The NRC also carries out the evaluation of performance of the Chairman, Directors, Committees, Key Managerial Personnel (KMPs), and senior management. For the performance evaluation conducted by the NRC during the reporting period, NRC recorded that the overall performance of individual Directors, Board, Committees, Chairman, KMPs and Senior Management Personnel was quite satisfactory. Hence, NRC did not recommend any changes to the composition of the highest governance body and organisational practices this year.

Know our Board

'GRI 2-10'

IIFL HFL selects the Board members based on a candidate's capabilities (such as experience, achievements, and expertise), availability, independence, and diversity in the boardroom (such as gender and nationality), ensuring effective functioning of the Board.



S. Sridhar
Chairman & Independent Director
Since October 01, 2013

He holds a Bachelor's degree in science from Bangalore University and a Master's Degree in physics from the Indian Institute of Technology (IIT), Delhi. He has previously worked in the banking and finance industry and held several positions in retail, corporate, and export/import banking, including as the Chairman of the National Housing Bank (NHB) and Central Bank of India. While he was the Chairman and Managing Director of the National Housing Bank, he was responsible for several 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 an honorary fellowship of the Indian Institute of Banking and Finance in recognition of his contribution in the field of banking and finance.



Nirmal Jain
Non-Executive Director
Since December 26, 2006

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 focussed on financial services. The group through its four listed entities, has leading presence in India's wealth and asset management, consumer lending, securities trading, and discount broking spaces. With an impeccable track record of governance and growth, the group has attracted marquee investors and won accolades internationally. Also, he is currently Also, he the chairman of IIFL Finance Limited.



R. Venkataraman
Non-Executive Director
Since December 26, 2006

He holds a Post Graduate Diploma in Management from Indian Institute of Management (IIM), Bengaluru and Bachelor's Degree 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 at ICICI Limited, including ICICI Securities Limited, their investment banking joint venture with J P Morgan of US and Barclays – BZW. He worked with GE 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 of IIFL.



Kranti Sinha
Independent Director
Since October 01, 2013

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, 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.



Monu Ratra
Executive Director & CEO
Since January 28, 2016

He 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 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 was National Business Manager with Indiabulls Housing Finance Limited and 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. At IIFL HFL, he is also the pioneer of sustainability initiatives.



Arun Kumar Purwar
Independent Director
Since August 22, 2019

The Chairman of Eroute Technologies Private Limited, a fintech company. He is 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 the 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 focussed private equity fund as well as a non-banking finance company focussed on funding real estate projects as well as educational institutions.



7

Mohua Mukherjee

Independent Director
Since August 26, 2021

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.

She is a professional with over three decades of experience in development economics, has worked with World Bank 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.



8

Kabir Mathur

Independent Director
Since August 22, 2022

He graduated from the London School of Economics and Political Science with a BSc (Hons.) in Economics. He is the Head of the Asia-Pacific within the Private Equities Department of Abu Dhabi Investment Authority (ADIA). He is responsible for leading all aspects of ADIA's private equity activities in the Asia-Pacific region and is a member of the Private Equity Executive Committee. Prior to joining ADIA in 2018, he worked at Kohlberg Kravis Roberts & Co (KKR) where he was responsible for sourcing, executing, and managing private equity investments in Asia. He also worked at TPG Capital, in their Asian private equity business. Kabir began his career in the Investment Banking division of Citigroup/Salomon Smith Barney.



9

Venkataraman Anantharaman

Independent Director
Since February 21, 2023

He is an engineer from Jadavpur University, MBA from XLRI, FT Non-Executive Director Diploma and ESG Competent Boards Certificate and Designation. He has experience in financial services sector, having led corporate and investment banking teams in leading international institutions, including Standard Chartered Bank, Credit Suisse, Deutsche Bank, and Bank of America. Advisory experience in sectors including technology, consumer & retail, financial services, risk management.

Board Committees

'GRI 2-9'

The Board's Committees concentrate on specialised 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 Committees' decisions and recommendations are presented to the Board for information or approval, as needed.



Audit Committee

- > Kranti Sinha
- > Kabir Mathur
- > S. Sridhar



Stakeholder Relationship Committee

- > Kranti Sinha
- > Monu Ratra
- > R. Venkataraman



ESG Committee

- > Ajay Jaiswal
- > Abhishikta Chadda Munjal
- > Mohua Mukherjee
- > Monu Ratra
- > Rashmi Priya
- > Rachit Gehani
- > S. Sridhar



Nomination and Remuneration Committee

- > Kranti Sinha
- > Kabir Mathur
- > S. Sridhar



Asset Liability Management Committee (ALCO)

- > Monu Ratra
- > S. Sridhar
- > Kabir Mathur
- > R. Venkataraman



Corporate Social Responsibility (CSR) Committee

- > Kranti Sinha
- > Monu Ratra
- > Mohua Mukherjee
- > R. Venkataraman



Risk Management Committee

- > Abhishikta Munjal
- > Govind Modani
- > Kranti Sinha
- > Kabir Mathur
- > Mohua Mukherjee
- > Monu Ratra
- > S. Sridhar
- > R. Venkataraman



IT Strategy Committee

- > Abhishikta Munjal
- > Arun Kumar Purwar
- > Aditya Sisodia
- > Mitesh Vora
- > Monu Ratra
- > Rachit Gehani
- > Shanker Ramrakhiani
- > S. Sridhar



Finance Committee

- > Monu Ratra
- > R. Venkataraman



Policies and Frameworks

'GRI 2-19, 2-20, 2-23, 2-25'

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 our policies and frameworks are designed considering our Company's activities and business relationships, with the goal to meet the requirements of relevant legislation as well as the expectations of diverse stakeholders. All our policies and policy commitments are approved by the Board. Our policies are also communicated to external and internal stakeholders. For the external parties (business partners and other relevant parties), the policies are made available on website - www.iiflhomeloans.com/corporate-governance. The policies are communicated to the Company's staff through a mandatory orientation training programme. Any changes in the Company's policies and commitments are communicated to our staff through internal means of communication, that is, email and circulars. Any individual from the Company can seek advice on implementing the organisation's policies and practices for responsible business conduct and raise concerns about the organisation's business conduct to the relevant committees which then guides the individual in the matter at hand. If required, the committee takes the matter forward to the Board and the Board provides required guidance and suggestions on the matter.



Policies and Guidelines Under our ESG framework

ESG Policy

ESG policies of the Company have been implemented to set the roadmap for integrating sustainability into all business operations and our product offerings. This helps in conducting business responsibly and establishing a 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 HFL for reporting instances of unethical/improper conduct and taking 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 auctioning 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 Internal Guidelines on Corporate Governance is to adopt best practices and greater transparency in the operations of the Company and to ensure that they are in compliance with the Master Direction – Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021

Environmental Policy

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

Employee Health & Safety Policy

IIFL HFL believes that injuries, illness, and incidents (3Is) are preventable. We foster a safe working environment and ensure active due diligence for the well-being of our people and safety of assets

CSR Policy

The key purpose of this policy is to define the broad development areas that IIFL HFL 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

Diversity and 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 HFL's Human Right Policy is governed by 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 Labour 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 and Redressal Policy

- › 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. We recognize our responsibility towards safeguarding and protecting our employees from harassment, either by an internal or external source, and are committed to providing and ensuring a safe, harassment-free working environment to all.

Anti-bribery & Anti-corruption (ABAC) Policy

- › This policy is aimed at combating corruption and conduct our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our dealings wherever we operate. We are also committed to implementing and enforcing 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 Anti-Bribery and Anti-Corruption (ABAC) Policy.

IT and IS Policies

- › (Information Technology Policy, Information & Cyber Security Policy and Business Continuity Management Policy) The policies and procedures establish guidelines for the use of information technology within an organisation. 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 Company from being used, intentionally or unintentionally, by criminal elements for money laundering. KYC procedures enable Company to know/understand their customers and their financial dealings better.

Grievance Redressal Policy

- › Through this policy, we ensure 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 source of the case.

Whistle-blower Protection Policy

- › The purpose of this policy is to eliminate and prevent malpractices, investigate and resolve complaints, and take appropriate action to safeguard the interests of IIFL HFL. It also aims 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 IIFL HFL's commitment to integrity and highest standards of ethical practices. It defines the standards of conduct 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 them for their day-to-day operations.

Code of Conduct Policies

- › 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 become aware of those situations where there is likely to be a potential conflict between the interest of the Company and that of the Directors/Senior Management. It also ensures that in such circumstances, no step is taken against the interest of the Company.

Nomination and Remuneration Policy

- › The Board of Directors of the Company approved the Nomination and Remuneration Policy on recommendation of the Nomination and Remuneration Committee. The objective of the Policy is to ensure that the Board comprises Executive, Non-Executive and Independent Directors. It also guides the appointment and removal of Directors and Key Managerial Personnel (KMPs). The Policy also provides for remuneration to Directors, KMPs, and senior management, involves balance between fixed and variable pay reflecting short- and long-term performance objectives appropriate to the working of the Company and our goals including ESG goals. As the Board carries the overall responsibility of the management of the Company's impacts on the economy, environment, and people, its performance pertaining to this matter is also considered while deciding fixed and variable pay and bonuses. Remuneration of the Directors, Senior Management, and Key Managerial Personnel is approved by the Board on recommendations of the Nomination and remuneration Committee. NRC considers performance of the above personnel and accordingly recommends to the Board. No external consultant has been involved so far in determining compensation. At present, shareholders have their representation on the NRC. Any decisions related to compensation are reviewed and approved by the Nomination and Remuneration Committee. The Remuneration Policy is mentioned in the website of the Company at www.iiflhomefinance.com/corporate-governance.



Business Ethics and Compliance

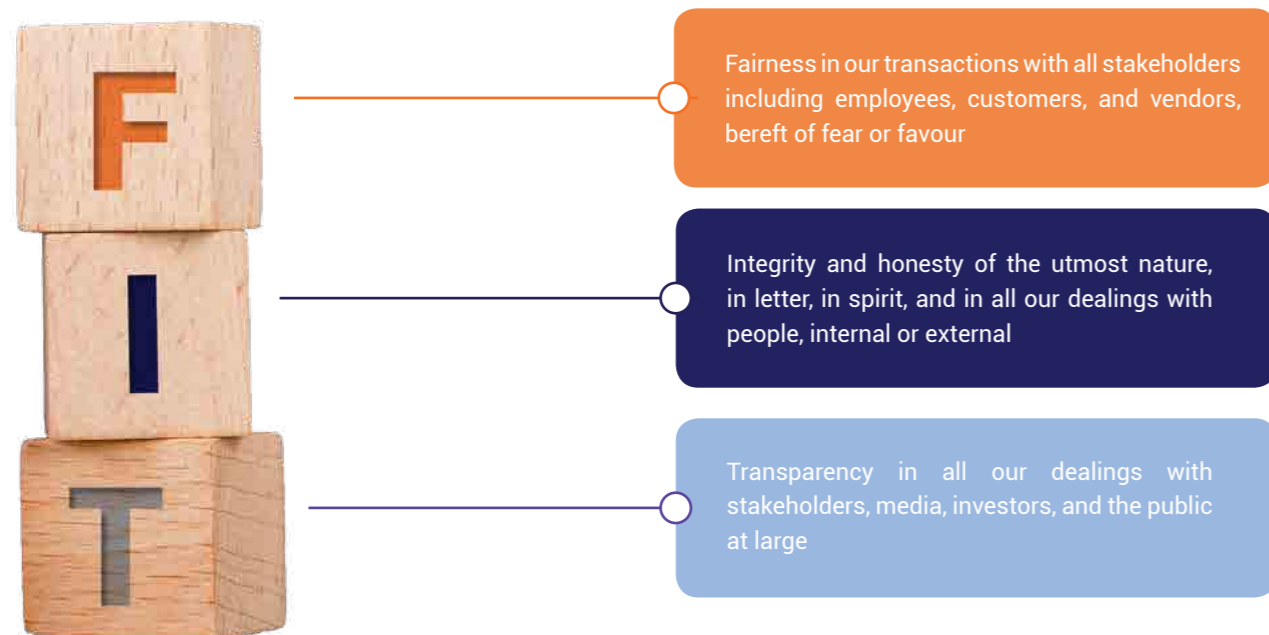
- 40 Ethics and Integrity
- 41 Anti-Corruption
- 42 Non-Discrimination
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Ethics and Integrity

'GRI 2-27'

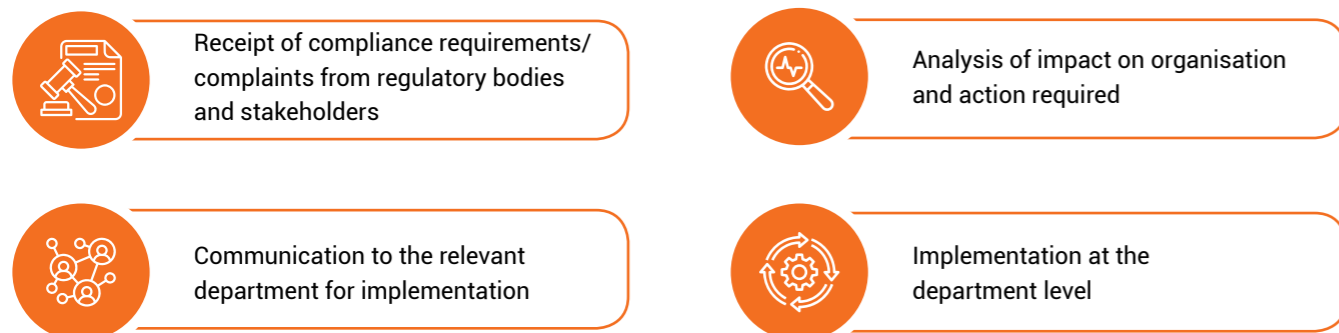
We have come this far solely based on our core values serving as a moral compass in all our dealings. Fairness, Integrity, and Transparency (FIT) are the driving force behind all that we do at IIFL HFL. We only work with people who fit into our professional ethos. Our constant endeavour is to deliver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



All employees of IIFL HFL follow the code of conduct, which is a statement of our commitment to integrity and the highest standards of ethical practices. It defines the standards of conduct expected of all employees in order that the right decisions are taken in performing roles and responsibilities across various functions in the Company.

Adhering to Regulatory Compliance

Our compliance system employs a methodical approach to guarantee that our practices are compliant with applicable legislation. Our compliance department ensures that all applicable laws, policies, and regulations are followed throughout the Company. The compliance department collaborates with other agencies to ensure that the changing and evolving laws and regulations are implemented quickly and smoothly.



Periodic reporting on progress to Board of Directors and relevant stakeholders

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

No instances of non-compliance reported during the reporting period.

Anti-corruption

GRI 205, 3-3

At IIFL HFL, we have a strong code of conduct in place to identify, report, and record cases of corruption. We strive to adhere to the highest standards of business ethics. It helps us maintain confidence of all our stakeholders, and remains one of the fundamental pillars of our successful business.

To prevent any misconduct, several Company rules and operational procedures have been implemented. Our Code of Conduct, which is backed 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 are committed to acting professionally, fairly, and with integrity in all our transactions. IIFL HFL's Code of Conduct and Anti-Corruption Policy is available on our website. www.iiflhomeloans.com/corporate-governance

Our Chief Anti-Corruption Officer monitors, reviews, and annually reports on the effectiveness of and adherence to Anti-Bribery & Anti-corruption (ABAC) Policy, and the steps taken to implement it. The Report is further reviewed and approved by the Board of Directors.

205-1 Operations Assessed for Risks Related to Corruption	Number	Percentage
a. Total number and percentage of operations assessed for risks related to corruption	-	-
b. Significant risks related to corruption identified through the risk assessment	-	-

205-2 Communication and Training about Anti-Corruption Policies and Procedures	Number	Percentage
a. Total number and percentage of governance body members that the organisation's anti-corruption policies and procedures have been communicated to	9	100%
b. Total number and percentage of employees that the organisation's anti-corruption policies and procedures have been communicated to	3,954	87%
c. Total number and percentage of business partners that the organisation's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organisation's anti-corruption policies and procedures have been communicated to any other person or organisations	-	100%
d. Total number and percentage of governance body members that have received training on anti-corruption	1	10%
e. Total number and percentage of employees that have received training on anti-corruption	1,493	33%

205-3 Confirmed Incidents of Corruption and Actions Taken	Number	Percentage
a. Total number and nature of confirmed incidents of corruption	-	-
b. Total number of confirmed incidents where employees were dismissed or disciplined for corruption	-	-
c. Total number of confirmed incidents where contracts with business partners were terminated or not renewed due to violations related to corruption	-	-
d. Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases	-	-

During the reporting period, we trained 33% of our workers on the Company's anti-corruption rules and practices. In addition, the bribery and corruption risks were closely monitored and effectively managed in order to maintain a strong control system within the Company. We have a policy of investigating and disciplining anyone found to be engaging in unethical behaviour. Any employee, shareholder, or third-party representative who violates the ethical conduct criteria faces severe consequences, including dismissal, and may also involve criminal or regulatory proceedings. There were 0 occurrences or cases of corruption made against the organisation or its workers during FY 2022-23 as a result of our stringent processes and training.

Non Discrimination

GRI 406, 3-3

At IIFL HFL, we adhere to the principles of equality and non-discrimination. We ensure that all our employees, workers, suppliers, and other stakeholders are treated equally and in a fair manner with dignity and respect. We ensure that there is no discrimination in our practices and actions with regard to any of our employees, workers, suppliers, and other stakeholders based on the factors such as race, colour, sex, language, religion, political or other opinion, national or social origin, property or birth, age, nationality, marital status, disability, place of residence within a country and sexual orientation.

We have a diversity and inclusion policy, which covers aspects related to non-discrimination. The policy applies to all our corporate and branch offices across India. We encourage our vendors/suppliers/contractors and any related personnel to adopt our D&I policy and practices. D&I sensitization trainings are conducted for all employees.

During the reporting period, no incidents of discrimination were reported.

Economic Performance

GRI 201, 3-3

Economic performance generally refers to revenue, EBITDA and other economic measures that have monetary value associated with it. To drive a company profitably, it is important to evaluate and improve the economic performance every year, therefore it always remains a material topic to us. We have our internal targets and frameworks to manage our economic performance. Targets are set by the company based on predictable economic environment, business factors and viable economic results.

201: Economic Performance (In ₹ million)			
201-1: Direct Economic Value Generated	FY 2022-23	FY 2021-22	FY 2020-21
Direct economic value generated: Revenue from Operations (A)	26,035.85	20,860.76	19,569.67
Economic value distributed (B):			
Operating costs	967.64	640.39	506.55
Employee wages and benefits	2,402.12	1,717.00	1,584.43
Payments to providers of capital	11,820.92	10,624.80	10,532.73
Payments to government by country	2,325.68	1,679.68	1,088.88
Community investments	131.00	105.68	79.06
Total (B)	17,647.36	14,767.55	13,791.66
Economic value retained (A-B)	8,388.49	6,093.21	5,857.07

To avoid any disruptions in operations and other situations that may affect our financial performance, we believe in identifying and mitigating the risks in advance. Like other physical and transition risks, we also identify and analyse the risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue, or expenditure. We are in the process of developing a method for computing financial implication of climate-related risk or opportunities and will start reporting the same in the coming years.

In addition to budgeting for business operations and growth, we also budget for the benefit plan obligations and other retirement plans for our employees. At the end of the reporting year, the closing balance of fund was ₹ 10.61 crore. A gratuity fund is also maintained. 100% requirements for the benefits to be extended to our employees, including the gratuity liabilities, are estimated to be covered by the assets that have been set aside to meet them, as per the actuarial valuation of the extent of gratuity liabilities for a given year.

IIFL HFL does not maintain a separate pension fund. Provident Fund (PF), deducted from employee's salary, has a component of pension and is deposited in Employee Provident Fund Organisation (EPFO). 12% of the basic component of the salary is paid by the employee and by the employer. PF is mandatory for employees with basic salary of ₹ 15000 or less. In case the basic salary is more than ₹ 15,000, PF is optional.

Digital Technology and Productivity Enhancement

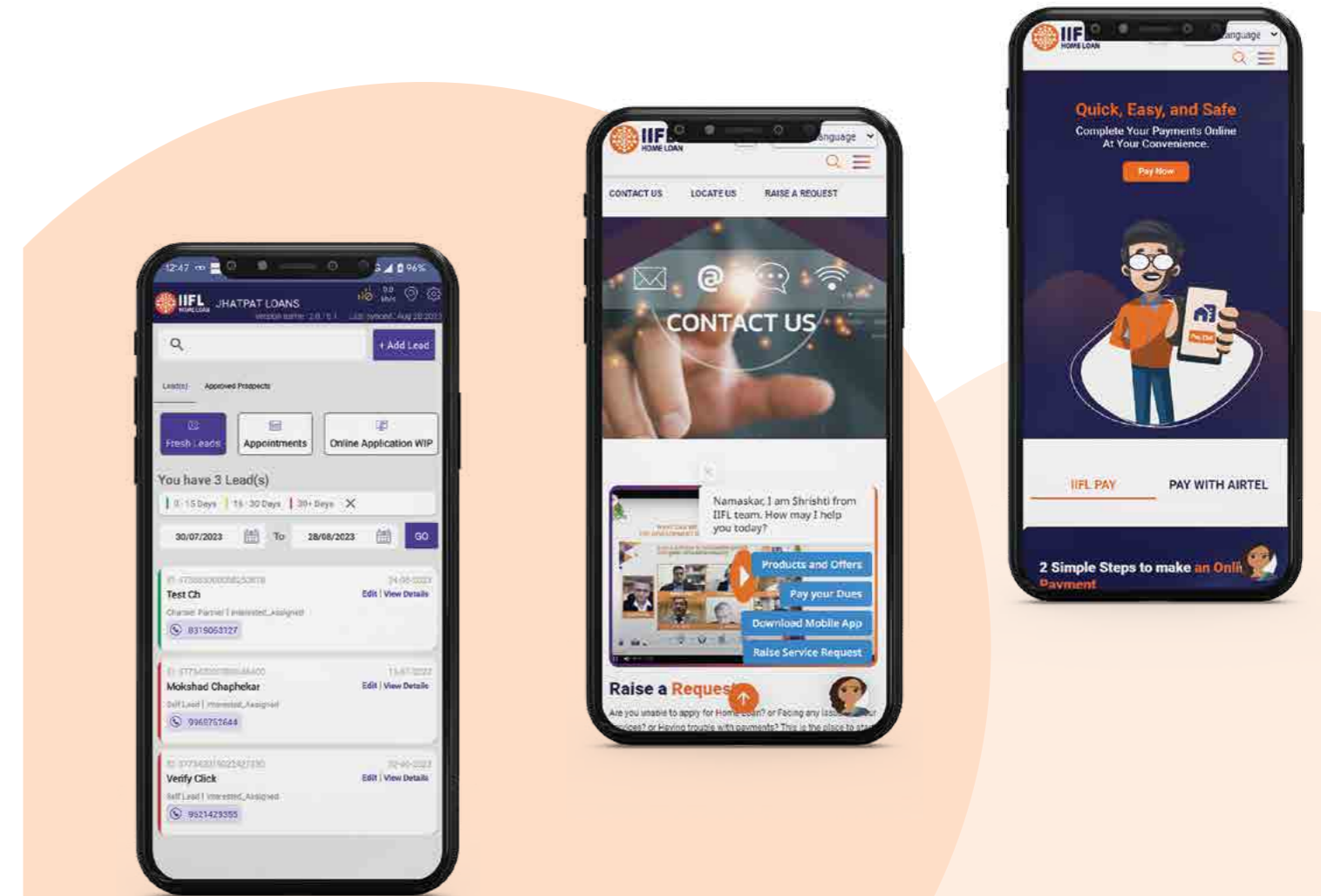
Customer Management

Customer centricity and creating value is at the core of our business. Our core values include fairness, integrity, and transparency.

We provide an array of channels for our customers to reach us. Customers can contact us regarding loan-related requests, queries, and complaints and in turn we strive to provide satisfactory resolution in time. Customers can approach us through various digital platforms like Mobile App, Web Portal, Website, Chat Bot, WhatsApp or use the traditional platforms. Our branches and a helpline number have helped with resolutions for categories covering approximately 75% of ticket volume of our customer queries.

We have outlined a framework for redressal of customer grievances and documented it in the form of a Grievance Redressal Policy, duly approved by our Board. To ensure complete transparency as per our core values, our website and branches display the Grievance Redressal Policy (GRP), Most Important Terms and Conditions (MITC) along with the Fair Practice Code (FPC) in nine languages. This gives the customers assurance and peace of mind of knowing the product and the terms and conditions of the loan.

Our tech-enabled digital ecosystem captures the 'Voice of Customer' at different stages of the customer lifecycle keeping customer-centricity at the core.

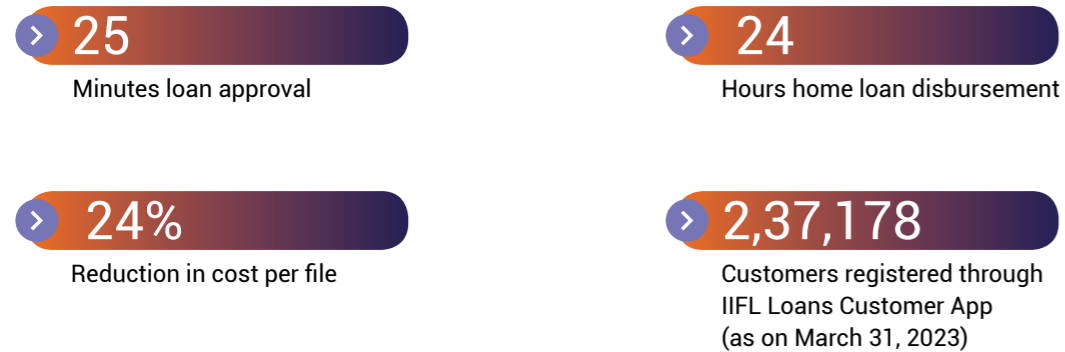


Digitization

Jhatpat home loan process provides transparent, faster, and timely services to customers. It also enables better and wider reach. Over the last 5 years, our focus has been on end-to-end digitisation of our processes while maintaining a symbiotic relationship with aspects that still need some physical intervention – tracked digitally.

100% of our customers are on boarded through the Jhatpat Loan Process.

IIFL Loans mobile application helps customers to apply for loans and provides a complete view of all existing loans with IIFL HFL. The application has been designed to offer a convenient login process, easy navigation, and ease of usage.



Transparent Information and Fair Advice for Customers

We provide an array of channels for our customers to reach us and convey their daily requests, queries, and complaints. We enable various digital platforms such as Mobile App, Web Portal, Website, Chat Bot, WhatsApp or use the traditional platforms like our branches and helpline.

Our Grievance Redressal Policy, duly approved by our Board, to ensure complete transparency. Our website and branches display the Grievance Redressal Policy (GRP), Most Important Terms and Conditions (MITC) along with the Fair Practice Code (FPC) in nine languages giving customers assurance.

Customer Privacy and Data Security

GRI 418, 3-3

Due to the nature of our business, we deal with sensitive and personal information of our customers. Ensuring their privacy and security is our essential responsibility. We have invested in latest technology and data security systems to protect such sensitive information from being leaked or used for any purpose other than intended.

Internal and External Audits

The Company is ISO 27001:2013 certified and Auditors review the management's involvement in Information Security Framework and any security incidents, through management reviews. This stresses that we follow good practices and manage information security.

Our Policy

Our Information Technology, Information & cyber security policy and Business Continuity management processes are aligned with National Housing Bank (NHB), RBI Master Directions, ISO 27001 standard, and industry leading practices. The Chief Information Security Officer is responsible for Information Security and Business Security Management Framework at IIFL HFL. Apart from this, we follow customer's consent before using customer information and ensure the following measures to safeguard it:

- › Data Centre Perimeter and Cloud Services are secured with a Firewall from the internet
- › Endpoint security controls are implemented such as Device restriction for Email and business applications, Next-Generation Endpoint Antivirus, USB Access and Admin Access in desktops and laptops are restricted
- › Operating system security patching is carried out regularly for servers
- › Regular security awareness is carried out through mailers, Learning Management System (LMS), classroom training and periodic email phishing simulation exercises are carried out
- › VA and PT assessments are carried out on regular basis
- › Opted for Cyber Insurance cover to protect the organisation from financial loss in case of cyber-attack or data breach
- › Periodic IT operations and security audits are carried out by internal and external auditors
- › Tablets and Mobile Phones are controlled through Mobile Device Management (MDM)
- › Public-facing web applications are protected by the Web Application Firewall
- › Privileged Access is controlled via Privileged Identity Management (PIM)
- › User Access review is carried out at least on a half-yearly basis
- › Brand Protection and Dark Web Monitoring Services are opted to protect the brand and information
- › Secure VPN Solution is implemented for remote access of IT systems and applications

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

- Our Customer service forwards the complaint received and the same is investigated by the incident management team and the concerned department
- Cyber security emergency response team handles the incidents of breach of customer privacy
- The complaint is addressed within 15 minutes to ensure immediate or earliest resolution

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

Count of data breaches	-
% of breaches involving personally identifiable information	-
Count of account holders affected	-

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 was affected due to data breaches involving personally identifiable information.

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

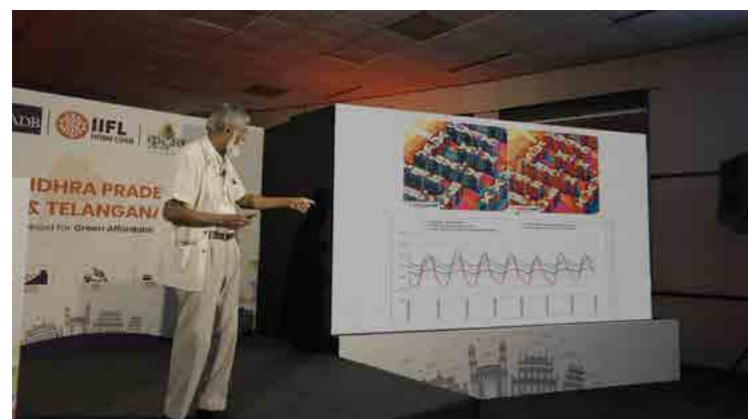
i. Complaints received from outside parties and substantiated by the organisation	-
ii. Complaints from regulatory bodies	-
iii. Total count of identified leaks, thefts, or losses of customer data	-

Transparency and Corporate Governance

IIFL HFL has multiple company policies and frameworks that offer transparency on the board independence, diversity, remuneration, responsibility and accountability, sound management practices and compliance with the laws and ethics. The policies are made available on our website - www.iiflhomeloans.com/corporate-governance.

Alleviating Environmental Impact

- 48 Climate Change and GHG Emissions
- 49 Energy Use and Management
- 49 Water and Effluents
- 50 Waste Management
- 50 Best Practices
- 54 Green Value Partners



At IIFL HFL, we are determined to grow our business sustainably and prof and constantly strive to minimise our impact on the environment and benefit the society. Being a finance sector company, we already have a lower energy and materials requirement and hence a lower carbon footprint as compared to companies from manufacturing and other energy-intensive sectors. As a mortgage industry leader, business optimisation is a top focus for us in our quest to be efficient, cost-effective, and eco-friendly. One of the business optimisation strategies that we have adopted is digitisation. This sections reflects our consumption and savings of 50 IIFL HFL owned branches. We are integrating a SAAS based ESG software, to be able to review, control and action similar experience for all branches across the country.

Climate Change and GHG Emissions

'GRI 305, 3-3'

Greenhouse Gas (GHG) emissions are a major contributor to climate change and are governed by the United Nations (UN) 'Framework Convention on Climate Change' and the subsequent UN 'Kyoto Protocol'. The Company's contribution to climate change and global warming is directly linked to our GHG emissions which occur from our use of electricity, fuels, and other resources.

At IIFL HFL, we have undertaken initiatives to reduce our energy consumption and GHG emissions from our business operations. We offer discounted loans for green affordable housing to customers which will greatly contribute in reduction of the greenhouse gas emissions, as well as in reduction of waste generation, water, and energy consumption.

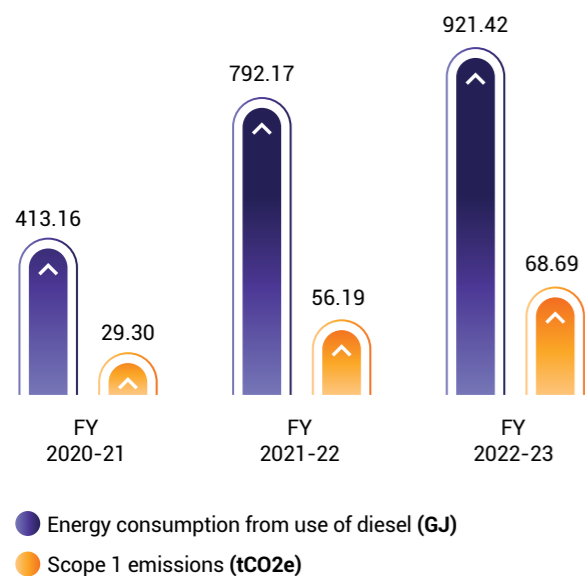
We also promote green housing and sustainable living through 'Kutumb', 'Disha', and 'Green Value Partnership (GVP)'.

As an initiative to reduce GHG emissions, we have installed LED Lights while replacing the existing 536 CFL lights of 72 Watts with LED lights of 36 Watts. We are saving approximately 212 MWh annually resulting in a reduction of 152 tonne CO² after the installation of LED lights with annual monetary saving of ₹ 21,18,701.

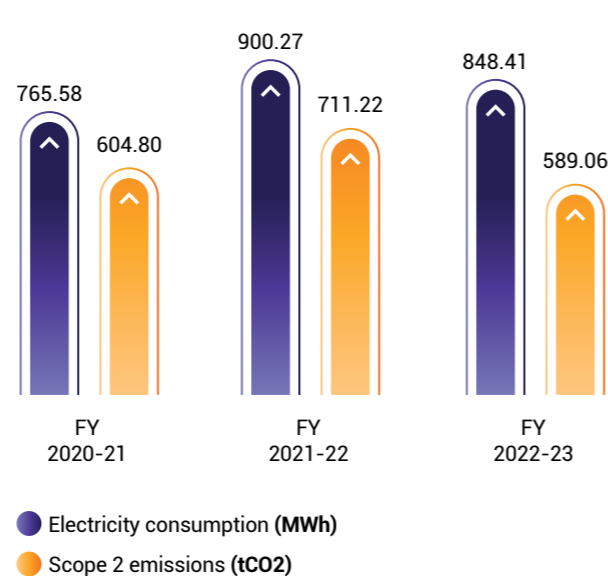
In addition to the initiatives around reduction of our energy consumption, we installed solar panels this year and derived around 3% of our total electricity requirements from this renewable energy source at our head office. We also use Low-VOC paints which helps to reduce our indirect emissions, and concentration of contaminants in the ozone layer. It also creates less impact on groundwater and landfills.

The following table contains the details of our energy consumption and Scope 1 and 2 GHG emissions as well as the energy intensity and GHG intensity.

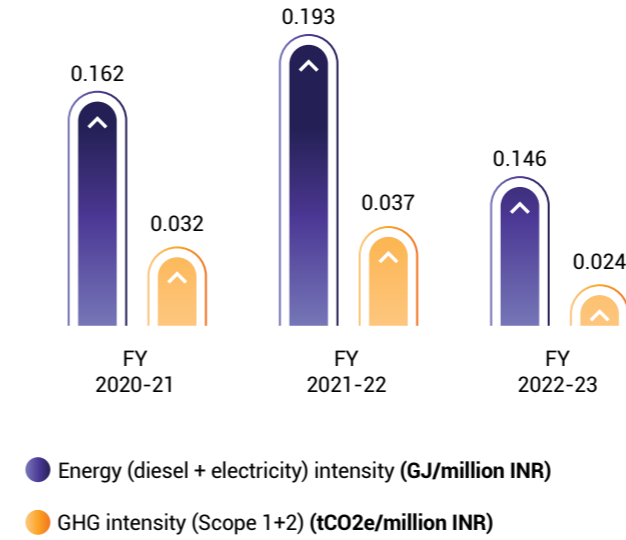
Energy and Emissions from Direct Operations



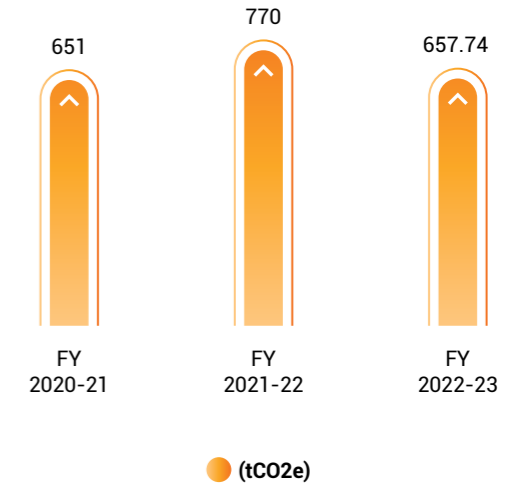
Energy and Emissions from Indirect Operations



Energy and GHG Intensity



Total GHG Emissions (Scope 1+2)



Energy Use and Management

'GRI 302, 3-3'

Sensors have been installed across offices to reduce electricity consumption thus decreasing energy intensity. 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. Furthermore, there is a potential to increase performance in this area.

Owing to our efforts towards energy efficiency, IIFL Home Loans' Gurgaon head office has been certified as Gold Level LEED rating under Operations and Maintenance Category (Version 4.1) with 75 points out of 100.

Water and Effluents

'GRI 303'

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.

IIFL HFL's head office in Gurgaon has a sewage treatment plant with a capacity of 8,000 litres and the treated water is used for gardening, cleaning purposes. We are also servicing the softeners and treated water which will be used for washrooms, cleaning, cooling towers. 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.

Rainwater harvesting system is operational with a capacity of 6,000 litres.

Water Consumption

Municipal Water (kL)	Boring Water (kL)	Bottled Water (kL)	Total Water (kL)	Water Intensity (kL/Employee)
1,920	869	445	3,234	0.71

Waste Management

'GRI 306'

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. We have signed contracts with few recyclers in the organisation.

Reduce, reuse, and recycle is a principle we strongly adhere to. We not only minimise the amount of waste generated but also ensure to recycle products for further use. We have driven initiatives to drive our business digital, which has resulted in the saving of 19,70,094 sheets of paper this year.

We also have an ESG policy in place which addresses the topic of waste management in the Company.

Some of our key initiatives that enable effective waste management are:

- > A separate room is assigned for keeping E Waste Scrap
- > E Waste was last scrapped during the month of December 2022

The E Waste was sold to a centralised vendor called AVIS Group (licensed e-waste vendor).

Parameters	Unit	Disposed via Sale
Hazardous Waste (E-Waste)	kg	201.4

Best Practices

Asian Development Bank's Technical Assistance Programme

IIFL HFL and the Asian Development Bank (ADB) have joined forces for a technical assistance (TA) programme, aimed at bolstering the green building ecosystem in the affordable housing sector in India. This initiative represents a remarkable fusion of research and innovation, encompassing the realms of 'green building,' 'affordable housing,' and 'women's access to housing'.

With a profound understanding of India's triple bottom line challenges, IIFL HFL has strongly emphasised facilitating inclusive and affordable green housing for the lower-income segment. The programme takes a comprehensive approach, tackling the financial and construction sector barriers that hinder women's accessibility. Our objective is to empower real estate developers and housing finance companies by facilitating the integration of green lending and climate-adaptive strategies into their affordable housing portfolios. Simultaneously, we are committed to actively promoting market research and conducting capacity building exercises for all stakeholders involved in this endeavor.

Promotion and Propagation



IIFL HFL has embarked on a series of pioneering industry initiatives with an unwavering commitment to advancing green affordable housing in our nation. Through our esteemed knowledge platform, Kutumb, we have successfully brought together a diverse range of housing industry stakeholders. This includes developers, policymakers, architects, academicians, green rating agencies, and financial institutions, all united in our shared vision. Kutumb serves as a vibrant hub where ideas are exchanged, collaborations are forged, and innovative solutions are born. By fostering this collaborative ecosystem, we are driving transformative change and propelling the growth of green affordable housing throughout the country. Together, we are shaping the future of housing, creating sustainable communities, and ensuring a brighter tomorrow for all.

> 9
Kutumb Platforms

> 1,500+
Participants

> 900+
Developers

> 36+
Expert Sessions



DISHA represents a collection of community engagement activities that are implemented in specifically chosen EWS/LIG housing societies. The primary objective of DISHA is to inspire children and women residing in these households to embrace sustainable lifestyles. Through these activities, we aim to foster a greater understanding and appreciation for the importance of climate change mitigation, water, and energy conservation, and minimising our ecological footprints. By empowering individuals within these communities, we strive to create a positive and lasting impact on the environment and promote a sustainable future.

We have successfully organised workshops in...

> 20
EWS/LIG societies

> 1,100+
People Engaged

> 1,700+
Seeds planted

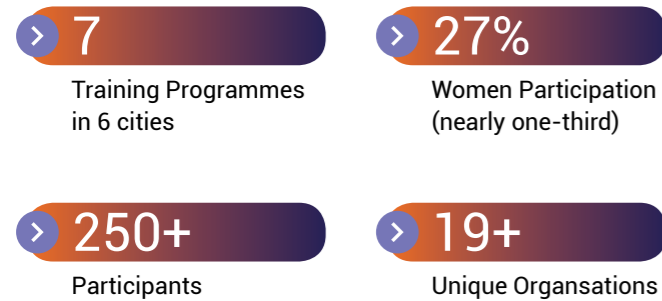
Understanding 'State of Sustainable Housing in India'

A white paper titled, 'State of Sustainable Housing in India' was published in November 2022, assessing the awareness of climate-resilient green housing among home buyers.



Capacity Building

Our capacity building initiatives revolve around several key focus areas. First, we aim to identify and engage with key entities within our target audience for specialised training activities. This includes conducting training sessions on various topics such as on-site risk assessment, climate adaptive design, green building certification standards for affordable housing, and fostering gender inclusiveness in green building processes. Furthermore, we prioritise upskilling the staff of developers and construction labourers in resilient green building construction practices. To facilitate knowledge dissemination, we develop relevant and informative material that can serve as a valuable resource for the market. Additionally, we prepare customised training materials tailored to the specific needs of our target audience. As part of our commitment to supporting developers, we reimburse their expenses associated with green building capacity development and upskilling, in consultation with esteemed certification bodies like IGBC/GRIHA.



Stakeholders Targeted from Organisations

Government, Developers, HFC/Banks, International Property Consultants (IPC), Think Tanks, Academia, Architects and other construction professionals.

Research and Innovation

Our research and innovation endeavours are centered around several crucial areas. First, we comprehensively assess existing green building rating programmes, codes, standards, and guidelines to determine their suitability for achieving climate-responsive, climate-resilient, and gender-sensitive affordable housing in India. This assessment serves as a benchmark for evaluating their performance. Additionally, we analyse the prevailing resource and energy baseline codes to develop a practical and effective baseline that aligns with the unique context of Indian affordable housing. Furthermore, we identify cost-effective and innovative climate-resilient green construction technologies from around the world and actively collaborate with industry partners or government agencies to facilitate their implementation. Lastly, we compile a compendium encompassing all the strategies for climate-resilient housing, thereby disseminating valuable knowledge and insights to the wider community.



Leed Certification

IIFL HFL's **Gurgaon head office** that is, 'IIFL Home', bagged the **Gold Level LEED Rating under Operations and Maintenance Category** (Version 4.1) with 75 points out of 100. This is our first LEED-rated building as an organisation. This project has been long-awaited since the inception of the Gurgaon Building.

Below are the sustainable measures implemented in our building to claim the certification:

- 100% of the rainwater runoff for the entire site.
- Enhanced Refrigerant Management: Our TFA and HVAC system utilises eco-friendly refrigerants like R410 and R134A.
- Green Purchasing Policies: We have policies drafted for purchase of only eco-friendly cleaning and maintenance products.
- Environmental Tobacco Smoke Control: IIFL is compliant to prohibiting employees from smoking within 25 feet near any openings in the IIFL premises.
- Entryway Systems: We have installed 10-foot long entryway systems which restrict the outside dust entering the building.
- Installed LED lights along with motion sensors throughout the building premises.
- Reuse of treated water through Sewage Treatment Plant for flushing.
- Regular segregation of waste under following categories: wet, dry, e-waste, cardboard, and metal waste. We have provided official training to the housekeeping staff on waste segregation and its maintenance.
- Solar Panel Installation: We have installed solar panels of 25kWp capacity on the rooftop to offset some of our energy consumption from a clean source.



Green Home Loans

The Government is emphasizing on the green building concept in India. This refers to having all the basic amenities but also being energy and water efficient and cost efficient in maintenance and operations. IIFL HFL is offering discounted home loan interest rate to 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 the client falls along with area of the property under consideration and star rating given by IGBC /Griha.

Sustainability and Green Awareness Campaigns

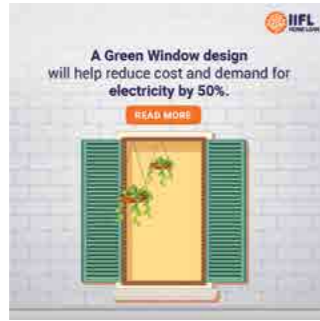
In this era of digital communication, IIFL HFL uses its social media handles to communicate with the community, it's existing customers, developer fraternity and all other stakeholders. In the last financial year, we used all possible moments and occasions to propagate and spread awareness about bringing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

> **10,41,688**

Impressions through social media campaigns

> **58,426**

Engagements



GREEN VALUE PARTNER

CONCEPTION TO CERTIFICATION

IIFL HFL's 'Green Value Partners (GVP)' are a crucial intermediary between our developers, green certification agencies and green building consultants, supporting the developers with green building methodologies and certification.

Description	FY 2022-23	FY 2021-22*	Cumulative till March 31, 2023
Memorandum of Understanding (MoU)			
Total signed	13	18	59
Closed in FY 2021-22	0	5	5
Closed in FY 2022-23	2	8	10
Active signed (as on March 31, 2023)	11	5	44
*Atulya Raghukul was dropped in FY 2021-22 & reinitiated in FY 2022-23			
Projects Under Management (PUM)			
Total PUM*	12	9	49
Closed in FY22-23	0	4	4
Active PUM (as on March 31, 2023)	12	5	45
Units Under Management	7,391	7,340	36,361
Unit deductions due to closed PUM in FY22-23	0	2,053	2,053
Active units under management	7,391	5,287	34,308
*Sitara & Lakefront was dropped in FY 2021-22 & reinitiated in FY 2022-23			
Pre-certified & Certified Projects			
Total Pre-Certified Projects	7	10	30
1. IGBC Green Affordable Housing (Gold)	6	7	18
2. IGBC Green Affordable Housing (Platinum)	1	2	4
3. IGBC Green Homes (Gold)	0	0	5
4. IGBC Green Homes (Platinum)	0	1	2
5. GRIHA rating (V.2015 - 4 stars)	0	0	1
Certified Projects**	0	0	1
1. IGBC Green Homes (GOLD)	0	0	1
Units Under Monitoring	4,869	8,233##	22,995
Closed Projects			
Total Closed Projects***	31	20	51
Restarted Projects****	2	0	2

Nomenclature

MoU signed is the sum of prospective projects and projects under management (PUM) for which MoU is signed with the developer. The following projects are excluded:

- > Kakade VTP
- > Yashozone Horizonte
- > Bricktown

* In FY 2020-21, a PUM was defined as any project where an MoU got signed. In FY 2021-22 and FY 2022-23, 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 'completed' 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. Dropped project will be referred as 'closed projects' from FY 2022-23 onwards.

Reinitiated projects are those which got dropped in earlier FY but were restarted in FY 2022-23.

#Revised additions based on projects that got closed in FY 2021-22 and FY 2022-23.

The reporting of climate impacts is based on units under monitoring. This number was not declared in FY 2021-22. Units under monitoring are the number of units for all pre-certified projects. However, going forward it will be disclosed. In FY 2021-22, in line with the common principles for climate mitigation finance tracking, the units under monitoring were under reported by 40 Nos. This has now been rectified and disclosed.

Climate Impact from GVP

Measurement	Till March 2022	Additions in FY 2022-23	Till March 2023
Energy savings (MWH/annum)	5,619	3,323	15,694
GHG emissions offset (tCO2e/annum)	5,169	3,057	14,438
Water savings (ML/annum)	325	192	907



Investment Case

Kingston Greens, Pune, Maharashtra

Kingston Greens serves as a remarkable case study in the realm of affordable housing, showcasing the integration of affordability and sustainability throughout its lifecycle. Situated in Pune, this project is a testament to the benefits of incorporating green design strategies. Kingston Greens has obtained the prestigious IGBC PLATINUM pre-certification, affirming its compliance with the Green Affordable Housing rating system. The project embraced a firm commitment to sustainable practices from inception to realisation, thereby minimising adverse environmental impacts. This noteworthy undertaking was constructed through a collaborative funding effort involving the Asian Development Bank (ADB) and the Canadian Climate Fund for the Private Sector in Asia (CFPS). Kingston Greens is a shining example of how affordable housing can successfully align with sustainable principles, positively impacting the community and the environment.



IGBC Platinum

Pre-certified project

> 202.70 MWh/annum

Energy savings

> 186.49 tCO2e/annum

GHG emissions offset

> 11.71 ML/annum

Water savings

Govardhan Heights, Jaipur, Rajasthan

Govardhan Heights represents another exemplary case study in the realm of affordable housing, where sustainable design and construction practices have been successfully embraced. Through valuable consultation with IIFL Home Finance's Green Value Partner (GVP) Team, the project was able to incorporate and execute sustainable strategies. As a testament to its commitment to sustainability, Govardhan Heights has achieved the notable certification of 'GOLD' under the Green Affordable Housing rating system administered by the Indian Green Building Council (IGBC). This recognition highlights the project's adherence to rigorous standards of environmental responsibility within the affordable housing sector. Govardhan Heights serves as an inspiring model for the integration of sustainability into affordable housing projects, offering a promising vision for a greener and more inclusive future.



IGBC Gold

Pre-certified project

> 343.30 MWh/annum

Energy savings

> 315.83 tCO2e/annum

GHG emissions offset

> 19.83 ML/annum

Water savings

Developing Sustainable Communities

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Community Investment

Corporate Social Responsibility (CSR)

'GRI 413'

We are committed to creating a positive impact on society through our community initiatives. We prioritise the upliftment of communities as an integral component of our business strategy, with the ultimate goal of achieving sustainable long-term success. Our various community engagement initiatives revolve around the defined mission and objectives of our robust CSR policy.

The Mission of IIFL Home Finance Limited's Social Impact and CSR Activities is:

- > To support communities access healthy and sustainable housing
- > To facilitate financial inclusion amongst the economic weaker section (EWS) and lower income groups (LIG)
- > To foster social transformation and have a positive impact on community, by encouraging diversity, education, health and awareness

Through...



Pankh and Chauras

We have established learning centres and day schools at select construction sites, specifically catering to the children of migrant construction workers. These centres provide a holistic array of educational services, encompassing crèche facilities, to remove the obstacles that separate formal education from children of migrant labourers. The centres not only provide essential educational services but also arrange a variety of awareness programmes and interventions to support their development further.



Disha Smart Village

DISHA Smart Village is a series of community engagement events in the rural areas of Gujarat, designed to educate families in rural households with the aim of:

- > Promoting the adoption of sustainable living practices in their day-to-day lives
- > Encouraging active contributions towards climate change control and become change agent
- > Emphasising the importance of water, energy preservation and reduction of carbon footprints

To ensure the success of this initiative, IIFL HFL has partnered with 'The Social Lab' (TSL) to develop content for the workshops, while 'Gram Haat' serves as the implementation agency. The 'DISHA SMART VILLAGE' project has identified 30 villages in Gujarat, grouped into five different clusters, as the target locations.



Sakhiyon ki Baadi

At the heart of IIFL Foundation is the vision of enhancing female literacy rates in Rajasthan, particularly within marginalised and vulnerable communities. For this, the Foundation has built its flagship community based learning centre known as 'Sakhiyon ki Baadi.' This programme focusses on promoting foundational literacy and numeracy (FLN) skills among girls aged 4 to 14 years who are either out of school or have dropped out, with a specific emphasis on Udaipur and Pratapgarh districts in Rajasthan.

These districts are home to densely populated areas predominantly inhabited by scheduled tribes. In addition to its primary objective of improving literacy rates, the initiative indirectly contributes to preserving indigenous languages, generates employment opportunities for local women, and fosters skill-building within marginalised communities.

> Udaipur, Pratapgarh (Rajasthan)

Location

> 386

Centres

> 11,580

Girl Students

> 386+

Female Teachers



Smart Shaala

A dedicated two-year programme, Smartshala is designed to enhance students' learning outcomes and strengthen teachers' academic capabilities in government schools in two aspirational districts of Uttar Pradesh.

Through Smart Shaala, we aim to bring about substantial improvements in the education sector and contribute to the overall development of these districts.

> Sonbhadra and Chitrakoot (Uttar Pradesh)

Active Locations

> 2,77,582

Beneficiaries

> 2.72+ lakhs

Students

> 5,582

Teachers

Mini Library at Government Schools, Maharashtra

IIFL Foundation is actively establishing mini libraries in government schools across select districts in Maharashtra. These mini libraries feature a carefully curated collection of books covering diverse subjects such as science, world history, encyclopaedias, literature, and more. This initiative aims to foster a reading habit among students and provide them with access to high-quality reading materials.

> Mumbai, Pune and Satara (Maharashtra)

Active Location

> 500

Mini Libraries



Development of In-patient Ward, Bhakti Vedanta Hospital, Mumbai

IIFL Foundation has supported the construction of an in-patient ward at Bhakti Vedanta Hospital to facilitate better in-patient treatment for patients. The region has a significant demand for comprehensive healthcare services, particularly in the fields of cancer, eye care, cardiac care, and urology.

> 1,600

Patients

Chartered Financial Expert (CFX) – Certification Course for Women

IIFL Foundation has entered into a partnership with FinX (ID Finxperts Skilling Foundation) to provide women candidates with an opportunity to pursue the Chartered Financial Expert (CFX) certification course. This professional course is specifically tailored to equip women with the necessary skills for a successful career in the banking, financial services, and insurance (BFSI) industry.

> New Delhi

Active Location

> 200

Candidates Trained

Livestock Development Project

The Livestock Development Project supports farmers from low-income groups, focusses on the dairy production vertical. This initiative is currently operational in Rajasthan and Karnataka, spanning across five centres, covering **3,295 cattle**. It provides doorstep services to cattle owners, aiming to encourage and sustain livestock rearing as a supplementary source of income while promoting the production of dairy services.



Development at Government Hospital

IIFL Foundation took the initiative to revitalise the dormant wards at Maharana Bhupal Government Hospital. The focus was on developing emergency services to cater to the community's healthcare needs. The project involved the establishment of three operation theatres, an intensive care unit (ICU), an outpatient department (OPD), cabins for senior doctors and resident doctors, and a dedicated waiting area for the patients' families.

> Udaipur (Rajasthan)

Active Location

> 200

Operations

> 250

ICU Cases

> 3,500

OPD Cases

Average count for each month*

Other Initiatives

Civil Infrastructure Development at District Bar Council (Gurugram) by Donating Chairs

Donation of Electric Wheelchairs to Indian Veterans

A Yoga Training and a Financial Literacy Workshop was Conducted for Over 300 Ncc's Girl Students in Chandigarh

Fostering Human Capital

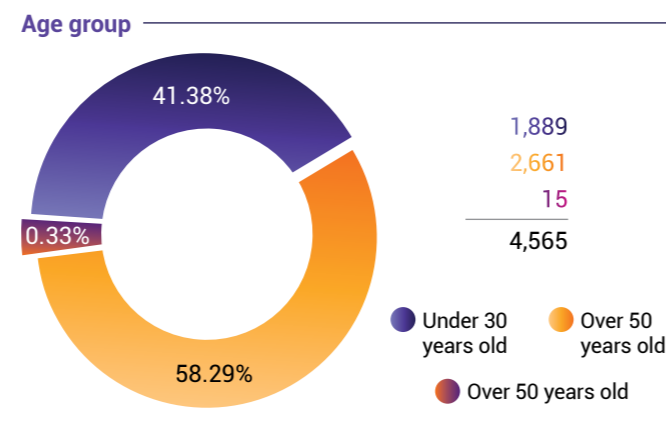
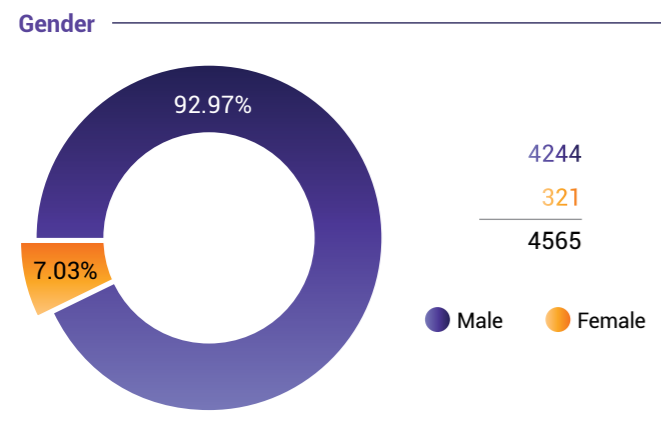
Employment

Great Places to Work – 5th Time in a Row

At IIFL HFL, we invest in the development of our employees to assure the success of the Company as well as our human capital. All employees are provided with adequate training and growth opportunities. 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, and wellness interventions for all our employees.



Percentage and Number of Employees Across Different Categories



Parental Leave

We provide parental leaves to both our male and female employees. Men are entitled to leave for 7 days, whereas women can avail leaves for 182 days. We have a retention rate of 100% for male employees and 100% for female employees who took parental leave.

Description	Male	Female
Employees entitled	4,244	321
Employees availed	15	16
Employees returned to work	15	16
Return to work rate of employees that took parental leave, by gender	100%	100%

Performance Management and Reward

We have a robust Performance Assessment and Review System (PARS) framework to evaluate the performance of our employees. This transparent and quantifiable tool enables us to assess individual performance based on the previous financial year's achievements. Operating on a four-point scale, namely Flier, Runner, Learner, and Walker, the PARS framework provides a structured approach to measure employee contributions.

- Annual performance appraisals to review individual progress, set goals, exchange constructive feedback, and align employee objectives with the Company's strategic direction.



- AMBER, our AI chatbot acts as a feedback and suggestions mechanism for our people, establishing a direct connection between the management and the employee for instant resolutions, providing 100% coverage.

- Multilayered transparent employee connect programmes for sharing important updates giving a sense of unity and shared purpose. Our Employee Grievance Redressal Policy serves as a fundamental tool, enabling employees to raise and address any grievances or concerns that may arise within the scope of their employment regarding acts, omissions, situations, or decisions they perceive to be unfair, discriminatory, or unjustified.

- Tailor-made reward programmes that encompass both cash and non-monetary incentives, allowing us to acknowledge outstanding performance and motivate employees to achieve their full potential.

Diversity and Equal Opportunity

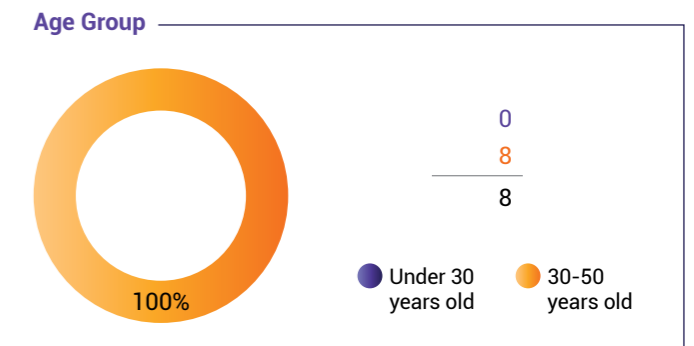
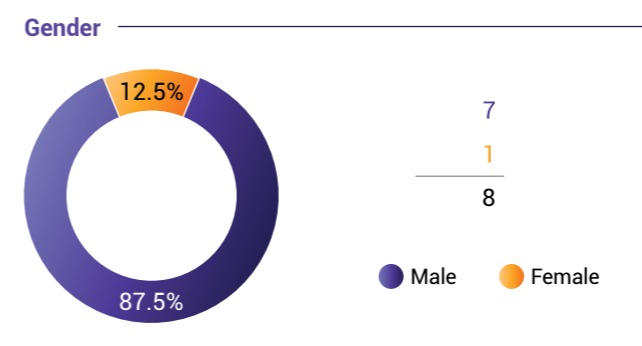
'GRI 405, 3-3'

High levels of diversity and inclusion in the workplace are associated with greater productivity, creativity and innovation, and overall workforce well-being. At IIFL HFL, we understand the importance of maintaining greater level of diversity in the Company.

We have a policy to promote diversity in the Board to harness the unique and individual skills and experiences of the members in a way that collectively benefits the Company and the business. 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 a Diversity Policy in place that makes sure the Company captures the individual's uniqueness and creates an atmosphere that recognises and respects people for their talents, skills, and abilities in order to improve the workplace's collective culture. The Policy applies to all our corporate and branch offices across India. We also encourage our vendors/suppliers/contractors and any related personnel to adopt our Diversity and Inclusion (D&I) policy and practices.

We also conduct sensitisation training for all employees on D&I and provide special training for female employees at junior and mid-level management roles to help them prepare for future leadership through mentoring.

Percentage and Number of Individuals within the Company's Governance Bodies in Various Diversity Categories



Basic Salary and Remuneration of Women to Men Category

Management	Male (lakh Per Annum)	Female (lakh Per Annum)	Ratio
Senior	55.67	51.6	9:10
Middle	11.79	14.59	6:5
Junior	3.38	3.75	11:10

* The above figures are average of annual CTC of employees for FY 2022-23

Women Capacity Building Workshop

Enhancing leadership skills and helping our women employees become a high-impact player in the Company. Our target audience included first-time managers. The key elements focussed on during the workshop were:

Impact Beyond Barriers

This involves addressing and overcoming internal and external barriers in their professional growth journey and building a significant presence in the team and Company.

Team Focus

This involves creating a network for collaborative efforts leading to organisational synergies and becoming a high-impact player, and enabling increased contribution in the Company.

Future Ready

This means taking charge of personal, financial and career growth, become a high-impact player, and create a positive impact in their professional and personal lives.

Individual Development

This involves raising awareness about the natural traits which make women excellent professionals.



Unconscious Bias for Leaders

Unconscious biases are deeply ingrained thoughts or feelings that influence our judgement, encompassing attitudes and stereotypes that shape our perspectives, actions, and decision-making, derived from our individual backgrounds and experiences. To foster Diversity & Inclusion, we organised a workshop for senior executives and leaders, addressing unconscious biases and equipping them with necessary understanding and tools to mitigate their impact.

Knowledge and Development

During 2022-23, we arranged several training sessions for our employees and the management team so that they keep on learning the new arenas of their work field and be vigilant about their efforts to ensure utmost efficiency. This ultimately reflects in their decision-making attitude where the outcome becomes more rational, data-driven, and impactful.

> 46,805
Total Learning Hours

> 4,565
Total Employees

> 10.25
Average Learning Hours

Employee Upskilling

We have implemented a comprehensive employee upskilling programme aimed at enhancing our workforce's knowledge, skills, and competencies to meet the industry's evolving demands.

This included hands-on training in:

- > Python
- > Power BI
- > Excel – Advance and Intermediate

Grow

Comprehensive orientation programme for new joiners provides a structured and informative introduction to our Company's values, policies, procedures, and work culture, setting the foundation for their successful integration into our organisation.

Health and Safety

Employee Assistance Programme 'Your Dost' addresses physical and mental wellbeing of our employees. Few relevant workshops conducted were on road safety, first aid, self defence, and fire safety.



BRIDGE

BRIDGE refresher training offers valuable opportunities for employees to enhance their technical skills and knowledge, relevant to the Company's operations, such as Jhatpat Tab, product and credit policies, organisational know-how.

Management Development Programme (IIM – Lucknow) on ESG

ESG is at the core of IIFL HFL, and we continuously try to imbibe the culture of sustainability in our operations, and among our employees.

We have orchestrated a management development programme at IIM Lucknow that encompasses various crucial topics, including:

- > Transformation of ESG in the financial ecosystem
- > The association between ESG and various business functions
- > Impact of IIFL HFL's GVP (Global Vision, Local Presence) strategy on ESG
- > Identifying ESG opportunities as a business leader
- > Individual-level actions and impacts of ESG

Responsible Lending and Debt Prevention

Our practices for responsible lending and debt prevention, in addition to contributing to the Company's social capital, have a direct impact on our performance and profitability.

Through responsible lending practices, we have been able to significantly reduce the risk of default on mortgage payments and protecting shareholder value.



Abbreviations

1	ABAC	Anti Bribery & Anti-Corruption
2	ADB	Asian Development Bank
3	ADIA	Abu Dhabi Investment Authority
4	AGM	Annual General Meetings
5	AHP	Affordable Housing in Partnership
6	AI	Artificial Intelligence
7	ALCO	Asset Liability Management Committee
8	ALM	Asset Liability Management
9	AML	Anti-Money Laundering
10	AUM	Asset Under Management
11	BFSI	Banking, Financial Services and Insurance
12	BLC	Beneficiary Led Construction
13	CEO	Chief Executive Officer
14	CFX	Chartered Financial Expert
15	CLSS	Credit Linked Subsidy Scheme
16	CSR	Corporate Social Responsibility
17	D&I	Diversity and Inclusion
18	EAP	Employee Assistance Programme
19	EBITDA	Earnings Before Interest, Taxes, Depreciation, and Amortization
20	ECB	External Commercial Borrowings
21	EDGE	Excellence in Design for Greater Efficiencies
22	EPFO	Employee Provident Fund Organisation
23	ESG	Environmental Social Governance
24	EWS	Economically Weaker Section
25	FIT	Fairness, Integrity, and Transparency
26	FLN	Foundational Literacy and Numeracy
27	FPC	Fair Practice Code
28	GBC	Green Building Consultant
29	GHG	Green House Gas
30	Gj	Gigajoul
31	GPTW	Great Place to Work
32	GRI	Global Reporting Initiative
33	GRIHA	Green Rating for Integrated Habitat Assessment
34	GRP	Grievance Redressal Policy
35	GVP	Green Value Partnership
36	HDFC	Housing Development Finance Corporation
37	HFL	Housing Finance Limited
38	HR	Human Resource
39	HVAC	Heating, Ventilation, and Air Conditioning
40	ICICI	Industrial Credit and Investment Corporation of India
41	ICU	Intensive Care Unit
42	IGBC	Indian Green Building Council
43	IIM	Indian Institute of Management
44	IIT	Indian Institute of Technology
45	ISO	International Organisation for Standardisation

46	IT	Information Technology
47	KKR	Kohlberg Kravis Roberts & Co
48	KMP	Key Managerial Personnel
49	KYC	Know-Your-Customer
50	LED	Light Emitting Diode
51	LEED	Leadership in Energy and Environmental Design
52	LICHFL	LIC Housing Finance Limited
53	LIG	Lower Income Group
54	LMS	Learning Management System
55	MBA	Master of Business Administration
56	MDM	Mobile Device Management
57	MITC	Most Important Terms and Conditions
58	MOU	Memorandum of Understanding
59	MSME	Ministry of Micro, Small and Medium Enterprises
60	MWh	Mega Watt per Hour
61	NBFC	Non-Banking Financial Company
62	NCC	National Cadet Corps
63	NHB	National Housing Bank
64	NRC	Nomination and Remuneration Committee
65	OPD	Out Patient Department
66	PARS	Performance Assessment and Review System
67	PAT	Profit After Tax
68	PF	Provident Fund
69	PGDM	Post Graduate Diploma in Management
70	PIM	Privileged Identity Management
71	PMAY	Pradhan Mantri Awas Yojana
72	PR	Public Relations
73	PRI	Principles for Responsible Investment
74	RBI	Reserve Bank of India
75	ROI	Return On Investment
76	SASB	Sustainability Accounting Standards Board
77	SBI	State Bank of India
78	SEBI	Securities and Exchange Board of India
79	SRC	Stakeholder Relationship Committee
80	SRI	Solar Reflective Index
81	TA	Technical Assistance
82	TFA	Trade Facilitation Agreement
83	UN	United Nations
84	VAPT	Vulnerability Assessment & Penetration Testing
85	USB	Universal Serial Bus
86	VOC	Volatile Organic Compound
87	VPN	Virtual Private Network
88	XLRI	Xavier School of Management

GRI and SASB content index

Statement of use	IIFL Home Finance Limited has reported the information cited in this content index for the period between 1st April'22 to 30th March'23 with reference to the GRI Standards and SASB..
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION	SASB STANDARD
GRI 2: General Disclosures 2021	2-1 Organizational details	2	
	2-2 Entities included in the organization's sustainability reporting	Inside cover	
	2-3 Reporting period, frequency and contact point	Inside cover	
	2-4 Restatements of information	None	
	2-5 External assurance	Inside cover	
	2-6 Activities, value chain and other business relationships	Inside cover	
	2-7 Employees	64	
	2-9 Governance structure and composition	28, 33	
	2-10 Nomination and selection of the highest governance body	30	
	2-11 Chair of the highest governance body	29	
	2-12 Role of the highest governance body in overseeing the management of impacts	28	
	2-13 Delegation of responsibility for managing impacts	31	
	2-14 Role of the highest governance body in sustainability reporting	31	
	2-15 Conflicts of interest	29	
	2-16 Communication of critical concerns	29	
	2-17 Collective knowledge of the highest governance body	29	
	2-18 Evaluation of the performance of the highest governance body	29	
	2-19 Remuneration policies	37	
	2-20 Process to determine remuneration	37	
	2-21 Annual total compensation ratio	Integrated Annual Report, pg. 72 (Annexure II)	

GRI STANDARD	DISCLOSURE	LOCATION	SASB STANDARD
	2-22 Statement on sustainable development strategy	4	
	2-23 Policy commitments	34	FN-CB-510a.2
	2-25 Processes to remediate negative impacts	34	
	2-26 Mechanisms for seeking advice and raising concerns	36	
	2-27 Compliance with laws and regulations	20	
	2-29 Approach to stakeholder engagement	18	
GRI 3: Material Topics 2021	3-1 Process to determine material topics	20	
	3-2 List of material topics	22	
	3-3 Management of material topics	22,41,42,44,48,49,65	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	42	
	201-2 Financial implications and other risks and opportunities due to climate change	42	
	201-3 Defined benefit plan obligations and other retirement plans	42	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	41	FN-CB-510a.1
	205-2 Communication and training about anti-corruption policies and procedures	41	
	205-3 Confirmed incidents of corruption and actions taken	41	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	49	
	302-3 Energy intensity	49	
	302-4 Reduction of energy consumption	48	
GRI 303: Water and Effluents 2018	303-2 Management of water discharge-related impacts	49	
	303-5 Water consumption	49	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	48	
	305-2 Energy indirect (Scope 2) GHG emissions	48	
	305-4 GHG emissions intensity	49	
	305-5 Reduction of GHG emissions	49	

GRI STANDARD	DISCLOSURE	LOCATION	SASB STANDARD
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	50	
	306-5 Waste directed to disposal	50	
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	64	
	401-3 Parental leave	64	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	67	
	403-5 Worker training on occupational health and safety	67	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	66	
	404-2 Programs for upgrading employee skills and transition assistance programs	66	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	65	
	405-2 Ratio of basic salary and remuneration of women to men	65	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	42	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	60	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	44	FN-CB-230a.1
Non-GRI: Customer Management	Management of material topics	43	
Non-GRI: Digitization	Management of material topics	44	
Non-GRI SASB: Transparent and Fair Advice to Customers	Management of material topics	44	FN-CF-270
Non-GRI: Transparency and Corporate Governance	Management of material topics	45	
Non-GRI SASB: Responsible Lending and Debt Prevention	Management of material topics	68	FN-MF-270
Non-GRI: Financial inclusion and literacy	Management of material topics	3,63	FN-CB-240



Scan to read
IIFL HFL's Integrated Annual Report
(FY 22-23)



Scan to view
IIFL HFL's Low ESG Rating
(FY 22-23)



IIFL HOME LOAN


IIFL Home Finance Limited

CIN No. U65993MH2006PLC166475

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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.