



Human Rights Policy

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Version History

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V1.0	March 2023	-	Center of Excellence - Lead HR
V1.1	February 2025	The policy has been revisited and thoroughly reviewed to ensure its relevance and appropriateness	Himanshi Bisla

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1. Introduction

IIFL Home Finance Limited (**hereafter** 'IIFL HFL'), recognizes the importance of Human Rights and its effect on business operations. Our commitment to uphold human rights of our workforce, stakeholders and all those affected by our operations forms an integral part of our values system. 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 Labor Organization's Declaration on Fundamental Principles and Rights at Work, and Principles of the UN Global Compact.

2. Scope

The policy applies to all our employees/vendors/suppliers/contractors/consultants and any related personnel and anyone doing business for or with IIFL HFL. This applies to all locations where IIFL HFL conducts business across India.

3. Objective

The objective of the policy is to outline our dedication towards ensuring labor and human rights for our employees/vendors/suppliers/contractors/consultants and any related personnel in order to embed a culture of respect and equality across departments and designations, this policy will serve as a guideline to achieve our commitment to respecting human rights in our own business operations as well as our value chain while complying with national laws and regulations.

4. Guidelines

Our commitment entails respecting human rights and seeking to avoid involvement in human rights abuses, identifying, assessing and minimizing potential adverse impacts through due-diligence and management of issues, and resolving grievances from affected stakeholders effectively.

IIFL HFL endeavours to achieve its commitment to uphold Human Rights by:

A. Zero discrimination

- We value our stakeholders including customers who are vulnerable and who might otherwise be excluded from vital financial services. No customer shall be denied access to finance based on race, religion, economic background, or gender. We aspire to be fair and transparent in every transaction i.e. to provide every customer with access to appropriate, affordable, responsibly structured credit, to support them in their financial needs; and to investigate any complaints they have, thoroughly and fairly.
- All kinds of workplace discrimination i.e. in hiring, promotion, and workplace cultural practices based on gender, ethnicity, political views, religion etc. is strictly prohibited. These issues shall be addressed through policies, procedures, and trainings related to workplace discrimination to engage our workforce in preventing discriminatory practices.
- We ensure that all are employees are provided with a safe space to express their grievances/ opinions anonymously via our employee engagement chat bots and by filling our surveys/sharing feedback.

- Ensure diversity and inclusion (D&I) practices are adhered to in the company as per our D&I policy.

B. Customer and employee privacy protection

- We shall protect every data or information related to customer or employee which may result in human rights violations. All the collected data is protected through regular security upgrades to our IT infrastructure and adequate employee training is provided to ensure safeguarding of sensitive information.
- We shall adhere to responsible handling of sensitive data and ensuring that there is no arbitrary interference with privacy which is considered as a human right violation.

C. Customer due diligence

- Our company engages in conducting environmental, social, and governance due diligence before providing loans to customers. Whether dealing with an individual client or an entity, we shall examine all our relationships—including those with our project developers—for potential human rights impacts due to their work and processes.

D. Equal remuneration

- We will strive to ensure that employees receive equal pay for equal work irrespective of their gender, ethnicity, religion, etc. and remediate if inequalities are found.

E. Zero tolerance for child and forced labour

- IIFL HFL strictly prohibits the use of child, forced, or compulsory labor in its corporate offices, branch offices and strongly discourages it with any of its stakeholders across the value chain.

F. Freedom of association, opinion, and collective bargaining

- We are committed to comply with all applicable laws of land, rules and regulations relating to human rights including collective bargaining, freedom of association, and freedom of opinion in the states in which we operate across our value chain.

5. Grievance mechanisms and reporting

- We encourage all our employees and stakeholders to anonymously report any evidence of failure of IIFL HFL's responsibility to avoid any human rights policy violation or its involvement in any human rights issue.
- All stakeholders including clients, investors, or customers can contact us or make anonymous complaints through various channels including branch offices, telephone, company website, hotline numbers, and letters to any office of IIFL HFL across India.

6. Training on human rights

- We promote awareness of human rights amongst employees and third-party contractors (under supervision of IIFL HFL) at various levels of our operations through trainings and communication.
- We provide annual trainings on business code of conduct, unconscious bias training, and leadership training to manage employees.

7. Responsibility

The Human Rights policy is owned and maintained by the Human Resources department and the relevant departments which work with external stakeholders. The policy is applicable to all employees and anyone doing business for or with IIFL HFL and other material third-party contractors (under supervision of IIFL HFL).

It is our company's endeavour to continually improve human rights performance by sharing good practices and learnings, setting and reviewing targets, and monitoring, reporting, and disclosing performance. This policy shall be reviewed periodically for its suitability and updated as required by the ESG Committee.

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