

Annexure – 1

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR)

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Section A: General Disclosures

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L65922DL1988PLC033856
2.	Name of the Listed Entity	PNB Housing Finance Limited
3.	Date of Incorporation	11 th November, 1988
4.	Registered office address	9 th Floor, Antriksh Bhawan, 22 Kasturba Gandhi Marg, New Delhi 110001
5.	Corporate address	RMZ Infinity Park, 1 st Floor and 6 th Floor, Plot No.15, Udyog Vihar, Gurugram – 122008
6.	E-mail	secretarial.cso@pnbhousing.com
7.	Telephone	011-23445200
8.	Website	www.pnbhousing.com
9.	Financial year for which reporting is being done	FY25 (1 st April 2024 to 31 st March 2025), FY24 & FY23
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11.	Paid-up Capital	₹259.92 crores
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Veena G Kamath Company Secretary Email Id: veena.kamath@pnbhousing.com Telephone Number: 011-23445200
13.	Reporting boundary	The disclosures made are on the standalone basis for PNB Housing Finance Limited only consisting of all the locations including the corporate office
14.	Whether the Company has undertaken assessment or assurance of the BRSR Core ?	No
15.	Name of assessment or assurance provider	Not Applicable
16.	Type of assessment or assurance obtained	Not Undertaken

II. Products/Services

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

S. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the entity
1	Financial and Insurance Service	PNB Housing Finance Limited (PNBHFL 'the Company') was incorporated on 11 th November, 1988. The Company is primarily engaged in the business of providing loans to individuals and corporate bodies for purchase, construction, repair and upgradation of houses. It also provides loans for commercial space, loans against property and loan for purchase of residential plots. The Company is deposit taking Housing Finance Company registered with National Housing Bank (NHB) under Section 29A of the National Housing Bank Act, 1987. The Company is listed on BSE Limited and National Stock Exchange of India Limited.	100%

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

S. No.	Product/Services	NIC Code	% of total turnover contributed
1	Providing loans to individuals and corporate bodies for purchase, construction, repair and up-gradation of houses. All the other activities revolve around the main business.	64192	100%

III. Operations

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

S. No.	Location	Number of plants	Number of offices	Total
1.	National	Not Applicable*	381	381
2.	International		Nil	Nil

*We are a Non-Banking Financial Company-Housing Finance Company (NBFC-HFC) and hence do not undertake any manufacturing activity. 376 Branches (Prime, Emerging, Roshni, Hubs, & Deposits etc.) & 5 Offices adds to 381.

20. Markets served by the entity

We have focused on building our strategic physical presence across the country to address the growing needs of the population.

a. Number of locations

S. No.	Locations	Number
1.	National (Number of states)	21
2.	International (Number of countries)	NIL

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

Not applicable.

c. A brief on types of customers

Our Company serves customers at all income levels. We are making significant efforts to provide affordable loans and are concentrating on markets where there is a high demand for affordable housing loans.

Category	Household Income/annum	Individual Housing Loan disbursed in FY25	
		% in Number of Applicants	% in Value terms
Economically Weaker Section	Up to ₹3 lakh	39.14%	27.40%
Low Income Group	Above ₹3 lakh up to ₹6 lakh	18.04%	13.08%
Middle Income Group	Above ₹6 lakh up to ₹18 lakh	32.07%	35.21%
Others	Above ₹18 lakh	10.75%	24.31%
Total		100%	100%

Individual Housing Loans customer profiling -

Salaried customers	69.13%
Self-employed (including professionals) customers	30.87%
The average size of individual loans stood at	31.02 Lakhs
The average loan to value ratio at origination was	65.28%
The average age of the customer was	39 Years

Deposits:

As on 31st March 2025, total outstanding deposits stood at ₹17,642 crore.

IV. Employees

21. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	2149	1770	82.36%	379	17.64%
2.	Other than permanent (E)	NIL	NIL	NIL	NIL	NIL
3.	Total employees (D+E)	2149	1770	82.36%	379	17.64%
Workers						
4.	Permanent (F)	NIL	NIL	NIL	NIL	NIL
5.	Other than permanent (G)	640	561	87.66%	79	12.34%
6.	Total workers (F+G)	640	561	87.66%	79	12.34%

Other than permanent workers include Security, housekeeping & facility management staff on third party contract.

b. Differently abled Employees and workers:

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled Employees						
1.	Permanent (D)	3	3	100%	0	0%
2.	Other than permanent (E)	NIL	NIL	NIL	NIL	NIL
3.	Total Differently abled employees (D+E)	3	3	100%	0	0%
Differently abled Workers						
4.	Permanent (F)	NIL	NIL	NIL	NIL	NIL
5.	Other than permanent (G)	NIL	NIL	NIL	NIL	NIL
6.	Total Differently abled workers (F+G)	NIL	NIL	NIL	NIL	NIL

22. Participation/Inclusion/Representation of women

	Total	No. and percentage of Females	
	No. (A)	No. (B)	% (B/A)
Board of Directors	10	1	10%
Key Management Personnel	3	1	33.33%

23. Turnover rate for permanent employees and workers

Category	FY25			FY24			FY23		
	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)
Permanent employees	16.05%	15.30%	15.91%	17.63%	15.43%	17.27%	24.30%	26.60%	24.70%
Permanent workers	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

*Voluntary Turnover

V. Holding, Subsidiary and Associate Companies (including Joint ventures)

24. Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	PHFL Home Loans and Services Limited	Subsidiary	100%	PHFL Home Loans and Services Limited works in line with the ethos of PNBHFL Business Responsibility initiatives.
2.	Pehel Foundation	Subsidiary	100%	PEHEL Foundation is a non-profit subsidiary which carries out various CSR activities of PNB Housing Finance Limited and PHFL Home Loans and Services Limited.

VI. CSR details

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

Yes. CSR is applicable as per section 135 of Companies Act, 2013.

ii. **If yes, Turnover** – (in ₹) 7,661.22 crore

iii. **Net worth**–(in ₹) 16,833.70 crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY25			FY24		
		(If yes, then provide web-link for grievance redress policy)	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year
Communities	Yes		NIL	NIL	NIL	NIL	NIL
Investors (other than shareholders)	Yes		NIL	NIL	NIL	NIL	NIL
Shareholders	Yes		3	0	NIL	502	NIL
Employees and workers	Yes		0	0	NIL	01	NIL
Customers	Yes		1576	15	NIL	1618	22
Value Chain Partners	No		NIL	NIL	NIL	NIL	NIL
Other (please specify)	N/A		N/A	N/A	N/A	N/A	N/A

The grievance redressal mechanism is available at :-<https://www.pnbhousing.com/documents/d/guest/corporate%20grievance-redressal-mechanism>

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Sustainability Disclosures	Opportunity	Sustainability & ESG disclosures are a fundamental aspect of modern business practice, providing valuable insights into a Company's sustainability practices to a wide range of stakeholders. This type of disclosure includes measurable aspects such as carbon emissions, policies, and diversity metrics. By understanding its importance, we can enhance transparency and accountability, ultimately contributing to a more sustainable business & future.	PNB HFL has commenced reporting & disclosures on ESG aspects through recognised frameworks of sustainability reporting such as BRSR and GRI standards.	Positive
2.	Climate Change Risk		Climate change is being recognised globally as a source of financial risk for financial institutions. The non-linear & uncertain nature of climate risk (both physical & transition) threatens the resilience of BFSI sector.	PNB HFL has commenced foundational working on physical & transition risks of climate change through data & research available in public domain and is developing capability around the concept of "Financed Emissions".	Negative
3.	Sustainable Finance Propositions	Opportunity	Sustainable Finance incorporates climate, green and social finance propositions (social finance includes financing towards affordable housing). The housing sector is poised to continue its growth backed by favourable growth drivers viz improved affordability, rising urbanisation and government initiatives like PMAY-U 2.0 etc.	PNB HFL achieved a significant milestone of ₹5,000 crore affordable book as on 31 st March 2025. This remarkable achievement is a testimony of our unwavering commitment to empowering individuals and families in their journey towards owning a home.	Positive
4.	People Practices	Opportunity	People Practices including Diversity, Equity, and Inclusion (DEI) are mutually reinforcing principles within an organisation. A diverse and inclusive environment establishes a sense of belonging among employees, making them feel more connected and productive in their day to day work thereby positively impacting business sustainability & growth.	With forward looking people practices and conducive policies, PNB HFL has achieved over 17% female diversity in the workforce and is working on further strengthening it.	Positive

Other important material aspects are elaborated in 'additional disclosures on sustainability' section.

Section B: Management and process disclosures

This section is aimed at helping businesses demonstrate the structures, policies, and processes put in place towards adopting the NGRBC Principles and Core Elements -

S. No.	Principle Description	Reference of Company's Policies
P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.	Anti Bribery & Anti- Corruption Policy. Fair Practice Code. Whistle Blower Policy. Code of Conduct. ESG Policy.
P2	Businesses should provide goods and services in a manner that is sustainable and safe.	Fair Practice Code. ESG policy.
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains.	Prevention of Sexual Harassment (POSH) Policy. ESG Policy.
P4	Businesses should respect the interests of and be responsive to all its stakeholders.	Grievance Redressal Mechanism. Fair Practice Code.
P5	Businesses should respect and promote human rights.	ESG Policy.
P6	Businesses should respect and make efforts to protect and restore the environment.	ESG Policy.
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	Responsible Advocacy is covered in our Internal Guidelines on Corporate Governance. ESG Policy.
P8	Businesses should promote inclusive growth and equitable development.	CSR Policy. ESG Policy.
P9	Businesses should engage with and provide value to their consumers in a responsible manner.	Website Privacy Policy. ESG Policy.

Policy and Management processes

Points	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. (a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1 (b) Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1 (c) Web Link of the Policies, if available	https://www.pnbhousing.com/investors/policies								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3 Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4 Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	We are an ISO 9001:2015 (Quality Management System) certified organisation and ISO 27001 (Information security management system) certified.								
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	The target-setting exercise is an intensive one and requires multi-stakeholder deliberations, consultations with experts, consideration of the trajectory where the sector is moving, contextual perspectives (including regional and global aspects, regulatory alignment, and business requirements), and the right platforms for ESG data consolidation. PNB HFL is also working towards its 'material issues' with all relevant departments to come up with ESG aspirations aligned with evolving regulations in the next 5 years or sooner.								
6 Performance of the entity against specific commitments, goals, and targets along-with reasons in case the same are not met.	As we have initiated our journey and are further strengthening our ESG infrastructure, disclosures on performance are made in the 'Additional Disclosures on Sustainability' section.								

Governance, leadership, and oversight

7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)	Our values guide our conscientious approach to our sustainability journey. Through our structured focus on sustainability & ESG disclosures, we aim to strengthen the Company, attract and motivate employees, serve our stakeholders, and support the communities in which we operate. We've made decent progress across each of our business verticals – prime, emerging & Roshni and forging a path towards continued profitability with sustainability. Our team is our greatest strength, and we continue to create avenues for individual growth, development, and advancement. We are supporting critical DEI initiatives, encouraging inclusivity, fostering a high-performance culture, having elevated focus on CSR – all cemented on a strong governance architecture. BRSR Disclosure is an enabler for us as compliance and as a strategic compass to map and disclose our sustainability performance.
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Mr. Satish Kumar Singh Chief People Officer satish.singh@pnbhousing.com
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Board of Directors (BoDs) of PNB Housing Finance Limited is responsible for determining the strategic direction and safeguarding the interest of all our stakeholders. ESG and Climate Change aspects are viewed as one of the strategic priorities of the BoDs and the Risk Management Committee. ESG aspects are further taken upon by the Core ESG Team and various functional team to align systems for ESG & climate interventions.

10 Details of Review of NGRBCs by the Company

Subject for Review	a. Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
1 Performance against above policies and follow up action	We have embarked on the sustainability journey, formulated the ESG policy which encompasses all the principles of BRSR and have created ESG team to have strong focus. Further, the Board monitors progress on ESG through various reviews with the Risk Management Committee of the Board, Leadership and ESG Team.								
2 Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances									
Subject for Review	b. Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
1 Performance against above policies and follow up action	Every policy gets reviewed annually by the respective functions and Risk/Compliance team and then by the respective Board Committees and the changes, if any, are approved by the Board.								
2 Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances									
11 Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	As good governance practice, the policies in conformance with the principles are reviewed by the Leadership, the Board Committees and approved by the Board. Policies are reviewed by internal stakeholders including Leadership team and external sustainability experts periodically.								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/ No)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
It is planned to be done in the next financial year (Yes/No)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Any other reason (please specify)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Section C: Principle-wise performance disclosure

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

Principle 1: Business should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.



ESSENTIAL INDICATORS

1. Percentage coverage by training and awareness programmes on any of the principles during the Financial year

Segment	Total number of training & awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	8	HR, Technology, ESG & stakeholder management, Risk Management, Corporate Governance	100%
Key Managerial Personnel	7	Anti-Bribery & Anti-Corruption Policy Anti Money Laundering & KYC Code of Conduct Policy Information Security Awareness Prevention of Sexual Harassment Prohibition of Insider Trading Policy Whistle Blower Policy	100%
Employees other than BoD and KMPs	7	Anti-Bribery & Anti-Corruption Policy, Anti Money Laundering & KYC, Code of Conduct Policy, Information Security Awareness, Prevention of Sexual Harassment, Prohibition of Insider Trading Policy, Whistle Blower Policy	100%

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by its directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Penalty/Fine	NIL	N/A	NIL	N/A	N/A
Settlement	NIL	N/A	NIL	N/A	N/A
Compounding fee	NIL	N/A	NIL	N/A	N/A
Non – Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? / (Yes/ No)
Imprisonment	NIL	N/A	NIL	N/A	N/A
Punishment	NIL	N/A	NIL	N/A	N/A

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NIL	Not Applicable

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

Yes, the Policy is available at: <https://www.pnbhousing.com/documents/d/guest/Anti-Bribery%20and%20Anti-Corruption%20Policy>.

We are committed to conduct business with the highest legal and ethical standards and expect all employees and other people acting on our behalf to uphold this commitment. In accordance with this commitment, we have adopted an Anti-Bribery and Anti-Corruption Compliance Policy, which is applicable to all directors, officers, employees, agents, representatives and other associated persons of the Company.

5. Number of Directors/KMPs/Employees/Workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery / corruption.

Segment	FY25	FY24
1 Directors	NIL	NIL
2 Key Managerial Personnel	NIL	NIL
3 Employees	NIL	NIL
4 Workers	NIL	NIL

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

Segment	FY25		FY24	
	Number	Remarks	Number	Remarks
1 Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	Not Applicable	NIL	Not Applicable
2 Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	Not Applicable	NIL	Not Applicable

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest.

During the year, there were no cases of corruption and conflicts of interest.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY25	FY24
Number of days of accounts payables	10	18

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY25	FY24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	N/A	N/A
	b. Number of trading houses where purchases are made from	N/A	N/A
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	N/A	N/A
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	N/A	N/A
	b. Number of dealers / distributors to whom sales are made	N/A	N/A
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	N/A	N/A

Parameter	Metrics	FY25	FY24
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)*	12.17%	10.59%
	b. Sales (Sales to related parties / Total Sales)*	2.87%	3.20%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NIL	NIL
	d. Investments (Investments in related parties / Total Investments made)	NIL	NIL

*Financial services incidental to the main business of the Company.

LEADERSHIP INDICATORS

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

We are consistently working with our partners to ensure the availability and use of safety systems, including standards, processes, equipment and necessary training. We ensure that such programmes are delivered in the local languages of the relevant region and through 'in person field training' under the supervision of capable personnel. Also, periodic safety drills & awareness exercises are conducted by the Safety Officers/Persons of the commercial establishment where we have offices/touchpoints.

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
We conduct fire & safety drills	Safety Aspects	100%*

*We have considered our 3rd party (other than permanent) staff working within our premises in the response provided.

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/ No) If yes, provide details of the same.

Yes, our Company's code of conduct covers the aspects related to conflict of interest on the Board of Directors and specifies that all members of the board should attempt to avoid circumstances where they have a conflict of interest. All members concerned in a conflict scenario must withdraw from any conversations or decisions on the subject. We have developed appropriate processes and mechanisms to avoid or manage disputes among members. The Directors provides disclosure of interest at the beginning of the year to the Board and further disclosure of change, if any, during the year.

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



ESSENTIAL INDICATORS

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Segment	FY25	FY24	Details of improvements in environmental and social impacts
R&D	N/A	N/A	Greater adoption of digital platforms brings in increased efficiency of operations & conservation of resources.
Capex	0.64% of total revenue.	0.56% of total revenue.	

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

No. We have been focusing on aspects like optimisation in resource consumption and other environmental sustainability aspects. Even as digitisation of products and services has been reducing the requirement of paper, it remains a significant resource consumed during our normal course of business, and thus rationalising printing requirements remains a priority. We have deployed the use of recycled paper & user ID based printer usage for

printing at select offices based on a thorough process of pilot project. Energy efficiency standards (viz. 3 and above star ratings) are duly considered during the purchase of ACs and other electrical appliances.

b. If yes, what percentage of inputs were sourced sustainably?

The percentage of inputs sourced sustainably could not be ascertained due to insufficient data availability.

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

Given the nature of our business activities, as the products and services are intangible in nature, there is limited scope for using recycled material as processed inputs. In addition to this, we have engaged with authorised vendors/ recyclers for disposal of waste in compliance with applicable regulations.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Considering the nature of operations is service-oriented and not material resource intensive, EPR is not applicable and is not a significant material issue for us in general.

LEADERSHIP INDICATORS

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

LCA assesses cumulative potential environmental impacts to document the environmental profile of the product & provides a logical baseline upon which carbon footprints can be accurately compared and low carbon embedded products can be developed. As a financial institution, we are building capability around GHG emissions & climate literacy and may explore the usage of conducting LCA studies.

NIC Code	Name of Product/Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
N/A	N/A	N/A	N/A	N/A	N/A

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Given the nature of services being intangible, we do not envisage any serious concerns. However, we are regularly building capability around GHG protocol to calculate emissions & create emission data inventory.

Name of Product / Service	Description of the risk / concern	Action Taken
N/A	N/A	N/A

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY25	FY24
N/A	N/A	N/A

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

We do not have physical products, and we rely on physical items to provide services which are manufactured by OEMs (Original Equipment Manufacturers). Hence this is not applicable to us.

	FY25			FY24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	N/A	N/A	N/A	N/A	N/A	N/A
E-waste	N/A	N/A	N/A	N/A	N/A	N/A
Hazardous waste	N/A	N/A	N/A	N/A	N/A	N/A
Other Waste	N/A	N/A	N/A	N/A	N/A	N/A

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
N/A	N/A

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.



ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	1770	1770	100%	1770	100%	N/A	N/A	1770	100%	N/A	N/A
Female	379	379	100%	379	100%	379	100%	N/A	N/A	379	100%
Total	2149	2149	100%	2149	100%	379	17.64%	1770	82.36%	379	17.64%
Other than Permanent Employees											
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

- b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other than Permanent Workers											
Male	561	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	79	N/A	N/A	N/A	N/A	79	100%	N/A	N/A	N/A	N/A
Total	640	N/A	N/A	N/A	N/A	79	12.34%	N/A	N/A	N/A	N/A

Other than Permanent Workers are covered under ESI & applicable employee benefit regulations as per the law of the land.

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY25	FY24
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.07%	0.07%

*Wellbeing measures include expenditure on Health Insurance, Personal Accident Insurance, Term Life Insurance, Doctor Consultation for Employees & Annual Health Check Ups.

2. Details of retirement benefits for Current and Previous Financial Years

S.no.	Benefits	FY25			FY24		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100%	N/A	Y	100%	N/A	Y
2	Gratuity	100%	N/A	Y	100%	N/A	Y
3	ESI	N/A	N/A	Y	NA	N/A	Y
4	Others – please specify	N/A	N/A	N/A	NA	N/A	N/A

We ensure that the PF, ESI & Gratuity contribution, as applicable, is made by our contractors.

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

Yes. Our efforts are aligned with the requirements of the Rights of Persons with Disabilities Act, 2016. Most offices are located in commercial establishments, including the Corporate Office, that are equipped with ramps and elevators for easy accessibility of specially-abled persons.

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

Yes. Aspects of equal employment opportunity are embedded within the Human Resources Policy and ESG policy. This strengthens our efforts to establish and maintain an inclusive, non-discriminatory, and equal opportunity workplace. Our Company has incorporated equal opportunity philosophy in all its actions and motives in accordance with Rights of Persons with Disabilities Act, 2016. <https://www.pnbhousing.com/documents/d/guest/ESG%20Policy>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work Rate (%)	Retention Rate (%)	Return to work Rate (%)	Retention Rate (%)
Male	100%	76.47%	N/A	N/A
Female	100%	88.24%	N/A	N/A
Total	100%	79.41%	N/A	N/A

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

	Yes/No (If yes, then give details of the mechanism in brief)
1 Permanent workers	Yes. We have a grievance redressal procedure in place that ensures all complaints are properly documented and consistently handled in an unbiased, discrete, and transparent manner. We have an internal complaints committee that deals with sexual harassment cases in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 of India (POSH Act). The HR Policy outlines the structured mechanism for grievances redressal for our employees.
2 Other than Permanent Workers	
3 Permanent Employees	
4 Other than Permanent Employees	

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

Our employees & workers are not associated with any association or unions during the current FY.

Category	FY25			FY24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / Workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	2149	NIL	NIL	2003	NIL	NIL
Male	1770	NIL	NIL	1679	NIL	NIL
Female	379	NIL	NIL	324	NIL	NIL
Total Permanent Workers	NIL	NIL	NIL	NIL	NIL	NIL
Male	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL

8. Details of training given to employees and workers

Category	FY25					FY24				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Male	1770	1749	98.81%	1751	98.93%	1679	1666	99.23%	1512	90.05%
Female	379	360	94.99%	360	94.99%	324	310	95.68%	307	94.75%
Total	2149	2109	98.14%	2111	98.23%	2003	1976	98.65%	1819	90.81%
Workers										
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Employees who joined post 15th March 2025 shall be covered within 60 days from the Date of Joining in the next FY. The data also excludes employees on parental leaves & long Medical Leaves. That is why there is marginal deviation from 100%. Health & Safety measures include POSH training.

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

All employees undergo an annual performance appraisal process set up by us based on which their increments, bonuses and long-term incentives are decided. The Performance Management Policy defines the way evaluation process is implemented across the Company to promote a performance driven culture.

Category	FY25			FY24		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees						
Male	1770	1770	100%	1679	1679	100%
Female	379	379	100%	324	324	100%
Total	2149	2149	100%	2003	2003	100%
Workers						
Male	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A

10. Health and Safety Management System

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

Yes. We provide a bouquet of physical and mental wellness benefits to our employees. As a part of our health & safety management, Periodic inspections and mock drills are undertaken to review the health and safety readiness check of systems which include aspects like fire mock drills, inspection of fire extinguishers and alarms, review of floor evacuation plans, etc.

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

We proactively conduct routine inspections to identify potential hazards and ensure the proper functioning of fire extinguishers in all our offices as well as elevators and provide training to our employees for the proper usage of these safety mechanisms so that they can take prompt action in case of an emergency.

- c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes / No)**

Yes. To ensure a safe and healthy work environment, employees are encouraged to promptly notify their respective HR & Administration Department of any workplace hazards, incidents, or potential health and safety risks. This proactive reporting allows us to take swift action to address any issues and implement necessary safety measures to prevent future incidents. The Administration department plays a critical role in managing workplace safety and ensuring compliance with relevant laws and regulations are done by HR department professionals.

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

Yes. All employees are insured through group Medclaim, group term life insurance, and group personal accident policies to reduce financial risk in the event of any medical emergencies. Additionally, we provide our employees with health and wellness benefits including routine checkups, doctor visits, and diagnostic testing.

11. Details of Safety related incidents

S.no.	Safety Incident/Number	Category	FY25	FY24
1	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
		Workers	NIL	NIL
2	Total recordable work-related injuries	Employees	NIL	NIL
		Workers	NIL	NIL
3	No. of fatalities	Employees	NIL	NIL
		Workers	NIL	NIL
4	High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
		Workers	NIL	NIL

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

We have taken measures for workplace safety by installing fire extinguishers and conducting regular drills & awareness sessions to ensure that employees are well-informed about workplace hazards and equipped with the necessary knowledge to respond in case of an emergency. We prioritise the health & security of all employees, implementing measures such as the visit of doctors to offices periodically, proper access controls, CCTV monitoring, to ensure a safe working environment.

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

	FY25			FY24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	NIL	NIL	NIL	NIL
Health & Safety	NIL	NIL	NIL	NIL	NIL	NIL

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% done by third parties as a part of office premise maintenance.
Working Conditions	100% done by third parties as a part of office premise maintenance.

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

There is no identified risk related to the health and safety practices and working conditions for the employees. However, we continue to assess such types of risks and take corrective action to mitigate that risk.

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Yes / No) (B) Workers (Yes / No)?

Yes. We have a health, accidental & term insurance policy that provides insurance coverage for all permanent employees, and adequate safeguards for families of deceased employees. Further, all benefits like PF, F&F settlements, gratuity are processed within reasonable timelines.

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

We ensure that taxes applicable to the transactions within the remit of the Company are deducted and deposited in accordance with the regulations. We expect value chain partners to uphold business responsibility principles and values of transparency and accountability.

3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY25	FY24	FY25	FY24
Employees	Nil	Nil	Nil	NIL
Workers	Nil	Nil	Nil	NIL

4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

No. However, the employees get relevant experience of financial aspects, in addition to various other technical & functional training courses during their employment tenure. These initiatives facilitate employees maintaining gainful engagement, post-retirement and/or end of service.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	NIL
Working Conditions	NIL

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

NIL

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders.



ESSENTIAL INDICATORS

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

Stakeholder identification is carried out considering various factors – the dependency of business, regulations and authorities, investors, partners supporting in key areas like IT and other allied services, communities where we operate, media platforms where we do our advertising/ communication to public and customers to name a few.

Each business segment has identified key stakeholders with whom they have established reliable and transparent communication channels to address their grievances, concerns, suggestions etc. Customers, investors/ shareholders, regulatory authorities and government, employees, partners, vendors and associates including direct selling agent & insurance partners, and society, are recognised as key stakeholder groups. These stakeholders are engaged in the materiality assessment through various modes including direct discussions, surveys and guidelines/new sustainability norms releases in case of regulatory authorities, which facilitated us to finalise our materiality matrix.

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

Stakeholder group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website)	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Email, SMS, website, communication letters, advertising, grievance and feedback channels	Continuous engagement	» Access to safe, non-discriminatory, and responsible services with transparent pricing » Products and services that meet customer needs » Seamless transactions across digital platforms
Investors and Shareholders	No	» Quarterly financial updates for investors » Investor meetings, presentation and » investors call transcripts. » Public disclosures » Shareholders Meetings » Analyst Meets » Annual Report for shareholders	Regular engagement	Sharing the Company's performance, investor concerns, and new initiatives as well as keeping them abreast of developments in the Company.

Stakeholder group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website)	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	» Townhalls » Performance discussions and periodic reviews » Training and development workshops » Employees connect initiatives » Emails, feedback, and surveys	Continuous engagement	» Employee health, safety, and well-being » Discussions on promoting ethical practices, meritocracy, and rewarding high performance » Professional development of our employees through nurturing and providing growth opportunities » Diverse and inclusive workplace
Partners, vendors and associates (including Insurance Partners & Direct Selling Agents)	No	» Regular online and offline meetings » Telephonic Interactions	Need based engagement	» Ensure effective communication for quality and efficient service » High governance standards with policies around corruption, child labor, human rights » Maintain transparency in all the disclosures and interactions » Resolution mechanisms and frameworks for handling of differences and disputes.
Society	Yes (in case of CSR interventions)	» CSR initiatives at multiple locations » Social activities through Pehel Foundation » Print Media and Social media communication » Regular meetings and interventions » Community Engagement Programmes » Project monitoring and reviews	Regular engagement	» Contribution towards various causes for environment, basic infrastructure, construction worker well-being, women empowerment through vocational trainings to name a few. » Proactive involvement in community development.
Regulatory, Authorities and Government	No	» Regular meetings – onsite and offsites » Policy updates, circulars, guidelines, and directives » Mandatory filings of information – regulatory and need based » Various Government schemes and policies	Regular engagement	» Implementation of various housing schemes » Compliance with all relevant laws and regulations » Periodic Participation in Climate Change Risks & Opportunities Workshops conducted by regulator » Customer privacy and data security » Contribution to national priorities
Rating Agencies	No	Email, meetings, conference calls.	Need based engagement	Updates on the Company, expansion, progress, business milestone achievements.

LEADERSHIP INDICATORS

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

We communicate with our stakeholders through the communication channels mentioned in the Principle 4 Question 2 on a continuous basis and the feedback received through those communication is apprised to the Board and its Committees through structured process.

Feedback received from customers is directed to the Head of Operations & Customer Service for appropriate action. Investors and shareholders' feedback is channeled to the Stakeholders Relationship Committee to ensure their concerns are addressed. The Audit Committee handles regulatory directions and advice to ensure compliance and effective governance. Matters related to employees are directed to the Nomination and Remuneration Committee, which focuses on employee-related issues and policies. Further, feedback and matters related to society are directed to the Corporate Social Responsibility Committee, which oversees initiatives in promoting community development.

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

Yes, we use stakeholders' inputs to support the identification and management of environmental and social topics. We identified and prioritised the most meaningful and relevant material issues by considering various sources such as media reports, peer benchmarks, global standards, and initiatives. This involved analyzing the practices of other institutions, non-banking financial institutions, HFCs, as well as global frameworks like UN SDGs, TCFD, GRI, and S&P CSA metrics. To further refine the identified material issues, a survey was conducted with the stakeholders. Their valuable insights were incorporated, resulting in a final list of material issues. By involving stakeholders in the process, we ensured a comprehensive and inclusive approach to identifying and addressing key concerns.

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

Through our CSR arm, we have structured community outreach initiatives wherein we engage with various sections of society (including economically weaker, vulnerable, marginalised sections) to navigate & understand their concerns and sort out probable solutions/ propositions of marginalised communities. Engagement modes include-meetings with focus groups, partnering with local NGOs, community/panchayats meet, school management committee, different volunteer groups to name a few.

We also support low and middle-income communities' financial requirements, enable them to take sound financial decisions and assist them in becoming homeowners through structured mechanisms available in financial sector.

Principle 5: Businesses should respect and promote human rights.



ESSENTIAL INDICATORS

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

Adherence to Human Rights is an intrinsic element of our philosophy & is in our DNA. Code of Conduct, Whistle Blower, Prevention of Sexual Harassment and other mandatory training modules are available in our online learning management system which are to be completed by each full-time employee every quarter. These programmes cover the elements of human rights as well.

Category	FY25			FY24		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	2149	2149	100%	2003	2003	100%
Other than permanent	N/A	N/A	N/A	N/A	N/A	N/A
Total employees	2149	2149	100%	2003	2003	100%
Workers						
Permanent	NIL	NIL	NIL	NIL	NIL	NIL
Other than permanent	640	640	100%	621	621	100%
Total workers	640	640	100%	621	621	100%

All the training-related requirements for other than permanent workers are in service provider scope and are adhered in timely fashion.

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

Category	FY25					FY24				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Permanent	2149	NIL	NIL	2149	100%	2003	NIL	NIL	2003	100%
Male	1770	NIL	NIL	1770	100%	1679	NIL	NIL	1679	100%
Female	379	NIL	NIL	379	100%	324	NIL	NIL	324	100%
Other than permanent	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Workers										
Permanent	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other than permanent										
Male	It is ensured that our service providers conform to all applicable laws and government regulations.									
Female										

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD)	9	₹4325000	1	₹4325000
Key Managerial Personnel	2	₹13201896	1	₹13201896
Employees other than BoD and KMP	1768	₹829528.50	378	₹698296.50
Workers*	N/A	N/A	N/A	N/A

*As the wages for other than permanent workers are being paid by third party, hence median wages for this is not applicable to us.

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY25	FY24
Gross wages paid to females as % of total wages	14.22%	14.29%

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

Yes. We have a structured Human Resources (HR) Policy to provide necessary support to employees in case of any human rights issues in the workplace. We recognise and uphold all human rights regulations created in accordance with the Indian Constitution as well as other laws that support principles of human rights, including the prevention of child labor, forced labor, and the empowerment of women. Further, we have not envisaged human rights issues caused by our business. Key representatives from the HR Department are assigned for the purpose of receiving all complaints and ensuring appropriate action.

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

We have an internal complaints committee that deals with sexual harassment cases in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 of India (POSH Act). We provide reasonable safeguards to our employees to raise and obtain resolution for all grievances in a safe and secure environment.

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

	FY25			FY24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	NIL	NIL	NIL	1	0	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/ Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

	FY25	FY24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	1
Complaints on POSH as a % of female employees / workers	0	0.31%
Complaints on POSH upheld	0	1

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

We have zero tolerance towards harassment and / or discrimination based on gender, age, race, religion, sex, nationality, origin, disability, sexual orientation, political opinion, medical condition. Whistleblower Policy, Code of Conduct & POSH Policy provides the necessary framework for employees to raise concerns in an environment free of discrimination and harassment.

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

Yes. The service agreements between PNB Housing Finance Limited and the service provider have clauses that mandate the service provider to abide and comply with all the applicable laws of the land. This also ensures that the service providers act in accordance with the laid down regulations for human rights requirements.

10. Assessments for the year

Section	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced Labour/ Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

There are no such incidents recorded. We continue to ensure that such risks do not arise through regular capability building and sensitisation of the employees.

LEADERSHIP INDICATORS

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

We progressively work on improving our systems based on regular feedback from our key stakeholders, following an approach to continual improvement.

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

Adherence to human rights aspects has been integral to our business practices and internal studies/benchmarking exercise are done periodically to improvise as appropriate.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, all our branches and offices are in leased spaces which have adequate infrastructure for accommodating differently abled persons.

4. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Sexual Harassment	
Discrimination at workplace	
Child Labour	We expect our value chain partners to adhere to the same values, principle and business ethics upheld by the Company in dealings as outlined in our code of conduct.
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	
	NIL

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

There are no such risks envisaged as such and hence no corrective actions were necessitated for the mentioned period.

Principle 6: Businesses should respect and make efforts to protect and restore the environment.



ESSENTIAL INDICATORS

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

Parameter	FY25	FY24
From renewable sources (in Gigajoules GJ)		
Total electricity consumption (A) (GJ)	0	0
Total fuel consumption (B) (GJ)	0	0
Energy consumption through other sources (C) (GJ)	0	0
Total energy consumed from renewable sources (A+B+C) (GJ)	0	0
From non-renewable sources (in Gigajoules GJ)		
Total electricity consumption (D)	23038.27	12713.24
Total fuel consumption (E)	99.53	715.33
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	23137.80	13428.57
Total energy consumed (A+B+C+D+E+F)	23137.80	13428.57
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations)	3.02 GJ/Turnover in crore	1.91 GJ/Turnover in crore
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	62.40 GJ/ Turnover crore adjusted for PPP	38.79 GJ/Turnover crore adjusted for PPP
Energy intensity in terms of physical output	N/A	N/A
Energy intensity (optional) – the relevant metric may be selected by the entity –per crore AUM*	0.29 GJ/crore AUM	0.19 GJ/crore AUM

*AUM – Assets Under Management in crore

The increase in energy consumption is due to the relocation of few units, new comfort cooling equipment installations in old & new locations, additional deployment of printing & power back-up equipment's, geographic spread of our branches across different climatic zones in the country and further strengthening of our monitoring mechanism.

PPP Value is considered as 20.662 for 2025. Calculation is updated for FY24 using PPP value as 20.291. <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency.

No independent assessment/ evaluation/ assurance has been carried out by any external agency during the year.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

No. As a financial services industry, this is not applicable to us.

3. Provide details of the following disclosures related to water.

Parameter	FY25	FY24
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water *	27464.22 KL	25598.34 KL
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	27464.22 KL	25598.34 KL
Total volume of water consumption (in kiloliters)	27464.22 KL	25598.34 KL
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	3.58 KL/crore turnover	3.64 KL/crore turnover
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)	74.07 KL/ crore turnover adjusted for PPP	73.95 KL/ crore turnover adjusted for PPP
Water intensity in terms of physical output	N/A	N/A
Water intensity (optional) – the relevant metric may be selected by the entity	12.78 KL/FTE/Year	12.78 KL/FTE/Year

As per CGWA guideline, the estimated consumption is 45 litres per head per working day. FTE – Full time Employee

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency.

No independent assessment/ evaluation/ assurance has been carried out by any external agency during the year.

4. Provide the following details related to water discharged

Parameter	FY25	FY24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NIL	NIL
– No treatment		
– With treatment – please specify level of treatment		
(ii) To Groundwater		
– No treatment		
– With treatment – please specify level of treatment		
(iii) To Seawater		
– No treatment		
– With treatment – please specify level of treatment		

Parameter	FY25	FY24
(iv) Sent to third-parties		
– No treatment		
– With treatment – please specify level of treatment		
(v) Others	NIL	NIL
– No treatment		
– With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency.

No independent assessment/ evaluation/ assurance has been carried out by any external agency during the year.

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

No. Considering all our offices are leased premises, the regulatory requirement of Zero Liquid Discharge (ZLD) is fulfilled by the owner of the premises if applicable as a part of obligatory compliance.

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

Considering the nature of the business, we do not have any stack/ chimneys and hence have no significant other air emissions.

Parameter	Please specify unit	FY25	FY24
NOx	N/A	NIL	NIL
SOx	N/A	NIL	NIL
Particulate matter (PM)	N/A	NIL	NIL
Persistent organic pollutants (POP)	N/A	NIL	NIL
Volatile organic compounds (VOC)	N/A	NIL	NIL
Hazardous air pollutants (HAP)	N/A	NIL	NIL
Others – please specify	N/A	NIL	NIL

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency.

No independent assessment/ evaluation/ assurance has been carried out by any external agency during the year.

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

Parameter	Unit	FY25	FY24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	6.97	53.02
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	4,656.17	2528.52
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	Metric Tonnes CO ₂ /Turnover crore	0.61 tonnes CO ₂ e / crore turnover	0.37 Tonnes CO ₂ e/ crore turnover
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric Tonnes CO ₂ /Turnover crore adjusted for PPP	12.58 Tonnes CO ₂ e/crore turnover adjusted for PPP	7.91 Tonnes CO ₂ e/ crore turnover adjusted for PPP
Total Scope 1 and Scope 2 emission intensity in terms of physical output	N/A	N/A	N/A
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Metric Tonnes CO ₂ e/crore AUM	0.058 tCO ₂ e/crore AUM	0.036 tCO ₂ e/crore AUM

AUM – Assets Under Management

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency

No independent assessment/ evaluation/ assurance has been carried out by any external agency during the year.

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

Yes. Aligned with UN sustainable development goals (SDGs) and our national commitment to achieve net-zero emissions, our Company has commenced taking concrete steps to address its carbon footprint (scope 1 & scope 2 emissions). This includes steering climate literacy, awareness of energy intensive lifestyles to sensitise our employees, widespread adoption of digital medium in loan processing, implementing energy-efficient measures while exploring possibility of renewable energy for energy intensive locations, cloud computing technology and limiting paper consumption where possible.

9. Provide details related to waste management by the entity.

Parameter	FY25	FY24
	Total Waste generated/disposed (in MT)	
Plastic waste (A)	0	0
E-waste (B)	2.26 Tonnes	0
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	N/A	N/A
Battery waste (E)	1.55 Tonnes	5.33 Tonnes
Radioactive waste (F)	N/A	N/A
Other Hazardous waste. Please specify, if any. (G)	N/A	N/A
Other Non-hazardous waste generated (H). Please specify, if any.	N/A	N/A
Total (A+B + C + D + E + F + G + H)	3.81 Tonnes	5.33 Tonnes
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0005 Tonnes/ crore turnover	0.0007 Tonnes/ crore turnover
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0103 Tonnes/ turnover crore adjusted for PPP	0.014 Tonnes/ turnover crore adjusted for PPP
Waste intensity in terms of physical output	N/A	N/A
Waste intensity (optional) – the relevant metric may be selected by the entity	1.77 KG/FTE	2.66 KG/FTE

We are further strengthening our monitoring systems to report on other applicable indicators.

FTE – Full Time Employee.

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY25	FY24
	Total Waste generated (in MT)	
(i) Recycled	3.81 Tonnes	5.33 Tonnes
(ii) Re-used	N/A	N/A
(iii) Other recovery operations	N/A	N/A
Total	3.81 Tonnes	5.33 Tonnes

Battery waste & E-waste are disposed/recycled through authorised waste vendors. The data of FY24 is updated during our study to understand the year-on-year waste disposal patterns.

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	FY25	FY24
	Total Waste generated (in MT)	
(i) Incineration	N/A	N/A
(ii) Landfilling	N/A	N/A
(iii) Other disposal operations	N/A	N/A
Total	N/A	N/A

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency.

No independent assessment/ evaluation/ assurance has been carried out by any external agency during the year.

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

There is limited scope for scrap build up and disposal as we are in the financial services space. There are no hazardous or toxic chemicals being generated nor used.

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

There are no such offices.

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Yes / No). If no, the reasons thereof and corrective action taken, if any.
NIL	NIL	NIL	NIL

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
N/A	N/A	N/A	N/A	N/A	N/A

13. Is the entity compliant with the applicable environmental law / regulations / guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act, and rules thereunder (Yes / No). If not, provide details of all such non-compliances:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
01.	Nil	N/A	N/A	N/A

We are following the norms mentioned as applicable to our Company based on the nature of our work.

LEADERSHIP INDICATORS

1. Water withdrawal, consumption, and discharge in areas of water stress (in kiloliters):

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area:
NIL
- (ii) Nature of operations:
Not Applicable
- (iii) Water withdrawal, consumption, and discharge:

As below.

Parameter	FY25	FY24
Water withdrawal by source (in kiloliters)		
(i) To Surface water	NIL	NIL
(ii) Groundwater	NIL	NIL
(iii) Third party water	NIL	NIL
(iv) Seawater / desalinated water	NIL	NIL
(v) Others	NIL	NIL
Total volume of water withdrawal (in kiloliters)	NIL	NIL
Total volume of water consumption (in kiloliters)	NIL	NIL
Water intensity per rupee of turnover (Water consumed / turnover)	NIL	NIL
Water intensity (optional) – the relevant metric may be selected by the entity	NIL	NIL
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water		
– No treatment	NIL	NIL
– With treatment – please specify level of treatment	NIL	NIL
(ii) Into Groundwater		
– No treatment	NIL	NIL
– With treatment – please specify level of treatment	NIL	NIL
(iii) Into Seawater		
– No treatment	NIL	NIL
– With treatment – please specify level of treatment	NIL	NIL
(iv) Sent to third parties		
– No treatment	NIL	NIL
– With treatment – please specify level of treatment	NIL	NIL
(v) Others		
– No treatment	NIL	NIL
– With treatment – please specify level of treatment	NIL	NIL
Total water discharged (in kiloliters)	NIL	NIL

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency.

No independent assessment/ evaluation/ assurance has been carried out by any external agency during the year.

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

Parameter	Unit	FY25	FY24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	530.75 tCO ₂ e	Processes to work out scope 3 emissions are in nascent stage and are being extensively explored.
Business Travel by Air	Metric tonnes of CO ₂ equivalent	530.75 tCO ₂ e	
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/crore turnover	0.069 tCO ₂ e/crore turnover	
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/crore AUM	0.0066 tCO ₂ e/crore AUM	

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency,

No independent assessment/ evaluation/ assurance has been carried out by any external agency during the year.

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

There is no impact on biodiversity as envisaged by us.

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

S.no	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Deployment of LED lights at offices	We have a focus on becoming technically robust to enhance efficiency while moderating resource and energy consumption. We have equipped our branches with energy saving IT equipment including laptops, LEDs lights, energy star rated appliances and digitised operations with reasonable paperwork.	LEDs can use up to 90% less energy and can last longer than traditional incandescent bulbs.
2	Low VOC paints on walls		Low-VOC paints contain fewer than 50 grams of VOCs per litres, leading to improved indoor air quality.
3	Energy Efficient Architecture of Offices		Spaces designed with energy-efficient architecture can achieve up to 20% energy savings.
4	3 and above -star rating appliances		Star certified appliances are at least 15% more efficient than the minimum efficiency standard.
5	Optimised design & Layout of HVAC (Air conditioning)		Optimal design & setpoints in HVAC systems can result in energy savings from 10% to 20% for small office buildings.
6	Provision for Natural Sunlight for offices through glass windows		Buildings with natural sunlight provision can reduce energy used for electric lighting by 10% to 40%.
7	Sensor based programming of Lift operations		Smart elevator systems have 20% reduction in energy as the algorithms instructs the nearest lift to come to target location/floor.
8	Clay based cutlery for lunch and glass water bottles		Replacing single-use plastic items with clay-based alternatives contributes to plastic free premises.
9	Digital Channels/ Platforms/ App for customers		Transitioning to digital platforms can lead to reductions in paper usage and other NVAs.
10	Low volume taps in lavatories		Low-flow faucets can reduce water use by upto 30%, leading to water conservation.

5. Does the entity have a business continuity and disaster management plan? Details of entity at which business continuity plan is placed or weblink.

Yes, a business continuity plan is in place to ensure the continuity of services to large customers base including a cyber crisis management plan & information and cyber security policies.

<https://www.pnbhousing.com/documents/d/guest/Internal%20Guidelines%20on%20Corporate%20Governances>

Our Business Continuity Policy, Disaster Recovery site in tandem with backup controls ensure continued availability of information. Implementation of Next Generation Firewall along with 24x7 Security Operations Centre (SOC) and End Point Protection (EPP) software help us protect our externally facing and internal IT environment from various threats. We also continuously monitor our brand and data for any leakage over social media and dark web with help from service provider in addition to restricting internal server to server communication only on authorised ports and services. Considering the criticality of data we process we have also deployed Data Loss Prevention (DLP) solution.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

We envisage no such adverse impact.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

None of the value chain partners were assessed for environmental impacts during the year.

8. How many Green Credits have been generated or procured:

- a. By the listed entity
- b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners.

No such activities have been undertaken.

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.



ESSENTIAL INDICATORS

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

We have affiliations with two trade and industry associations as mentioned in the response below in part (b).

- b. List the top 10 trade and industry chambers / associations (determined based on the total members of such body) the entity is a member of / affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Delhi Chamber of Commerce	State
2	The Associated Chambers of Commerce and Industry	National

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

No corrective action was taken or underway on any issues related to anti-competitive conduct by our Company, based on adverse orders from regulatory authorities as there were no cases reported on the same.

Name of Authority	Brief of the case	Corrective action taken
N/A	N/A	N/A

LEADERSHIP INDICATORS

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

PNB Housing Finance, being one of the largest housing finance companies, is invited by various governing bodies for views while formulating strategies and policies related to housing finance sector.

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
	N/A	N/A	N/A	N/A	N/A

Principle 8: Businesses should promote inclusive growth and equitable development.



ESSENTIAL INDICATORS

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in FY25

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Considering the nature of the business of the Company, this is not applicable.					

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

S.No	Name of project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY 25 (in ₹)
Considering the nature of the business of the Company, this is not applicable.						

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

Customers (are part of community) – We have established effective mechanisms to receive and address community grievances. Grievances may be submitted on our registered office or through e mail on the designated e-mail ID (customercare@pnbhousing.com). Additionally, alternate modes of communication such as phone, WhatsApp, and mobile applications are also permitted for registering grievances.

Weblink-<https://www.pnbhousing.com/contact-us>.

Community (CSR interventions) – All the associated stakeholders of our community projects have the contact details of our CSR team members, can reach and raise their concerns in a structured manner. We also have regional single point of contacts (SPOCs) with whom the community can engage on a continual basis and to get their concerns addressed.

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

We are seeking guidance and exploring ways to categorise sourcing based on the geographic locations and supplier size/ revenue.

	FY25	FY24
Directly sourced from MSMEs/ small producers	0.58%	NIL
Sourced directly from within the district and neighbouring districts	100%	100%

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

	FY25	FY24
Rural	0.45%	0.32%
Semi-urban	1.13%	0.13%
Urban	7.62%	4.82%
Metropolitan	90.80%	94.73%

LEADERSHIP INDICATORS

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

Details of negative social impact identified Corrective action taken

Considering the nature of the business of the Company, this is not applicable.

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

S.no	State	Aspirational District	Amount Spent (in ₹)
1.	NIL	NIL	N/A

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

No. We do not have any preferential procurement policy giving preference to suppliers from marginalised/vulnerable groups.

- b. From which marginalised /vulnerable groups do you procure?

N/A

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

N/A

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
We do not have intellectual properties owned or acquired based on traditional knowledge.				

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

There are no such corrective actions.

Name of authority	Brief of the Case	Corrective action taken
-	-	-

6. Details of beneficiaries of CSR Projects:

Healthcare

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Burn Surgery Department in Lala Lajpat Rai Memorial (LLRM) Medical College with Operating Tables (OT)*, Meerut, Uttar Pradesh	120	100%
2	Infrastructure Upgradation at J.J. Hospital in Mumbai, Maharashtra*	125	100%
3	AI based smart vision glasses for the visually impaired in Chennai*	105	100%
4	Medical Equipment Support- Navsari, Gujarat.*	2,160	100%
5	Expansion support for Childcare Centre in Delhi*	126	100%
6	Project Sanjeevani-7 No. of (Advanced Life Support) ALS ambulances support provided to the Northern Command of Indian Army operating in the sensitive regions of Jammu & Kashmir, Leh, Ladakh and Siachen.	29999	100%
7	Project Care-Distribution of 300 Wheelchairs to 75 Old Age Homes in Mumbai & Pune (Maharashtra), Chennai (Tamil Nadu) & Gujarat.	3469	100%

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
8	Blood Collection & Transport Vehicle procurement to facilitate timely access of blood for Thalassemia patients, HIV-positive children and needy individuals in Hubli, Karnataka.	12000	100%
9	Cochlear Implant Surgery for Hearing Impaired Children in Hyderabad, Telangana.	30	100%
10	Dialysis Machines Support at a Government Hospital in Indore, Madhya Pradesh.	30	100%

Education

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	Digital Learning at 20 Govt. schools in Madhya Pradesh*	20524	100%
2.	Project Parivartan-Infrastructure enhancement (classroom renovation, improved sanitation, benches) at Nagar Nigam Balika Inter College, Ghaziabad, Uttar Pradesh.*	633	100%
3.	School Renovation Project (classroom & lavatories infrastructure) in Mumbai, Maharashtra*	5580	100%
4.	Establishment of PEHEL Computer lab at Two Government Nursing Colleges in Gujarat*	2946	100%
5.	Infrastructure Enhancement in school with Science Laboratory in Uttar Pradesh.	4080	100%
6.	7 Nos. Anganwadis Renovation Completed in Rajpura, Patiala, Punjab.	702	100%
7.	Project Empower Her-Holistic Upgradation (Clean Drinking Water Facilities, Solar electrification, Ground water recharge, Smart Classrooms and playground areas) of two Girls' Schools in Jodhpur, Rajasthan.	1949	100%
8.	PM Internship Project at PNB Housing finance for trainees	6	100%

Environment

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	YUWA (Youth United for Waste and climate Actions) festival & other awareness programmes in Dehradun, Uttarakhand.*	11192	100%
2.	20800 No. of Trees Plantation in Hyderabad & Chennai combined.*	Local Population	100%

Women Empowerment

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Scholarship Project for Female students at Miranda House, University of Delhi, New Delhi	558	100%

Construction Workers Welfare (Flagship) and Contingency Projects

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Extending support to 4 mobile medical clinics for a year to cater to 1 lakh population* in Delhi NCR, Mumbai, Chennai and Kolkata* & 8 mobile medical clinics for a year in 8 locations-Chandigarh, Lucknow, Jaipur, Indore, Pune, Hyderabad, Bangalore and Thiruvananthapuram*	122598	100%
2	Skill Development of dependants of construction workers in Gurugram, Haryana*	687	100%
3	Skill-Based Livelihoods for women of Migrant Construction Workers community in Gurugram, Haryana	576	100%
4	Education support for children of construction workers in Gurugram, Haryana*	714	100%
5	Education Grant for Children of Ex-Serviceman, Martyrs and their Widows	417	100%

Holistic Rural Development-Integrated Village Development Project

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Integrated Village Development Project in Varanasi, Uttar Pradesh*	1153	100%

Sports

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Extending Support to athletes with trainings for Olympics and national/international level sports	75	20%

*Project are of ongoing nature and continued execution in FY25 from previous FYs. The numbers achieved by these projects pertains to current FY only.

Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner.



ESSENTIAL INDICATORS

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Grievances may be submitted to us at the registered office or through e-mail on the designated e-mail ID (customercare@pnbhousing.com). Additionally, alternate modes of communication such as phone, WhatsApp, and mobile applications are also permitted for registering grievances.

Weblink-<https://www.pnbhousing.com/contact-us>.

The detailed grievance redressal mechanism is prescribed on the website: <https://www.pnbhousing.com/documents/d/guest/corporate%20grievance-redressal-mechanism>

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

State	As a percentage to total turnover
Environmental and social parameters relevant to the product	N/A
Safe and responsible usage	N/A
Recycling and/or safe disposal	N/A

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

Category	FY25			FY24		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Data privacy	0	0	NIL	0	0	NIL
Advertising	0	0	NIL	0	0	NIL
Cyber-security	0	0	NIL	0	0	NIL
Delivery of essential services	0	0	NIL	0	0	NIL
Restrictive trade practices	0	0	NIL	0	0	NIL
Unfair trade practices	0	0	NIL	0	0	NIL
Others	1576	15	NIL	1618	22	NIL

4. Details of instances of product recalls on accounts of safety issues

	Number	Reasons for recall
Voluntary recalls	NIL	N/A
Forced recalls	NIL	N/A

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

Yes, <https://www.pnbhousing.com/documents/d/guest/website-privacy-policy>.

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

There were no cases relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls and hence no corrective actions taken or underway by regulatory authorities on safety of products/ services.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

There were no instances of data breach during the year.

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

There were no instances of data breach during the year.

c. Impact, if any, of the data breaches

There were no instances of data breach during the year.

LEADERSHIP INDICATORS

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

Information about our products and services can be accessed on our official website-<https://www.pnbhousing.com/>.

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

We are spreading awareness to customers about safe and responsible usage and also safeguard them from potential risks and consequences of fraud. The customers are informed through:

- » SMS to not to divulge sensitive information to anyone including officials of PNB HFL or external.
- » E-mail tips for safe online transactions, phishing, vishing alerts & related education.
- » Knowledge Centre on website-at <https://www.pnbhousing.com/faqs>

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

We notify our customers through emails and SMS of any possibility of disruption/discontinuation of vital services. The restoration of services is also communicated to customers via SMS.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/ No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes. Before financing, the features of home loan schemes are communicated to the applicant. We also display product information at each of our branch offices throughout India. Details of product attributes, relevant information on the products and services offered, fees and charges, benchmark interest rates, and other important notifications such as 'Most Important Terms and Conditions', and grievance redressal mechanism are available in all offices and on our Company's website.

ADDITIONAL DISCLOSURES ON SUSTAINABILITY

Reflecting on the urgency and magnitude of ongoing challenges, including climate change across the globe, we continue to believe sustainability is the major ingredient to achieve long-term financial success.

A. Materiality Analysis

Purpose—Recognising the shifting regulatory landscapes on ESG & sustainability, and evolving stakeholder expectations, we undertook a comprehensive Materiality Assessment. This exercise facilitated us to identify our most relevant (or “material”) reporting topics from an ESG perspective.

The materiality assessment provides a robust framework for aligning our strategic priorities with stakeholder expectations while integrating sustainability. Specifically, it:

- » Prioritises material ESG aspects that influence business resilience, customer value propositions, and stakeholder trust.
- » Enables effective resource allocation towards initiatives that generate financial, environmental, and social long-term value.

PNB HFL believes to leverage materiality and transform housing finance into a catalyst for sustainable transformation while continue delivering affordable & sustainable solutions.

UN Sustainable Development Goals (UN SDGs) Alignment

In 2015, the United Nations established 17 Sustainable Development Goals (SDGs) as a blueprint for countries and the private sector to partner for global impact and achieve a more sustainable world by 2030.

Broadly, PNB HFL’s sustainability journey is aligned with the **United Nations Sustainable Development Goals (UN SDGs)**.



- » **SDG 5 (Gender Equality)**: Providing a promising premise to females (colleagues, community & customers) through various initiatives around DEI, women empowerment and lending practice.
- » **SDG 7 (Affordable & Green Energy)**: Prioritising solar power in CSR interventions where applicable/appropriate.
- » **SDG 8 (Decent Work and Economic Growth)**: Fostering employee well-being and driving financial inclusion through housing financing solutions.
- » **SDG 9 (Industry, Innovation, and Infrastructure)**: Investing in digital transformation to enhance customer experiences and operational (credit & collection) efficiency.
- » **SDG 11 (Sustainable Cities & Communities)**: Facilitating customers through attractive propositions around housing finance and elevating community through CSR interventions.
- » **SDG 13 (Climate Action)**: Contributing to climate action through environmental sustainability interventions.

B. Materiality Determination Process & Matrix

In continuation to approach and process disclosure in FY24 BRSR of Annual Report FY24 (Page 108 – 109), We are further disclosing the insights from the materiality score and associated KPIs (as applicable) in this year.

The Materiality Matrix evaluates ESG issues by plotting their importance to PNB HFL and its stakeholders, ensuring that high-priority areas receive the necessary focus and resources.

The matrix uses a weighted scoring system (with 5 being the highest score) to rank ESG issues based on feedback from leadership, customers, and other important stakeholders. This methodology ensures decisions are data-driven and stakeholder-informed. These topics, which were identified based on internal stakeholder interviews and external research, are provided in the materiality matrix below.

OUR MATERIALITY

1. Sustainable Business Growth & Profitability
2. People Practices
3. Diversity, Equity & Inclusion
4. Customer reach & network expansion
5. Community Relations
6. Business Ethics & Regulatory Compliance
7. Cyber Security & Data Privacy
8. Value Chain Sustainability Disclosures
9. Climate Change & GHG Emissions
10. Emerging Frameworks on Climate Aspects
11. Sustainable Finance Propositions

Strategic Focus: Material Aspects are core to our business & long-term planning.

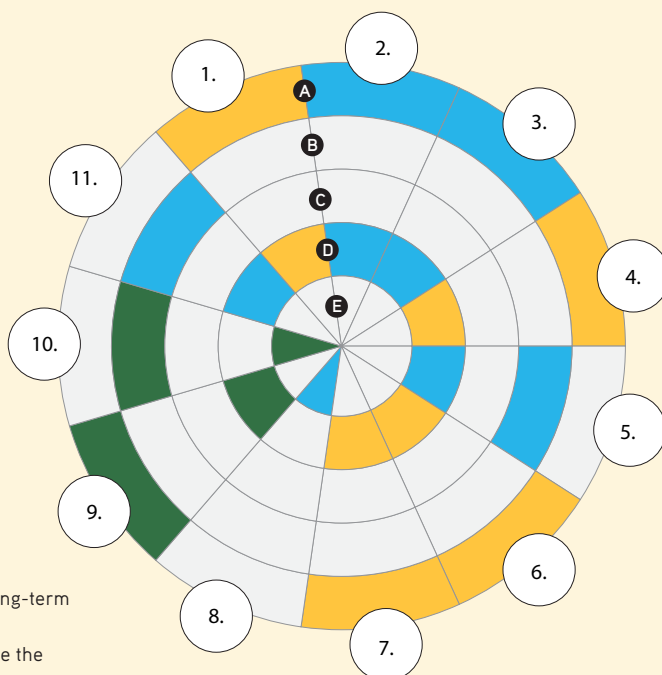
Tactical Focus: Material Aspects are in our line of sight and have the potential to shift to strategic in future.

Emerging Frameworks on Climate Change includes draft Climate Taxonomy & Climate Disclosures.

Value Chain Sustainability Disclosures are voluntary in BRSR.

● Environment | ● Social | ● Governance

● A High Priority | ● B Moderate Priority | ● C Low Priority | ● D Strategic Focus | ● E Tactical Focus



C. Material Issues & Metrics for Enterprise Value Creation

The Materiality Matrix provides a clear prioritisation of all ESG issues with strategic & tactical focus as well. The materiality analysis is reviewed annually with the involvement of external stakeholders in identifying & updating the material issues. The materiality assessment exercise also considered internal impact on the business as well as external impact on society and the environment. Given the magnitude of the subject, materiality assessment process was reviewed & verified by a third-party sustainability expert(s). Below are the insights for all material issues, categorised by priority level:

1. High-Priority Issues

1. Sustainable Business Growth & Profitability:

- » **Rationale**-Central to enhancing profitability and strengthening business continuity while embracing sustainability.
- » **KPI/Metrics**-Scale housing finance products & services with structured focused on retail loan book growth and expanding affordable portfolio.
- » **Action/Initiatives** – We have accelerated focus in network expansion, maintaining healthy asset book, enhancing collection efficiency and greater focus on high yielding business segments. To further enhance sustainable business growth, we designed our 5 strategic priorities namely – focused on retail loan book growth, expand affordable loan offering category through a dedicated vertical called “ROSHNI”, improve asset quality through robust underwriting and collection framework, diversify our funding mix, drive growth through digitalisation to drive efficiency. In this reporting year, we crossed ₹75,000 crore in Loan Asset & ₹80,000 crore in assets under management (AUM) while the affordable Loan Asset crossed ₹5,000 crore.

2. People Practices:

- » **Rationale**-Encompasses talent attraction, retention, diversity, equity, inclusion (DEI) and workforce development to ensure a skilled and an engaged workforce.

- » **KPI/Metric**es-Develop forward looking people-centric policies and invest in creating a talent pool which is future ready.
- » **Action/Initiatives** – People Practices at PNB HFL is the intersection of people, culture, and inclusive strategies.

People First Culture

At the core, our strength lies in our talented people and a culture grounded towards sustainable transformation. Our People practices reflect a culture of integrity, professionalism, teamwork, and a growth mindset, fostering a supportive and inclusive environment for our people (employees) to thrive and contribute to their elevation as well as Company's success.

We are committed to investing in our people thereby creating a workplace that is diverse and inclusive, where accountabilities are clear, there is equal opportunity for all, adequate wages is ensured, reasonable working hours for work life balance and overtime is duly rewarded for select category of workforce, equal remuneration for men and women is maintained, and merit is rewarded in annual performance appraisals.

Learning, Up-skilling & Employee Development

Our sustainable transformation journey begins with valuing learning over knowing—seeking out new ideas, embracing challenges, learning from short-falls, and improving over time. Various programmes focussed on learning & development are in practice which involves coaching, mentoring (including LinkedIn Learning, Women in Leadership, Parivartan, Vani, Leadership Development Programme, Digital transition programmes, Cultural Education about the Company).

Health and safety

Our employees' well-being is a critical enabler of our 'people-first' approach. Industry-leading practices health benefits for our employees, with holistic wellness options covering OPD support, health checks, 24x7 unlimited doctor consultations, diagnostics, visit of doctors to offices periodically and preventive healthcare programmes help employees to take the best care of their health.

We emphasise on the importance of maintaining a safe and healthy workplace from the Occupational Health & Safety (OHS) perspective. We have taken measures for workplace safety by carrying out risk & hazard assessments through able personnel. We provide all offices and premises with fire extinguishers and conduct regular drills and awareness sessions to ensure that employees are well-informed about fire hazards and equipped with the necessary knowledge to respond in case of an emergency. OHS criteria is a part of contractual & procurement requirements also.

We prioritise the security of all employees implementing measures such as, access controls, CCTV monitoring, and security personnel to ensure a safe working environment. All our offices are maintained as per local laws and regulations on safety and public health hazards guidelines.

Benefits provided to full-time employees

The organisation also provides comprehensive insurance coverage for all employees across all grades. Group insurance facility includes group health, group personal accident and group life insurance scheme. Insurance top-up options were provided to employees for the first time to widen their insurance coverage safety net. Other Interventions on employee well-being include paid annual leave entitlements such as Mandatory leave policy, flexible working hours introduced in corporate office, sport & health initiatives, paid parental leave (24 weeks) for the primary care giver, paid parental leave (1 week) for the non-primary care giver and stress management sessions. While we strive to become employer of choice, Integrity and teamwork remains embedded in our DNA.

3. Customer reach & network expansion:

- » **Rationale** – Network expansion is central to business continuity & customer acquisition.
- » **KPI/Metric**es-Continue to strengthen physical presence across strategic locations and improvise customer reach across the country.
- » **Action/Initiatives**-Over the past year, we have expanded our presence to over 380 locations across India. Additionally, we maintain a robust network of channel partners, enabling us to serve customers across 21 states. To further granularise our focus on the high yielding segments, we started a separate vertical 'Emerging Markets' catering to customers in tier 2 and 3 cities.

4. Cyber Security & Data Privacy:

- » **Rationale**-Critical to safeguarding stakeholder trust in the digital era.
- » **KPI/Metric**-Enhance cybersecurity infrastructure and implement advanced security tools.
- » **Action/Initiatives** – Regular vulnerability assessment and penetration testing of our infrastructure, applications and supporting network components. It is also ensured that all our customer information is encrypted and stored securely. The Company has an information & cyber security management programme that covers the following elements.
 - Information & Cyber security-related business continuity plans
 - Information security vulnerability analysis
 - Internal audits of the IT infrastructure and/or information security management systems
 - Information security management systems such as ISO 27001
 - Escalation process for employees to report incidents, vulnerabilities or suspicious activities
 - Information security awareness training.

5. Diversity, Equity & Inclusion (DEI):

- » **Rationale**-Reflects the importance of creating an equitable and inclusive workplace promising equal opportunity for all.
- » **KPI/Metric**-Implement DEI strategies to enhance workforce female diversity and female representation in leadership.
- » **Action/Initiatives** –
 - We curated a targeted Programme called “Aikyam”, a unique initiative based on the pillars of Diversity, Empowerment and Inclusion towards strengthening the people culture within the organisation. Workforce diversity in terms of gender, special ability, geography and academia is always in our line of sight. PNB HFL curated a platform (a series of inspirational videos) called ‘Achiev-Her’ to celebrate the strength and accomplishments of its female employees. It aims to leverage the power of storytelling to recognise and unfold diverse success stories of women who are breaking barriers, driving change and setting new leadership examples in their fields. The video series was launched as part of ‘Aikyam’ –The initiative provides a platform to recognise and applaud the remarkable achievements of our female employees. This year the programme is being conducted with a renewed focus under the name of Achiev-Her 2.0 and also a dedicated series of male employees known as AchievMen is also commenced.

6. Climate Change & GHG Emissions:

- » **Rationale**-Integrating climate action by addressing risks, emissions, and resource management in operations & business.
- » **KPI/Metric** – Stabilise the fluctuations in GHG emissions (scope 1 & scope 2 combined) intensity per AUM (assets under management) (through emissions reduction) within 10% by FY2032 or sooner from the base year FY25 covering 100% base year emissions.
- » **Action/Initiatives**-The Paris Agreement was reached in 2015; one of the agreement’s central aims is to limit the increase in global average temperatures this century to well below 2°C above pre-industrial levels and pursue efforts to limit the temperature rise to 1.5°C above pre-industrial levels. Subsequently, the Intergovernmental Panel on Climate change has underscored the urgency of attaining the 1.5°C goal.

Drawing inspiration from the Paris Agreement and country’s national commitment to achieve net-zero emissions by 2070, our Company has commenced taking steps in environment sustainability. This includes steering climate literacy through monthly newsletters, awareness on energy intensive lifestyles, carbon conscious culture, widespread adoption of digital channels, implementing energy-efficient measures, cloud computing technology and scaling recycled paper use.

Climate Action

- » Implemented digital processes for traditional activities.
- » Mobile apps-Provided to customers, employees and channel partners. This has helped cut down on customer branch visits.

7. Business Ethics & Regulatory Compliance:

- » **Rationale**–Adherence to ethical standards and regulatory requirements, which are our ‘license to operate’.
- » **KPI/Metric**es–Strengthen internal controls (three-line defence model) and conduct periodic internal audits to full-proof the Company on regulatory aspects.
- » **Action/Initiatives** – Strengthened the capabilities of internal audit, compliance team and business team through regular training on mandatory compliances. We have risk management processes and strategies to promote an effective risk culture. The process includes the Risk Appetite Framework, which sets limits for significant risks and includes monitoring parameters. To ensure the safety and stability of its operations, we have implemented strategies to systematically measure, assess, monitor and manage risks across portfolios. These frameworks are established based on global best practices. The risk exposures are reviewed every quarter. Various models are used to assess and mitigate risks and model risk at various stage of the product lifecycle.

There is a structured process of internal audit as well. Focused training of the employees throughout the organisation on risk management principles and incorporation of risk criteria in the development of products and services are a regular practice. The Compliance system is verified & reviewed by a third party. Compliance aspects (such as mandatory regulatory trainings) are linked to employee remuneration & Employee performance appraisal systems also integrates compliance/codes of conduct. Responsibilities, accountabilities and reporting lines are systemically defined in all divisions and functions of the Company.

In addition to the above, Fair tax practices and transparent disclosures about economic contribution, is a key part of our journey. We are committed to being a responsible taxpayer and our approach in handling taxes, underpinned by the “values” and is aligned with following ethos:

- Adherence to compliance and tax laws with the spirit as well as in action in the country in which we operate.
- Undertaking transactions between affiliates using the arm’s length principle.
- Acting with integrity and not indulging in using artificial tax jurisdictions, secrecy jurisdictions or so-called “tax havens” for tax avoidance and not to transfer value created to low tax jurisdictions.
- Policies & Governance Framework Snapshot (<https://www.pnbhousing.com/investors/policies>): -

Policy on Board Diversity	ESG Policy	Whistle Blower Policy	Anti-Bribery and Anti-Corruption Policy
Fair Practice Code	Prevention of Sexual Harassment	Audit & Internal Controls	Website Privacy Policy
Grievance Redressal Mechanism	Responsible Advocacy	Fraud Monitoring	Know Your Customers (KYC) Policy
Human Resources Policy Employee Code of Conduct Employee Performance Management System	Risk Management Framework & Policy	Credit & Recovery Policy	Tax Transparency

2. Moderate-Priority Issues

These issues are significant but require long-term strategic monitoring for integration into business:

8. Community Relations:

- » **Rationale**–Builds trust and goodwill in local communities by addressing needs of the communities and improving their living standards.
- » **KPI/Metric**es – Design & Develop CSR initiatives basis a thorough need assessment process and carry out impact assessment.
- » **Action/Initiatives** – Successfully delivered multiple projects on environmental sustainability, women empowerment, education, construction worker well-being on PAN India scale guided by CSR policy.

9. Emerging Frameworks on Climate aspects

- » **Rationale**–With the recent introduction of the country’s first draft climate finance taxonomy (<https://www.pib.gov.in/PressReleaseDetailm.aspx?PRID=2127562®=3&lang=1>), India aims to facilitate greater resource flow to climate-friendly technologies and activities, enabling the country to achieve the vision of being Net Zero by 2070 while also ensuring long-term access to reliable and affordable energy. The Climate Finance Taxonomy will serve as a tool to identify activities consistent with a country’s climate action goals and transition pathway. We are further

developing capability around the taxonomy to explore new avenues while understanding various risks involved in this evolving journey.

- » We are also researching frameworks on climate change which involves proactively identifying and managing risks such as climate vulnerabilities, and regulatory changes. A brief on Climate Risks is given below -

Category	Description	Potential Impact	Mitigation
Transition	Policies to support Climate transition such as potential introduction of Carbon Taxation.	Increased cost of compliance & impact on business metrics.	Maintaining Alert stance on regulatory movements around climate aspects.
Physical	Extreme weather events leading to physical damage and subsequent erosion of property values.	High credit losses and increased risk of defaults.	Understanding of the risks and consider exploring scenario analysis concepts.

10. Sustainable Finance Propositions:

- » **Rationale**-Highlights the importance of developing financial products that cater to sustainable housing and infrastructure. This also covers financial opportunities arising from climate change.
- » **KPI/Metric**es-Accelerate sustainable finance solutions (affordable financing) to a wider customer base.
- » **Action/Initiatives** – Accelerated focus in the affordable segment with affordable book over ₹5000 crores. Launched a dedicated programme called “Roshni”. ‘Roshni,’ meaning “light” in Hindi, reflects the Company’s promise to illuminate the path to affordable housing for aspiring homeowners. To bring this vision to life, a comprehensive 360-degree marketing campaign spanning television, print, outdoor media, cinema, digital, and social media was rolled out. The campaign ensures a strong and consistent presence, inclusive reach creating meaningful engagement across urban and semi-urban regions. With this launch, we reaffirm our commitment to empowering families, building trust, and illuminating the path to homeownership across India while boosting our affordable book to new heights.

3. Emerging Issues/Low Priority Issues

These issues are currently lower in priority but certainly are in our line of sight. KPIs & Action plan would be firmed up as the need would be felt on account of business requirements & regulatory updates.

11. Value Chain Sustainability Disclosures:

- » **Rationale** – Exploring propositions to gradually embrace responsible procurement/sustainable sourcing practices.
- » **KPI/Metric**es-Collate critical suppliers (basis quantum of business) and initiate educating.
- » **Action/Initiatives** – Segregate critical suppliers as per criteria required by SEBI for BRSR core and engage with them as per regulations applicable.

D. Conclusion –

With a structured focus on material ESG issues, Sustainability present opportunities for differentiation and leadership while delivering sustainable value to stakeholders. As we evolve, concepts of double materiality would be further explored.

E. Steering Climate Conscious Culture and Capability Building

ESG disclosures, including those on climate variables (energy, emissions etc.) have been a part of the Company’s public reporting through the Business Responsibility & Sustainability Reporting (BRSR).

PNB HFL had published the BRSR for the financial year ended 31st March, 2023, and 2024 as a part of compliance requirements. PNB HFL recognises that climate change entails both, risks and opportunities and it is important to embrace the evolving regulatory guardrails from both adherence to compliance & business continuity standpoints.

The below narratives & disclosures shares a broader stance of climate-related aspects at a rudimentary level to elevate us in our sustainability journey.

This report endeavours to provide a disclosure based on some of the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD). This is being done voluntarily to initiate the journey of reporting more incisively on climate aspects in alignment with evolving regulations. PNB HFL is at an infancy stage of reporting under this framework. Globally too, such disclosures are still evolving. This report is a living document and not a static one, but more importantly, is reflective of the PNB HFL’s increasing focus towards raising its own bar on sustainability & climate related disclosures.



Illustrative Image

Brief Overview

The Financial Stability Board (FSB) is an international body that monitors and makes recommendations about the global financial system. It was established in 2009 with the support of G-20 countries.

Source: <https://www.fsb.org/about/organisation-and-governance/members-of-the-financial-stability-board/>

The Taskforce on Climate-related Financial Disclosures (TCFD) was created following the Paris Agreement to improve reporting on financial risks associated with climate change. In 2017, the TCFD recommendations report outlined the core elements – governance, strategy, risk management, and metrics & targets.

Source: <https://www.fsb.org/work-of-the-fsb/financial-innovation-and-structural-change/climate-related-risks/>

In February 2024, the RBI placed on its website the Draft guidelines on Disclosure framework on Climate-related Financial Risks. The framework solicits disclosures as per 4 pillars of TCFD- Governance, Strategy, Risk Management and Targets & Metrics.

PNB HFL is a Housing Finance Company and is a regulated entity of the RBI. PNB HFL is studying the guidelines and doing the broader capability building.



Illustrative Image

As a responsible corporate citizen, PNB HFL is focussed on cultivating a climate conscious culture, recognises both, the risks and opportunities that climate change presents and supports the country's targets and pathways towards achieving its climate-related targets (PANCHAMRIT announced at COP26) including Net Zero aspiration of the country. PNB HFL is further exploring to deep dive on the subject and consider working in alignment with regulatory guardrails on climate transition. It is helpful to have a common framework for reporting climate & environment related information and TCFD is one such framework.



Reference – TCFD

Governance

(CL01)

Effective corporate governance is critical to executing Company's strategy, fulfilling its responsibilities and creating long-term sustainable value for stakeholders. At PNB HFL, ESG & Climate matters are part of Board-level discussions, and the board is periodically apprised on progress.

The risk profile is reviewed by the Risk Management Committee (RMC) which comprises independent directors, non-executive director and MD & CEO. The RMC is chaired by an independent director. The RMC oversees our risk management practices and approves the Risk Management Framework.

Risk Management framework and policy:

1. To approve a detailed risk management policy to include, framework for identification of internal and external risks faced by the Company, including financial, operational, sectoral, sustainability (particularly, ESG & Climate related risks), information, cyber security risks or any other risk.
2. To measure risk mitigation including systems and processes for internal control of identified risks.
3. The Executive RMC, comprising senior members, regularly reviews this framework.

Strategy

(CL02)

As the Company is a Non-banking Finance Company-Housing Finance Company, the design (nature of business) itself does not involve lending to Hard to abate sectors which are carbon intensive. As per our limited understanding, our business is exposed to climate risks given our role in financing physical infrastructure dependent on energy and exposed to various extreme weather events caused by climate change.

In a series of UN reports, thousands of scientists and government reviewers agreed that limiting global temperature rise to no more than 1.5°C would help us avoid the worst climate impacts and maintain a liveable climate. The magnitude of climate risk is severe, causing physical (acute and chronic) and transitional (changing technologies, regulations, policies, and stakeholder expectations) risks.

Broader approach in Climate & Environment Sustainability

1. Steering Climate Literacy to build knowledge & cultivate less carbon intensive mindset
- ➔ 2. Focussing on innovations and digital interventions
- ➔ 3. Emission monitoring in operations and consider creating emission data inventory.
- ➔ 4. Exploring alignment with decarbonisation pathways like SSPs, NGFS
- ➔ 5. Enhancing Climate Disclosures aligned with regulatory guidelines

Emissions: -

Scope 1 Emissions -

- » Diesel fuel consumption data (in litres) is collected from the sample set of branches where the generators are in self-ownership & are operational. Average consumption is calculated, which is then extrapolated to arrive at estimated consumption.
- » Fugitive Emissions – We have initiated tracking data regarding the refrigerants used to replenish air conditioning encompassing split ACs along with details of the type of refrigerant utilised and quantity of refrigerant refilled at our corporate office.
- » Emission Factors from GHG Protocol DESNZ is applied for calculating emissions.

Scope 2 Emissions -

- » Purchased Electricity-The monthly electricity consumption in KWh is being recorded manually in excel based formats branch-wise during the bill processing/uploading in the in-house billing management system for payment to respective electricity departments. Wherever there is a discrepancy or there is unavailability of electricity bills due to technical issues at various ends, the value is extrapolated basis averaged past consumptions. The sum-total is multiplied by a specific emission factor (from the latest CO₂ Baseline Database for the Indian Power Sector, Central Electricity Authority, Ministry of Power, https://cea.nic.in/wp-content/uploads/2021/03/User_Guide_Version_20.0.pdf) to arrive at emissions due to purchased electricity under Scope 2. As the number of branches is increasing, we shall explore more simplified method for collection & calculation of scope 2 emissions as we mature in our journey.

Scope 3 Emissions -

- » Business Travel-The data of employee travel by air travel is recorded in the travel management system/portal. Based on the distance obtained from the portal, specific emission factor from GHG protocol for the mode of transport is applied.
- » Total emissions due to business travel = Distance travelled (by air) X Specific emission factor per passenger-km is used for calculating the overall emissions.
- » Employee Commute – We have also initiated to calculate these emissions for our corporate office at Gurugram.
- » Financed Emissions – PCAF framework is under exploration and is detailed in climate related disclosures section in the report.



Illustrative Image

PNB HFL is also keeping an alert stance to recalibrate as per evolving regulations around climate and has commenced exploring IPCC reports. One such effort is around developing understanding of Shared Socioeconomic Pathways (SSPs) and other scenarios of NGFS. SSPs are climate change scenarios of projected socioeconomic global changes up to 2100 as defined in the IPCC Sixth Assessment Report on climate change in 2021. They are used to derive greenhouse gas emissions scenarios with different climate policies & provide narratives describing alternative socio-economic developments.

In Phase V, the NGFS scenarios rely on the assumptions from the latest release of the SSPs. All NGFS scenarios share the same underlying assumptions from the SSP2, a “middle of the road” scenario which follows historical patterns of population and economic trends. With this background, it helped to establish connect between the SSPs & NGFS temperature rise by end of century.

Risk Management

(CL03)

PNB HFL uses “Three Lines of Defence model” to manage risk and internal controls internally.

1. **First line**—Business units manage risks directly. The first line of defence consists of managers and staff responsible for identifying and managing risk.
2. **Second line**—Risk management and compliance functions provide oversight and support. The second line provides the policies, frameworks, tools, and techniques to support risk and compliance management.
3. **Third line**—Internal audit independently assesses risk management effectiveness.

Importantly, our risk management function operates independently from the business and reports directly to the Board.

Risk Culture

We strive promote a strong risk culture throughout the organisation. A strong risk culture is designed to help reinforce the Company’s efforts by encouraging a holistic approach to the management of risk and return throughout the organisation as well as the effective management of the risk, capital and reputation.



Risks are communicated in a way that helps us determine the potential impact on business strategies or processes. The Risk Management Process captures and categorises risks to build a clear understanding of threats and opportunities, and to help prioritise actions. With prudent approach, we lead open, in-depth discussion to better understand risk and make informed decisions about the type and amount of risk to take. We make decisions about risk based on:

- » **Appetite** – the risk exposure considered acceptable to achieve objectives
- » **Tolerance** – the specific level of risk that the Company is prepared to bear for specific risks
- » **Limits** – practical controls that help keep risk within tolerances

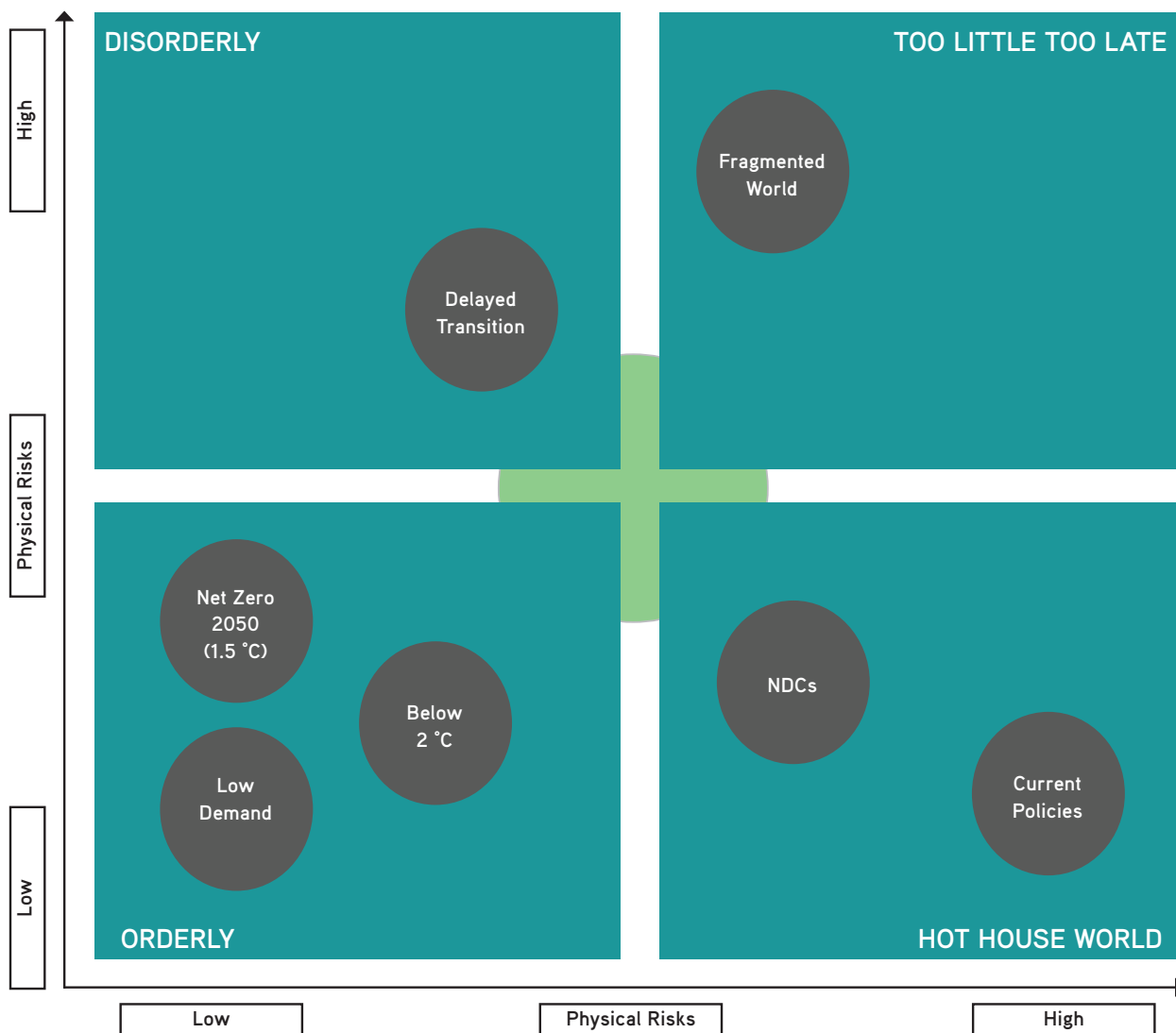
Armed with the knowledge needed to make effective risk decisions, we enact the controls necessary to manage risk within the defined appetite, tolerance and limits.

Risk management is an iterative and dynamic discipline within a constantly changing risk landscape with the introduction of climate related risks. We strive to raise risk awareness of every type of risk (now including climate risks also) and reinforce the sound management of risk through a culture of learning, openness and communication. Risks are reported to provide assurance that key risks are managed effectively.

Overview on Climate Scenario Analysis

We selected the disbursed data of FY24 for a western state in the country and used an externally available climate portal mapped with Shared Socio-economic pathways in alignment with NGFS scenarios (Source: <https://www.ngfs.net/ngfs-scenarios-portal/explore/>) on different temperature pathways to explore scenario analysis.

NGFS scenarios framework



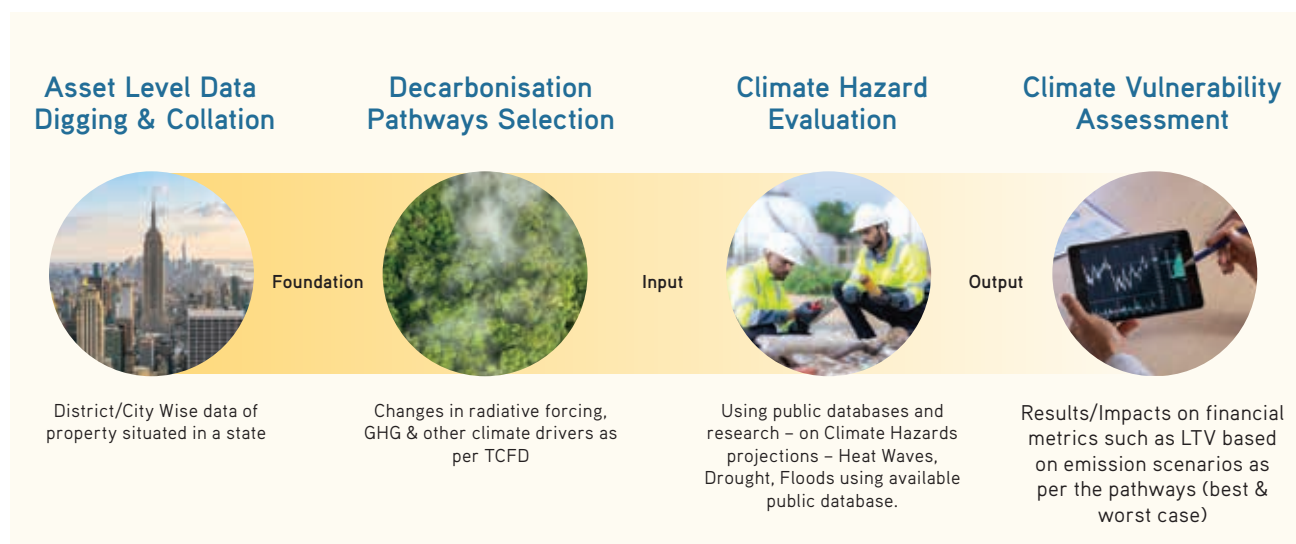
Scenarios of Network of Central Banks and Supervisors for Greening the Financial System (NGFS)

Considerations in the Study: -

- » Spatial Boundary – A Western State in India

- » Temporal Boundary – Individual Housing Loans Disbursement of a financial year.
- » Databases Used – Climate Knowledge Portal, IMD Pune Climate Hazard Atlas, Research papers from science direct etc.
- » Compound Hazard Studies – were conducted on heat waves, droughts & floods.

As per TCFD guidelines, we used a below 2 °C scenario and current policies scenario of NGFS (aligned with the Business-as-usual scenario) to establish contrasting viewpoints (on both best- & worst-case basis resonating with SSP1-2.6 & SSP3-7.0 on the estimated temperature rise by end of century). The Mean temperature under the scenarios were used (from publicly available climate portal). The Past Heat wave days were ascertained from climate hazard atlas of IMD. The rise in temperature were calculated further and increase in heat waves were re-calibrated to arrive at projection/plausibility of future heat wave days for a state.



We could further understand that heat waves are going to become more severe and increase in a year thereby putting additional burden on electricity consumption for cooling requirements in a typical household. This could further impact the 'fixed obligation' of the borrower and subsequently fixed obligation to income ratio.

As scenario analysis is an evolving aspect, there are a variety of levers that we expect to be needed to deliberate on the risk management aspects. Increased frequencies & severity of extreme weather events will certainly impact capital adequacy, and an extra buffer would be required to be fixated to cater to such instances as studies/research depict devaluation of assets and increased risks of credit defaults as well. We are exploring studies & research papers to establish concrete financial values to it due to the unpredictable & non-linear nature of climate change, information asymmetry on financial impacts from our country perspective, future plausibility of climate events etc.

Keeping an alert stance on upcoming Reserve Bank Climate Risk Information System (RB-CRIS) & capability building engagements as the priority, we will look to identify and communicate our intent on further improvising our work as we proceed. We reserve the right to update and modify our approach/methodology as the regulations on climate change evolves and business scenarios change.

Metrics & Targets

(CL04)

We initiated exploring the concepts of Financed Emissions using the Partnership for Carbon Accounting Financials (PCAF) framework.

The quality and availability of climate-related data is certainly a huge task to achieve. Given the size of our book and current data availability, we have used publicly available research papers. The square meter area of the property was available from our system and were collated against each disbursement to arrive at financed emissions using national emission factor available from CEA database. Certainly, financed emissions constitute a major chunk of overall emissions given one of the states alone has over 16,000 tonnes of CO₂e emissions.

We recognise that there is no one-size-fits-all approach to achieving financed emissions calculation. Our financed emissions calculations will continue to be updated as we expect evolution in climate regulations and emission factors also. We are working to chart a course and come up with metrics and targets in next 5 years or sooner.

TCFD FRAMEWORK ALIGNMENT

The 'Steering Climate Conscious Culture and Capability Building' is aligned with the Task Force on Climate-related Financial Disclosures (TCFD) recommendations with the table below indicating where to find information associated with the recommended disclosures. We note that, it was announced that the TCFD will be transferred into the International Sustainability Standards Board (ISSB) from 2024. We have used this framework as the TCFD has been a trailblazer in raising the practice and quality of climate-related disclosures. At PNB HFL, Climate aspects are at a nascent stage & the alignment is reflective of our increasing focus towards raising bar on Climate disclosures.

TCFD Recommendations	Reference in the 'Steering Climate Conscious Culture' Section
Disclose the organisation's governance around climate-related risks and opportunities. (a) Describe the board's oversight of climate-related risks and opportunities. (b) Describe management's role in assessing and managing climate-related risks and Opportunities.	Governance Section (CL01)
Disclose the actual and potential impacts of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning where such information is material. (a) Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term. (b) Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning. (c) Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Strategy Section (CL02)
Disclose how the organisation identifies, assesses, and manages climate-related risks. (a) Describe the organisation's processes for identifying and assessing climate-related risks. (b) Describe the organisation's processes for managing climate-related risks. (c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	Risk Management Section (CL03)
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material. (a) Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process. (b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks. (c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	Metrics & Targets (CL04)

Abbreviations: -

- GRI – Global Reporting Initiative,
- TCFD – Taskforce on Climate Related Financial Disclosures,
- BRSR – Business Responsibility & Sustainability Reporting,
- CSR – Corporate Social Responsibility
- IPCC-Intergovernmental Panel on Climate Change
- SSP – Shared Socio-economic Pathways
- NGFS – Network for Greening the financial system
- NDCs-Nationally Determined Contributions (NDCs) are each country's individual plans for reducing greenhouse gas emissions and adapting to climate change impacts.

INDEX CROSS-REFERENCE

GRI Sustainability Reporting Standards –

Statement of use PNB Housing Finance Limited has reported the information cited in this GRI content index for the period 1st April 2024 to 31st March 2025 with reference to the GRI Standards.

GRI 1 used GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organisational details	Business Responsibility & Sustainability Reporting (BRSR) – Section A (General Disclosures). Page Number-8, 9, 98
	2-2 Entities included in the organisation's sustainability reporting	BRSR – Section A (General Disclosures). Page Number-98
	2-3 Reporting period, frequency and contact point	1 st April 2024 to 31 st March 2025 / Annually / investor.relations@pnbhousing.com / esg@pnbhousing.com
	2-4 Restatements of information	No
	2-5 External assurance	Will be undertaken as per SEBI BRSR Guidelines.
	2-6 Activities, value chain and other business relationships	BRSR – Section A (General Disclosures). Page Number-98
	2-7 Employees	BRSR – Section A (General Disclosures). Page Number-98
	2-8 Workers who are not employees	BRSR – Section A (General Disclosures). Page Number-98
	2-9 Governance structure and composition	https://www.pnbhousing.com/documents/d/guest/Internal%20Guidelines%20on%20Corporate%20Governances
	2-10 Nomination and selection of the highest governance body	https://www.pnbhousing.com/documents/d/guest/Nomination%20and%20Remuneration%20Policy
	2-11 Chair of the highest governance body	https://www.pnbhousing.com/documents/d/guest/Internal%20Guidelines%20on%20Corporate%20Governances
	2-12 Role of the highest governance body in overseeing the management of impacts	BRSR – Section B (Management & Process Disclosures). Page Number- 103
	2-13 Delegation of responsibility for managing impacts	https://www.pnbhousing.com/documents/d/guest/Internal%20Guidelines%20on%20Corporate%20Governances
	2-14 Role of the highest governance body in sustainability reporting	The Risk Management Committee of the Board maintains oversight of ESG/sustainability issues and E-RMC (An Executive level Committee) is established to oversee ESG/sustainability issues. There is a designated role to oversee ESG/sustainability issues in the Company. Chief People Officer steers this subject in the Company along with the ESG & Sustainability Team.
	2-15 Conflicts of interest	https://www.pnbhousing.com/documents/d/guest/Internal%20Guidelines%20on%20Corporate%20Governances
	2-16 Communication of critical concerns	https://www.pnbhousing.com/contact-us-whistleblower@pnbhousing.com
	2-17 Collective knowledge of the highest governance body	https://www.pnbhousing.com/about-us/leadership-team
	2-18 Evaluation of the performance of the highest governance body	https://www.pnbhousing.com/documents/d/guest/Nomination%20and%20Remuneration%20Policy
	2-19 Remuneration policies	https://www.pnbhousing.com/documents/d/guest/Nomination%20and%20Remuneration%20Policy
	2-20 Process to determine remuneration	https://www.pnbhousing.com/documents/d/guest/Nomination%20and%20Remuneration%20Policy
	2-21 Annual total compensation ratio	The total compensation data is confidential, and the ratio is aligned with current industry practice.
	2-22 Statement on sustainable development strategy	BRSR – Section B (Management & Process Disclosures). Page Number-15, 102
	2-23 Policy commitments	https://www.pnbhousing.com/investors/policies
	2-24 Embedding policy commitments	https://www.pnbhousing.com/investors/policies
	2-25 Processes to remediate negative impacts	https://www.pnbhousing.com/investors/policies
	2-26 Mechanisms for seeking advice and raising concerns	General Information to Shareholders section of Statutory Reports. Page Number-197-203

GRI STANDARD	DISCLOSURE	LOCATION
	2-27 Compliance with laws and regulations	Statutory Reports & Financial Statements Section in the report. Page Number-176-196, 340-354
	2-28 Membership associations	BRSR Principle 7. Page Number-125
	2-29 Approach to stakeholder engagement	BRSR Principle 4. Page Number-114-115
	2-30 Collective bargaining agreements	Not Applicable. None of our full-time employees are associated with any labour unions and are not covered under any collective bargaining agreements.
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Analysis. Page Number-132-137
	3-2 List of material topics	Materiality Analysis. Page Number-132-137
	3-3 Management of material topics	Materiality assessment is integrated in the Company's ERM process.
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic Value Generated is mentioned as turnover, Economic value distributed is the CSR spend present in Section A – General Disclosures Question 6.
	201-2 Financial implications and other risks and opportunities due to climate change	BRSR General Disclosures Q.26. Page Number-101, 138-144
	201-3 Defined benefit plan obligations and other retirement plans	The Company has a well-structured compensation structure which encompasses the provision of NPS. The National Pension System (NPS) is a defined-contribution pension system in India regulated by the Pension Fund Regulatory and Development Authority (PFRDA) which is under the jurisdiction of the Ministry of Finance of the Government of India. The Employees can choose their monthly contributions as part of for their retirement planning by investing in NPS.
	201-4 Financial assistance received from government	Nil.
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	We maintain above average remuneration with respect to local minimum wage.
	202-2 Proportion of senior management hired from the local community	All the hiring is undertaken within the country.
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	We are doing our CSR activities + investments and lending/financing services in line with applicable regulations & compliances.
	203-2 Significant indirect economic impacts	BRSR – Principle 8. Page Number- 126-129
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Most of the service providers are of local origin.
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	We operate from leased premises across various locations. All our leased premises are compliant and function in accordance with the norms set by the regulator and are regularly updated. No other activities/assessment are carried out.
	205-2 Communication and training about anti-corruption policies and procedures	BRSR-Principle 1. Page Number- 104-106 We have developed a targeted training module to provide effective and focused training on anti-corruption and Anti Money Laundry practices.
	205-3 Confirmed incidents of corruption and actions taken	BRSR-Principle 1. Page Number- 104-106
GRI 206: Anti-competitive Behaviour 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	BRSR-Principle 1. Page Number- 104-106
	207-1 Approach to tax	Financial Statements Section of the Annual Report. Page Number- 218-323
	207-2 Tax governance, control, and risk management	Financial Statements Section of the Annual Report. Page Number- 218-323
GRI 207: Tax 2019	207-3 Stakeholder engagement and management of concerns related to tax	Financial Statements Section of the Annual Report. Page Number- 218-323
	207-4 Country-by-country reporting	Financial Statements Section of the Annual Report. Page Number- 219-323
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Given the nature of business activities, products and services are intangible in nature and have limited scope for using recycled material as processed inputs. The Company disposes its waste through 3 rd parties recognised by state's regulatory authorities.
	301-2 Recycled input materials used	Using recycled alternative to normal A4 paper in our corporate office.
	301-3 Reclaimed products and their packaging materials	Not applicable. Related to Manufacturing setup.
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	BRSR-Principle 6. Page Number- 118-125
	302-2 Energy consumption outside of the organisation	Not Applicable.
	302-3 Energy intensity	BRSR-Principle 6. Page Number- 118-125
	302-4 Reduction of energy consumption	BRSR-Principle 6. Page Number- 118-125
	302-5 Reductions in energy requirements of products and services	As we are a service-based Company, our energy consumption is limited to operations. Energy efficiency measures are a priority, and we deploy measures for energy conservation at our premises.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	The consumption of water is only limited to drinking and sanitation purpose.
	303-2 Management of water discharge-related impacts	Given the nature of business, there is no water discharged from our premises.
	303-3 Water withdrawal	Zero.
	303-4 Water discharge	Zero.
	303-5 Water consumption	BRSR-Principle 6. Page Number- 118-125
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	NIL.
	304-3 Habitats protected or restored	Considering our nature of business, there are no such activities undertaken.
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Scope 1 emissions – 6.97 tCO ₂ e. Diesel Fuel used in gensets.
	305-2 Energy indirect (Scope 2) GHG emissions	Scope 2 emissions – 4656.17 tCO ₂ e. Purchased Electricity.
	305-3 Other indirect (Scope 3) GHG emissions	Business Travel by Air-530.75 tCO ₂ e Employee Commute-81.14 tCO ₂ e Financed Emissions-16131.41 tCO ₂ e Total Scope 3 emissions-16743.3 tCO ₂ e Business travel by Air is PAN India, Employee commute is of one of the corporate offices & Financed Emissions is calculated using Bureau of Energy Efficiency (BEE)-residential building energy labelling programme for a state located in hot & dry climatic zone (western part of the country) and maximum Energy Performance Index (EPI) is considered.
	305-4 GHG emissions intensity	Scope 1 + Scope 2 Emission intensity-0.61 tCO ₂ e /crore turnover Scope 3 Emission Intensity-2.18 tCO ₂ e/crore turnover
	305-5 Reduction of GHG emissions	Technologies such as – LEDs, 3 and above star ratings appliances including air conditioners, are a consistent practice and are deployed over 100+ locations. We also participate in workshops targeted towards climate change & sensitisation on Paris Agreement as a part of our climate alignment exercise. We also plan to reduce our emissions intensity per crore AUM by aligning them with the latest climate science (fitting within a credible decarbonisation pathway) to support limit global warming to below 2°C. As we mature in our journey, we will continue to research & strengthen disclosures of financed emissions attributed to the Company's lending activities. We shall continue to engage with stakeholders to better understand decarbonisation strategies to chart out Net Zero road-map within 5 years or sooner. AUM-Assets under management
	305-6 Emissions of ozone-depleting substances (ODS)	Nil
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Nil
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	BRSR-Principle 6. Page Number- 118-125
	306-2 Management of significant waste-related impacts	BRSR-Principle 6. Page Number- 118-125
	306-3 Waste generated	BRSR-Principle 6. Page Number- 118-125
	306-4 Waste diverted from disposal	BRSR-Principle 6. Page Number- 118-125
	306-5 Waste directed to disposal	BRSR-Principle 6. Page Number- 118-125
GR 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	BRSR-Principle 2. Page Number- 106-107
	308-2 Negative environmental impacts in the supply chain and actions taken	Nil
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	BRSR-General Disclosures (Employees). Page Number- 98-100 New Male Employee Hire – 513. Hire Rate – 28.98%. New Female Employee Hire – 127. Hire Rate – 33.51%. New Employee Hire – 640. Hire Rate – 29.78%.
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	BRSR-Principle 3. Page Number- 109-112
	401-3 Parental leave	BRSR-Principle 3. Page Number- 109
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	The Period is 90 days.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Page Number- 134
	403-2 Hazard identification, risk assessment, and incident investigation	BRSR-Principle 3. Page Number- 111-112
	403-3 Occupational health services	BRSR-Principle 3. Page Number- 111-112
	403-4 Worker participation, consultation, and communication on occupational health and safety	BRSR-Principle 3. Page Number- 111-112
	403-5 Worker training on occupational health and safety	BRSR-Principle 3. Page Number- 111-112
	403-6 Promotion of worker health	BRSR-Principle 3. Page Number- 111-112
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships.	Not Applicable.
	403-8 Workers covered by an occupational health and safety management system	BRSR-Principle 3. Page Number- 111-112
	403-9 Work-related injuries	BRSR-Principle 3. Page Number- 111-112
	403-10 Work-related ill health	BRSR-Principle 3. Page Number- 111-112
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Learning/Training Hours per full time employee (FTE) per year is close to 40. Learning Hours per FTE per year-Male (42 hours) & Female (33 hours). The Average amount spent per FTE on training and development is between ₹5000/- to 7000/-.
	404-2 Programmes for upgrading employee skills and transition assistance programmes	Following is a broad image of programmes that elevate the skills of our employees and facilitate support in transition phases – » Prarambh (Induction & Orientation Programme for new joiners) » Product, Policy & Process Training » Compliance Training » Functional Refresher – Credit policy » Training in Business Etiquette » Traits of Sales Champion » Customer Centricity Programme » Fraud Control Trainings » Legal Trainings
	404-3 Percentage of employees receiving regular performance and career development reviews	The Company has individual performance management appraisal system in place comprising of aspects on KRAs achievement, management by objectives and is further strengthened with agile conversations. 100% of the full-time employees undergo a formal annual performance review & appraisal process.
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Share of women in the following (1 st April 2024 to 31 st March 2025) – » STEM-related positions (as % of total STEM positions) – 22.62% » Management positions in revenue-generating functions (e.g. sales) excluding support functions such as HR, IT, Legal – 11.53% » Top management positions, i.e. maximum two levels away from the CEO or comparable positions (as % of total top management positions) – 15.15% » Junior management positions, i.e. first level of management (as % of total junior management positions) – 18.75% » all management positions, including junior, middle and top management (as % of total management positions) – 17.64% » women in total workforce (as % of total workforce) – 17.64%
	405-2 Ratio of basic salary and remuneration of women to men	Ratio of Average Remuneration/Basic Salary of women to men is maintained at 1:1 at entry levels.
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	NIL. There were no such incidents reported in the reporting period.
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	NIL. There are no such issues as envisaged by us.
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	We conduct our business with fairness, transparency, honesty and integrity, and in compliance with all applicable laws in the country.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	We expect our suppliers to do the same. Our employees are mandated to adhere to our code of conduct to prevent any influence or favours in supplier contracts. We expect all internal and external participants in the procurement process to observe the highest standards of ethical conduct. Our suppliers are expected to comply with applicable laws, including those related to the prohibition of child and forced labour.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Security Personnel are deployed by our external partners/third party contractors. We work with them to ensure the availability and use of safety systems and necessary training which includes human rights aspects as well. Such programmes are generally delivered through 'in person field training' under the supervision of capable personnel.
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	NIL. The Company has not identified any incidents of violations involving rights of indigenous peoples.
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programmes	BRSR-Principle 8. Page Number- 126-127
	413-2 Operations with significant actual and potential negative impacts on local communities	NIL. Majority of our operations footprint is in commercial spaces located in metropolitan cities. The Company has not identified any incidents with significant actual and potential negative impacts on local communities.
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	NIL. Value Chain Sustainability is evolving and is a low priority material issue as of now. Our service agreements do cover appropriate clauses on aspects of quality delivery of services and complying with all applicable regulatory norms.
	414-2 Negative social impacts in the supply chain and actions taken	There are no such impacts envisaged by us.
GRI 415: Public Policy 2016	415-1 Political contributions	There are no political contributions. We do not support any kind of Lobbying activities.
GR 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Not Applicable considering the nature of business (there is no physical product involved.)
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	NIL.
GRI 417: Marketing and Labelling 2016	417-1 Requirements for product and service information and labeling	Not Applicable. Our Company falls under the Banking, Financial Services, and Insurance (BFSI) sectors. Product labeling as seen in industries like food or pharmaceuticals is not directly applicable in the BFSI sector because the "product" in this context is not a tangible item with standardised ingredients or manufacturing processes. Instead, BFSI products are complex financial services and insurance policies, often requiring more nuanced information and disclosures than a simple label can convey.
	417-2 Incidents of non-compliance concerning product and service information and labeling	No such incidents. In BFSI, customer education and understanding are crucial. We focus on ensuring that customers understand the nature of the financial product being offered as per their requirements and the risks involved, rather than relying on a label to convey complex information.
	417-3 Incidents of non-compliance concerning marketing communications	NIL. We are highly focussed to upholding ethical, fair, and transparent practices in all spheres, including marketing communications and advertising. We believe in the power of transparency to build trust and foster meaningful relationships with our customers. Through various communication channels, including our website and marketing materials, we provide clear and appropriate information about our products.
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	BRSR-Principle 9. Page Number- 129-131