

# Business Responsibility and Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L65910KL1992PLC006623
2	Name of the Listed Entity	Manappuram Finance Limited
3	Year of incorporation	1992
4	Registered office address	Manappuram Finance Limited, W-4/638A, Manappuram House, Valapad-680567, Thrissur, Kerala
5	Corporate address	A-Wing, 3 <sup>rd</sup> Floor, Unit No 301 To 315 Kanakia Wall Street, Andheri Kurla Road Andheri East, Mumbai, Maharashtra -400093 Landline : 022 68194000
6	E-mail	<a href="mailto:mail@manappuram.com">mail@manappuram.com</a>
7	Telephone	04873050000
8	Website	<a href="http://www.manappuram.com">www.manappuram.com</a>
9	Financial year for which reporting is being done	2022-2023
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital	₹ 169.27 Crores (The paid up capital mentioned on standalone basis for Manappuram Finance Limited.)
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Manoj Kumar V R Company secretary & Compliance Officer Contact - 0487-3050408 <a href="mailto:cs@manappuram.com">cs@manappuram.com</a>
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	The disclosures are made on a consolidated basis for Manappuram Finance Limited and its subsidiaries, unless otherwise mentioned.

### II. Products/services

14. 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 services and Insurance Service	Other Financial service	96.36%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Financial services	64990	96.36%

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	5232	5232
International	0	0	0

17. Markets served by the entity:

a. Number of locations

Location	Total
National (No. of States)	24
International (No. of Countries)	0

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

Manappuram Finance Limited and its subsidiaries cater to a diverse range of customers with its various financial products and services. Manappuram Finance Limited focuses on providing retail credit products and financial services. They serve a wide range of customers, including retail customers, microfinance borrowers, small and medium-sized enterprises (SMEs), and commercial customers. One of the notable offerings is the short-term gold loan product, which is popular among customers who require immediate funds and may not have access to other formal credit options.

Manappuram Home Finance Limited, a subsidiary of Manappuram Finance, specializes in providing loans to customers in the affordable housing market. They offer loans for home building, extension, purchase, and improvement. This subsidiary primarily targets individuals who are looking for financing options in the affordable housing segment.

Asirvad Micro Finance Limited, another subsidiary of Manappuram Finance, focuses on serving female entrepreneurs whose household income is less than 3 lakhs. It provides microfinance services to empower women entrepreneurs and support their economic growth.

Manappuram Insurance Brokers Limited is an insurance subsidiary of Manappuram Finance Limited. They cater to a section of the general public who do not have insurance coverage for their life, health, vehicle, or property. It offers a range of insurance products to provide financial protection to customers in various aspects of their lives.

Manappuram Comptech and Consultants Limited, a company under the Manappuram group, offers a range of IT products and consultancy services. While it is not directly related to financial services, it serves customers in the IT industry and provides them with technology solutions and consultancy services.

In summary, Manappuram Finance Limited and its subsidiaries cater to retail customers, microfinance borrowers, SMEs, commercial customers, female entrepreneurs with low household income, affordable housing market customers, and individuals seeking insurance coverage or IT products and consultancy services.

#### IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No. (C)	%(C/A)
<b>EMPLOYEES</b>						
1	Permanent (D)	63641	52067	81.81%	11574	18.19%
2	Other than Permanent (E)	119	114	95.8%	5	4.20%
3	<b>Total employees (D + E)</b>	<b>63760</b>	<b>52181</b>	<b>81.84%</b>	<b>11579</b>	<b>18.16%</b>
<b>WORKERS</b>						
4	Permanent (F)	0	0	0%	0	0%
5	Other than Permanent (G)	0	0	0%	0	0%
6	<b>Total workers (F + G)</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

b. Differently abled Employees and workers:

Not Applicable as Manappuram Finance Limited does not have any Differently abled Employees or workers.

## 19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	9	2	22.22%
Key Management Personnel	4	2	50%

**NOTE:** The Details of directors and key management personnel have been provided on Standalone basis for Manappuram Finance Limited.

## 20. Turnover rate for permanent employees and workers

	2023 (Turnover rate in current FY)			2022 (Turnover rate in previous FY)			2021 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	39.24%	5.44%	44.68%	41.00%	6.17%	47.17%	13.62%	6.45%	20.07%
Permanent Workers	0%	0%	0%	0%	0%	0%	0%	0%	0%

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

## 21. (a) 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	Manappuram Home Finance Limited	Subsidiary	100%	Yes
2	Asirvad Microfinance Limited	Subsidiary	97.60%	Yes
3	Manappuram Insurance Brokers Limited	Subsidiary	100%	Yes
4	Manappuram Comptech and Consultants Limited	Subsidiary	99.81%	Yes

## VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) : Yes
- (ii) Turnover (in ₹) : ₹ 6684.04 Crores
- (iii) Net worth (in ₹) : ₹ 9644.89 Crores

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	2023 Current Financial Year			2022 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0		0	0	
Investors (other than shareholders)	Yes	39	0		29	0	
Shareholders	Yes	0	0		0	0	
Employees and workers	Yes	6892	223	Pending cases resolved in April month 2023	4233	64	Pending cases resolved in April month 2022
Customers	Yes	9504	156	Pending cases resolved in April month 2023	7381	1315	Pending cases resolved in April month 2022
Value Chain Partners	No	0	0		0	0	
Other (please specify)	No	0	0		0	0	

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

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	Employee Well being	Opportunity	<p>Manappuram Finance Limited has an excellent onboarding and training system for Freshers.</p> <p>All employees have access to relevant learning and development opportunities. The company has a robust e-learning platform, MADU which is supplemented with other online and offline interventions. The learning needs are identified by the employees themselves and supported by senior management and departmental heads and classified under functional, behavioural and organizational needs.</p> <p>The aspiring employees are provided opportunities to enrol for higher education in premier institutions in India and abroad.</p> <p>Yoga session are provided for employees for stress management and wellness.</p> <p>The firm ensures overall well-being and productivity of employees</p>	<p>By offering relevant learning and development opportunities, the Manappuram Finance Limited ensures that employees have access to training programs that enhance their skills and knowledge, bridging any existing gaps.</p> <p>The firm nurtures a pool of talented individuals who can contribute to the company's long-term success.</p> <p>These initiatives create a positive work environment that supports employee well-being and, in turn, enhances their productivity and job satisfaction.</p>	Positive
2	Customer Support and Satisfaction	Risk	<p>In the Non-Banking Financial Company (NBFC) sector consumer satisfaction is essential.</p> <p>An unsatisfactory consumer experience may pose a risk to business continuity, while a positive customer experience can enhance profit and brand reputation</p>	<p>Manappuram Finance Limited imparts training to its employees to enable them to understand customer requirements and extend quality service at all times.</p> <p>The firm's Customer Grievance Redressal Policy underlines an unbiased, fair and equal treatment to all customers ensuring quick Turnaround time (TAT) for customer grievance redressal. Customers are made aware of alternative remedial channels if they are not satisfied and an Internal Ombudsman is available for this purpose. These efforts enable customers to make informed choices regarding firm's products and reduce errors in financial transactions.</p> <p>Through the Fair Practice Code, the firm provides comprehensive information relating to fees, charges, refunds, processing timelines, application status, loan processes, auction process and communication of approval and rejection of loan applications.</p> <p>Auction Policy and Interest Rate policy provides information pertaining to auction process in case of default in loan repayment and interest rates for the loan products. The firm provides transparent information of all its products through its website: <a href="http://www.manappuram.com">www.manappuram.com</a> with details such as product features, service charges, applicable fees, interest rates, deposit schemes etc. Manappuram Finance also offers online tools and mobile applications for customers to understand eligibility criteria to avail its products and services with transparency.</p> <p>The firm's repossession practices and auction processes are transparent and the customers are guided in advance before initiating recovery.</p>	Negative

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)
3	Financial Inclusion	Opportunity	Financial inclusion helps NBFCs in India reach untapped markets, increase customer base, and promote financial literacy and stability. It also helps bridge the wealth gap, improve living standards, and increase access to credit, which can drive economic growth and development.	Manappuram Finance provides financial services to urban, semi-urban and rural areas of India and has adopted a strategically different service approach for catering to people in these areas. The main goal is to penetrate the unbanked areas as well as each and every household.	Positive
4	Responsible Financing	Opportunity	Responsible financing is important for NBFCs in India because it promotes financial stability, protects the interests of borrowers, and enhances the reputation of the Company. It also helps to maintain trust and confidence in the financial system, reducing the risk of defaults and ensuring sustainable growth for the NBFC. Additionally, responsible financing helps attract more investment and support the overall economic development of the country	Business Responsibility performance is reviewed annually by the Management and the Board. Access to the various policies which are relevant to the principles are available on <a href="https://www.manappuram.com/policies-codes.html">https://www.manappuram.com/policies-codes.html</a> <ul style="list-style-type: none"> <li>• Business Responsibility Policy</li> <li>• Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information</li> <li>• Cross selling policy</li> <li>• Investment Policy</li> <li>• Auction Policy</li> <li>• Policy for Determination of Materiality and Disclosure of Material Events/Information</li> <li>• Policy on Materiality of Related Party and Manner of Dealing With Related Party Transactions</li> <li>• Loan Policy</li> <li>• Interest rate Policy</li> <li>• Whistle blower Policy</li> <li>• Corporate Social Responsibility Policy</li> <li>• Know Your Customer (KYC) and Anti Money Laundering Measures Policy</li> <li>• Fair Practice Code</li> <li>• Mechanism for Dealing with Customer Complaints &amp; Redressal</li> <li>• Internal Audit Policy</li> <li>• Dividend Distribution Policy</li> <li>• Gift Policy</li> <li>• Employee Speak up Policy</li> <li>• HR Policy</li> <li>• POSH policy</li> <li>• Policy on transfer of Unclaimed Amount of NCDs to GOI or IEPF</li> </ul>	Positive
5	Customer over indebtedness	Opportunity	Manappuram Finance Limited's non-gold verticals assess the family income and indebtedness before sanctioning loans to the borrowers. This helps them to avoid entering into debt traps and dependence on informal lending market.	Manappuram Finance Limited has established strict loan eligibility criteria that take into account factors such as income, existing debts, and creditworthiness. The firm adheres to responsible lending practices, which involve conducting thorough assessments of borrowers' financial situations and providing them with appropriate loan amounts based on their repayment capacity. The firm has implemented robust monitoring systems to track borrowers' repayment behaviour and identify early warning signs of potential over-indebtedness. The firm has also invested in financial literacy programs to educate customers about responsible financial management, debt management, and budgeting.	Positive
6	Diversity and Inclusion	Opportunity	A Company's high diversity and inclusion rate reflects employees' sense of belonging and fairness within the company. Improving diversity and inclusion helps companies to support vulnerable groups resulting in community brand image creation and goodwill. Manappuram Finance Limited also provides fair representation to women employees in the workforce and have policies to cater to their needs. Career advancement prospects for women employees are at par with their male counterparts.	Manappuram Finance Limited has policies in place that cater to the needs of women employees, ensuring fair representation and equal opportunities for career advancement. The firm provides diversity training and education programs to its employees. The firm ensures that performance evaluation and promotion processes are transparent and free from biases. The firm has also established mechanisms to track and report on diversity and inclusion metrics regularly.	Positive

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)
7	Corporate Governance	Risk	Businesses are assessed based on their performance across all key governance issues which include ownership & control, Board pay, accounting, business ethics, and tax transparency. Corporate governance also examines the effect of a company's governance and business ethics practices on its stakeholders	The firm's mitigation approach for corporate governance involves implementing robust internal controls, conducting regular audits, ensuring compliance with regulatory requirements, fostering a culture of transparency and accountability, and prioritising strong risk management practices to safeguard stakeholder interest.  The firm governs itself with integrity. The policies relating to ethics, bribery and corruption cover not only the firm, but also extends to subsidiaries, Vendors, Consultants, Suppliers and other external stakeholders.  The firm is committed to timely disclosures and transparency at all levels so as to provide relevant information about its businesses to all stakeholders. The Corporate Governance practices apply across various businesses of Manappuram Finance including Board Governance. The Board oversees the service of the Management towards protection of stakeholders' interest in the long run. The firm respects the interests of, and are responsive towards all stakeholders, especially the disadvantaged, vulnerable and marginalized.	Negative
8	Business Ethics	Risk	The key business ethics issues in business and work place involve discrimination, harassment, unethical accounting practices, neglect of work place safety requirements, abuse of authority, executive misconduct and corrupt practices. Unethical practices will lead to diverse impacts for the Company, including reputational risk impact	Manappuram Finance Limited ensures ethical practices by implementing a comprehensive risk mitigation approach. The firm conducts regular training sessions to promote ethical behaviour among employees, enforce strict compliance measures, establish strong internal controls, and conduct thorough client due diligence. This ensures protection of firm's reputation and trust of the stakeholders. Manappuram Finance accords utmost importance to ethical, transparent and accountable conduct by its employees and stakeholders.	Negative
9	Regulatory Compliance	Risk	Regulatory compliance is of crucial importance as it ensures that firm operate within the legal and ethical boundaries set by government agencies and comply with industry standards. Failure to comply with these regulations can result in significant financial and reputational consequences for the corporation, including fines, legal action, and damage to their brand and customer trust	The firm ensures adherence to all applicable laws and regulations, maintain accurate documentation, conduct regular internal audits, provide training to employees, and engage with regulatory authorities to stay updated on evolving requirements.  The Compliance function of Manappuram Finance Limited ensures compliance with regulatory and statutory requirements at all appropriate levels. It also updates the Board and Management on the status of compliances in the changing regulatory environment.	Negative
10	Fraud Risk Management	Risk	As an NBFC, the management of fraud risk is of paramount importance. Fraud can cause significant financial losses and damage the reputation of the Company, leading to loss of customer trust and confidence	Manappuram Finance Limited implements a robust risk mitigation approach for fraud management. The firm conducts regular internal audits, establish strong internal controls, employ fraud detection tools, promote ethical behaviour, and provide ongoing training to employees. The firm works closely with business lines to strengthen current practices across the five pillars of prevention, detection, response, remediation and reporting. By prioritizing proactive measures, the firm ensures the safety and trust of stakeholders.	Negative
11	Innovation	Opportunity	Digital and business innovation is crucial for NBFCs as it enables them to increase efficiency, reduce costs and time, enhance customer experience, and expand the reach to a wider audience. Adopting digital technologies can also help NBFCs stay competitive and meet changing customer demands in a fast-paced, technology-driven financial services industry. In Oct 2015, the Company became the first player to launch its Online Gold Loan (OGL) where customers with access to an internet enabled device can avail a gold loan anytime, from anywhere.	The Company realises that financial intermediation is increasingly becoming digital led and the company has been constantly reviewing its IT strategy with emphasis on channels of delivery, operational efficiency, customer convenience and information security related issues	Positive

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)
12	Initiatives on clean technology, energy efficiency, renewable energy, etc	Risk	Manappuram Finance Limited recognizes the potential risks associated with its operations' environmental impact. Factors such as energy consumption, carbon emissions, and waste generation can expose the company to regulatory compliance issues and reputational risks. By identifying this risk, the firm can proactively adopt clean technology and energy-efficient practices to mitigate its environmental footprint and comply with evolving environmental regulations.	Manappuram Finance Limited has undertaken various initiatives on energy efficiency and renewable energy. The firm is an environment friendly organisation constantly working towards developing solutions to minimise its impact on the environment. The firm encourages shareholders to opt for electronic copies of the Annual Report through its Green Initiative program. A Paperless office project has been initiated to ensure minimum usage of paper at the office. Several measures are undertaken to minimise the environmental impact due to business travel, such as video/ audio conferencing facilities at regional offices and all major branch offices. The firm uses low noise and low emission diesel generator sets at its regional offices and head office. The Firm seeks to reduce its environmental and carbon footprint by continuously exploring opportunities to enhance energy efficiency through measures such as monitoring energy consumption, use of energy efficient equipment etc. The firm minimises the usage of lightings, air-conditioning systems and other infrastructure services in branches and the corporate office to inculcate an atmosphere of energy efficiency.	Negative
13	Environmental factors :Climate change	Risk	Extreme weather events arising due to climate change could pose disruption to the company's operations, and the safety of its employees. Also, transition risks can create economic disruptions which can impact the company's growth and profitability.	Manappuram Finance Limited runs scenario analysis in case of materialisation of risks arising out of climate change in units like agriculture, commercial vehicle finance and microfinance while ascertaining required capital to cushion unforeseen shocks and maintain adequate capitalisation.	Negative
14	Risk management and internal controls	Opportunity	Risk tolerance parameters and risk management policies are in place. Strong security measures for safekeeping of customer gold. Frequent audit checks based on the branch risk categorisation.	The Company is mindful of various risks it faces in respect of its operations. All the diverse risks are reviewed periodically to assess the performance of the mitigants in place and to address deficiency if any.	Positive
15	Transition to low carbon economy	Risk	Changes in government policies, technological developments and change in consumer preferences are monitored closely. Incentives or disincentives for various sectors provided by the government are watched, for instance the phasing out of FAME subsidy can adversely impact two wheeler financiers as the delinquencies might increase in the electric 2-Wheeler space.	The Company is aware of the global initiatives on transition to low carbon / carbon neutrality in all activities. The company has started evaluating carbon impact of its operations and has focus on transitioning to low carbon status. The company has already started financing electric vehicles that reduces carbon emissions. Asirvad Microfinance Ltd, subsidiary in FY 23 disbursed 63% of its loans for agricultural activities. Promoters has set up various green ventures like organic farming, etc.	Negative

## 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.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy And Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
b. Has the policy been approved by the Board? (Yes/No)					Yes				
c. Web Link of the Policies, if available	<a href="https://www.manappuram.com/policies-codes.html">https://www.manappuram.com/policies-codes.html</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/No)					No				
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.					No				
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>In line with our commitment to sustainability, Manappuram Finance Limited has embarked on various initiatives to reduce our environmental and social impact while improving the lives of local communities. Although we are in the initial stages of our ESG adoption, we have set specific commitments, goals, and targets with defined timelines.</p> <p><b>Environmental Commitments:</b></p> <ol style="list-style-type: none"> <li><b>Solar Electrification:</b> We aim to reduce our reliance on purchased electricity by implementing solar electrification systems in our head and branch offices.</li> <li><b>Electric Vehicle Fleet:</b> We are actively working towards converting our vehicle fleet to electric vehicles, thereby reducing carbon emissions and promoting sustainable transportation.</li> <li><b>Sewage Treatment:</b> We have initiatives in place to ensure proper sewage treatment, minimizing environmental pollution and promoting responsible water management.</li> <li><b>Rainwater Harvesting:</b> Our commitment to rainwater harvesting enables us to conserve water resources and reduce our dependency on external water sources.</li> </ol> <p><b>Social Commitments:</b></p> <ol style="list-style-type: none"> <li><b>Skill Upgradation:</b> We prioritize the skill development and upgradation of our employees, empowering them to excel in their roles and contribute to their personal growth.</li> <li><b>Community Development:</b> We actively engage in community development programs and support housing projects to uplift the lives of local communities.</li> <li><b>Quality Education:</b> We are dedicated to providing quality education and implementing child-centered activity-oriented modern educational approaches that benefit students and enhance their learning experience.</li> <li><b>Affordable Healthcare:</b> Through our initiative MAcare, we aim to make highly advanced diagnosis and treatment accessible and affordable, especially for marginalized and underprivileged sections of society.</li> <li><b>Ambulance Service:</b> Our Manappuram Ambulance service provides timely medical assistance and emergency transportation to those in need.</li> <li><b>Financial Support to Healthcare:</b> We extend financial support to healthcare institutions and individuals facing health ailments, contributing to their well-being and healthcare access.</li> </ol> <p>We recognize that these commitments are vital for creating a sustainable future and delivering long-term value to our stakeholders. We are dedicated to continuously improving our ESG practices and performance, aligning them with our broader business goals. As we progress, we will provide updates on our achievements and advancements in our future reporting.</p>								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>Manappuram Finance Limited is dedicated to providing comprehensive performance updates regarding our specific commitments, goals, and targets in the forthcoming years. While we are currently in the early stages of our ESG journey, we recognize the importance of transparently communicating our achievements, financial results, and strategic advancements as we navigate the future.</p> <p>As part of our commitment to sustainability, we have set specific commitments and goals to drive positive impact in various areas. However, as of the current reporting period, we do not have specific performance data to share. We assure our stakeholders that we are actively working towards the implementation of our commitments and goals.</p> <p>Our dedication to sustainability remains unwavering, and we are committed to continuously improving our performance and delivering on our commitments. We look forward to sharing our achievements and progress in the future sustainability reports as we track our performance against specific goals and targets.</p>								



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Governance, leadership and oversight</b>									
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)	<p>As the Director responsible for the business responsibility report, I am pleased to highlight Manappuram Finance Limited's (MAFIL) commitment to Environmental, Social, and Governance (ESG) principles and our achievements in these areas.</p> <p>At MAFIL, we recognize the importance of environmental sustainability and compliance with regulations. We have implemented energy-efficient lighting and air-conditioning systems, raising awareness among employees about energy conservation. Embracing technology has helped us reduce paper usage and emissions from travel, while improving operational efficiency. We prioritize the efficient use of materials and water resources, along with proper waste management practices. Notably, we have generated over 53,000 KWH of solar energy, powering our branches with clean and renewable energy. Additionally, our transition from diesel vehicles to electric vehicles demonstrates our commitment to reducing carbon emissions. We have also implemented wastewater treatment and rainwater harvesting systems to conserve water resources.</p> <p>Our focus on social responsibility revolves around our employees, customers, and the community. We prioritize upskilling and reskilling our workforce, providing them with training and resources to enhance their skills and expertise. Through our talent management strategy and the MADU online learning platform, we have provided extensive learning and development opportunities, fostering continuous growth and professional development. Embracing digital technologies empowers our employees, leading to increased productivity and streamlined processes. We are proud of our diverse and inclusive workplace culture, with the percentage of female employees increasing from 18.84% to 21.98% in the past year. Training programs on business policies and responsible practices ensure that our employees are well-versed and adhere to our responsible business principles. Employee welfare is paramount, and we strive to create a safe and inclusive work environment that values diversity and promotes engagement.</p> <p>When it comes to our customers, we aim to provide superior experiences through robust customer relationship management practices and the utilization of digital technologies. Our wide range of borrowing options cater to the diverse needs of our customers. Pioneering initiatives in online and doorstep gold lending have enhanced convenience and safety in transactions. During the challenging times of the pandemic, we remained committed to providing sustained lending support to our customers, understanding the crucial need for financial assistance.</p> <p>In the community, we actively contribute to social welfare. Through our gold lending business, we empower women by providing them with financial opportunities that contribute to their families' economic well-being. We support quality education and create learning environments that promote holistic development. Our initiatives extend to housing support for below poverty line (BPL) families and various community development projects. We are committed to improving healthcare access for marginalized sections of society and promote physical and mental well-being through initiatives such as MAcare Diagnostics. Additionally, we operate ambulances to facilitate preventive healthcare, emphasizing the importance of prompt emergency response.</p> <p>Governance is a core aspect of our operations. We prioritize integrity, accountability, and oversight, fostering a culture of compliance. Our strong internal control mechanisms, overseen by an experienced and diversified Board with a majority of independent directors, promote transparency and accountability. Risk management is a key focus, and we proactively identify, assess, and mitigate risks to safeguard our interests. Customer protection is integral to our practices, and we ensure fair and transparent dealings to enhance customer satisfaction and trust.</p> <p>We are proud of the progress we have made in integrating ESG principles into our business operations. Our achievements in environmental sustainability, employee empowerment, customer satisfaction, and community development reflect our commitment to responsible business practices. As we move forward, we remain dedicated to continuous improvement, setting higher targets, and further enhancing our positive impact on the environment, society, and governance aspects.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	CSR Committee.								
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.	Yes, Manappuram Finance Limited has a specified Committee of the Board responsible for decision-making on sustainability-related issues. This committee is known as the CSR (Corporate Social Responsibility) Committee. The CSR Committee plays a crucial role in overseeing and guiding the company's sustainability initiatives. It comprises members of the Board of Directors who bring diverse expertise and perspectives to the table. The committee's primary responsibility is to review, monitor, and provide guidance on various sustainability-related matters, including social, environmental, and governance aspects.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Performance against above policies and follow up action																			Annually
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																			Annually

	P1	P2	P3	P4	P5	P6	P7	P8	P9	
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..										Yes

Deloitte Haskins & Sells LLP has been engaged with the approval of the Board to advise the company on Risk based Internal Audit Function of the Company. They have conducted independent review of the Internal Audit functions of the Company including the Compliance with Policies and codes for the FY 2022-23 and submitted their report to Audit Committee held on 11<sup>th</sup> May 2023.

## 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 categorized 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 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

#### Essential Indicators

- Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and 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	BoD have not been provided training on BRSR.		
Key Managerial Personnel	10	<ol style="list-style-type: none"> <li>1. Training on BRSR Requirements and Company's preparedness towards BRSR Reporting</li> <li>2. Prohibition of Insider Trading Code of the Company</li> </ol>	100%
Employees other than BoD and KMPs	562	<ol style="list-style-type: none"> <li>1. Induction programme for All employees</li> <li>2. ABH training programme for gold loan ABH</li> <li>3. BRANCH HEAD training programme for gold loan Branch Head</li> <li>4. AREA HEAD training programme for gold loan Area Head</li> <li>5. Regional Manager training programme for gold loan Regional Manager</li> <li>6. Field Zonal managers (FZM) training</li> <li>7. Gold appraisal training programme</li> <li>8. Regional head audit &amp; Internal auditors training programme</li> <li>9. Vigilance training programme</li> <li>10. MSME training programme</li> <li>11. Two-wheeler training programme</li> <li>12. Customer Service training programme</li> <li>13. Money transfer &amp; DMTS training</li> <li>14. Softskill training programme</li> <li>15. EXCEL training programme</li> <li>16. Leadership training programme</li> <li>17. CRISIL &amp; Cibil training programme</li> <li>18. Digital Transformation training</li> <li>19. Artificial intelligence training</li> <li>20. Compliance training</li> <li>20. Elearning course (POSH policy, CSR policy, Social Media policy, Fair Practice Code, KYC policy etc.)</li> </ol>	98%
Workers		Not Applicable	

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by 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):

<b>Monetary</b>					
NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred ? (Yes/No)	
Penalty/ Fine	Principle 7	Regulatory-Regulation 60(2) of SEBI (LODR) Regulations 2015	₹ 1,06,200/-	Delayed submission of record date intimation	No. Stock exchanges waived the said penalty vide letter dated April 11, 2023.
	Principle 4	Regulatory-Paragraphs 9.1(i) (a) and 9.1(i)(b) of the Master Direction on Issuance and Operation of PPIs in India (PPI MD) dated October 11, 2017	₹ 17,63,965/-	Contraventions in collection of OVDs while conversion of PPIs into full KYC PPI, presence of junk OVD numbers or no OVD numbers in customer database. Opened minimum detail wallets with no OVD numbers or junk OVD numbers or with OVD numbers that did not follow their known format	No-Penalty paid on 02-04-2022.
	-	BSE	₹ 11,800 (including GST)	Delay in intimating record date under Regulation 60(2) of SEBI LODR Regulation, 2015	No
	-	BSE	₹ 3,540 (including GST)	Delay in intimating interest payment details under Regulation 57(1) of SEBI LODR Regulation, 2015	No
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

<b>Non-Monetary</b>				
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred ? (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

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.

Not Applicable

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

Yes, <https://www.manappuram.com/public/uploads/editor-images/files/32.%20Gift%20Policy.pdf>

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

There were no instances disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption against directors and KMPs.

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

There were no instances or complaints regarding conflict of interest against directors and KMPs.

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.

Manappuram Finance Limited is committed to conducting its business operations with the utmost integrity and adherence to ethical standards. We prioritize a strong culture of compliance and transparency within our organization. As part of our robust governance framework, we maintain stringent policies and procedures to prevent corruption and conflicts of interest. We are

proud to state that there have been no instances of fines, penalties, or actions taken by regulators, law enforcement agencies, or judicial institutions related to corruption or conflicts of interest within our organization. This signifies our commitment to upholding ethical business practices and maintaining a clean and responsible corporate environment. Should any potential issues arise in the future, we are fully prepared to take immediate and appropriate corrective action in line with our commitment to maintaining the highest standards of integrity and accountability.

### Leadership Indicators

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

During the financial year, Manappuram Finance Limited did not conduct any specific awareness programmes for our value chain partners on any of the Principles. However, we remain committed to promoting sustainability practices throughout our operations and continually assess opportunities to engage and collaborate with our partners in driving sustainable development. We recognize the importance of fostering awareness and knowledge among our value chain partners, and will explore initiatives to further integrate sustainability principles into our collaborative efforts moving forward.

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. Manappuram Finance Limited has robust processes in place to avoid and manage conflicts of interest involving members of the Board. We recognize the importance of maintaining transparency, fairness, and accountability in all our operations, particularly when it comes to related party transactions.

To address potential conflicts of interest, we have implemented a comprehensive Policy on Related Party Transactions. This policy outlines guidelines and procedures to identify, evaluate, and manage transactions involving related parties, including Board members. It ensures that such transactions are conducted at arm's length and in the best interests of the company and its stakeholders.

In addition to the Policy on Related Party Transactions, we adhere to a comprehensive Code of Conduct that sets out ethical standards and principles for all our directors, including the Board members. The code emphasizes the importance of avoiding conflicts of interest and requires directors to act in the best interests of the company and its stakeholders.

### PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

#### Essential Indicators

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

Not Applicable

2. a. Does the entity have procedures in place for sustainable sourcing?

Yes.

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

Our major material requirements are office and IT related equipments. Manappuram Finance Limited has various vendor agreements for major suppliers which are in line with prescribed labour and environment standards, and ethical business practices. It may not be possible to ascertain the percentage of inputs that are sourced sustainably. However, the Company prioritize the procurement of materials from local vendors so as to avoid transportation and aimed to give business opportunity to local vendors.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for

As a company primarily engaged in the gold business, Manappuram Finance Limited does not have specific processes in place for reclaiming products at the end of their life cycle. However, we acknowledge that waste materials such as paper, plastic, and electronic waste may be generated within our operations.

To address the management of these waste materials, we adhere to applicable regulations and guidelines for responsible waste disposal. We ensure compliance with environmental regulations by partnering with authorized waste management service providers who handle the proper collection, treatment, and disposal of waste materials in accordance with the prescribed standards.

While our primary focus is on the responsible management of waste generated in our operations, we continuously monitor industry best practices and explore opportunities for sustainable product life cycle management. We remain committed to improving our environmental performance and implementing sustainable practices across our operations in line with the evolving needs of our business and stakeholders.

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

No.

## Leadership Indicators

- 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?

No. Manappuram Finance Limited, being primarily engaged in the financial services sector, has not conducted Life Cycle Perspective Assessments (LCA) for its products or services. The nature of our business does not involve manufacturing products or offering services that typically undergo LCA evaluations.

As a non-manufacturing financial services company, our primary focus is on providing a range of financial solutions and services to our customers. Our operations mainly involve financial transactions, risk assessment, and customer service in the domain of gold loans, microfinance, and other related financial products.

- 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.

We have not Conducted LCA for our services.

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

Not Applicable.

- 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:

Not Applicable.

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

Not Applicable.

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

### Essential Indicators

- 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)
<b>Permanent employees</b>											
Male	52,067	14,148	27.17%	31,722	60.93%	0	0.00%	0	0%	0	0%
Female	11,574	2,962	25.59%	6,623	57.22%	368	3.18%	0	0%	0	0%
<b>Total</b>	<b>63,641</b>	<b>17,110</b>	<b>26.89%</b>	<b>38,345</b>	<b>60.25%</b>	<b>368</b>	<b>0.58%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>
<b>Other than Permanent employees</b>											
Male	114	102	89.47%	102	89.47%	0	0%	0	0%	0	0%
Female	5	2	40.00%	2	40.00%	0	0%	0	0%	0	0%
<b>Total</b>	<b>119</b>	<b>104</b>	<b>87.39%</b>	<b>104</b>	<b>87.39%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

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

Not Applicable

- Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY-2023 Current Financial Year			FY-2022 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	99.83%	0%	Y	99.81%	0%	Y
Gratuity	40.11%	0%	Y	41.45%	0%	Y
ESI	83.97%	0%	Y	83.25%	0%	Y

## 3. Accessibility of workplaces

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

No, Manappuram Finance Limited acknowledges that its premises/offices are not currently fully accessible to differently abled employees and workers in accordance with the requirements of the Rights of Persons with Disabilities Act, 2016. However, we are committed to promoting inclusivity and ensuring equal opportunities for all individuals.

In recognition of this commitment, we are actively taking steps to address this matter. Manappuram Finance Limited is in the process of conducting accessibility audits of our premises to identify areas that require modification or improvements to meet the accessibility standards set forth in the Act.

Based on the results of these audits, we will develop and implement a comprehensive plan to make our premises more accessible to differently abled employees and workers. This plan will include necessary modifications, such as installing ramps, handrails, accessible washrooms, and other infrastructure adjustments to ensure a barrier-free environment.

## 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.

No.

## 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	0%	0%	0%	0%
Female	100%	27.65%	0%	0%
Total	100%	27.65%	0%	0%

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

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Workers	Not applicable
Other than Permanent Workers	Not applicable
Permanent Employees	<p>Yes, Manappuram Finance Limited has a functional Employee Grievance Redressal Policy in place to address the grievances of its employees. The policy aims to provide a mechanism for employees to voice their personal grievances and general complaints through a dedicated grievance cell. Confidentiality is maintained, and employees have the option to submit their grievances anonymously. The company has implemented a module in Dot Net to streamline the grievance registration process.</p> <p><b>Steps for Reporting of Grievances:</b></p> <ol style="list-style-type: none"> <li>1. Submission to Immediate Supervisor: Employees should submit their grievance in writing, including their name, designation, employee number, and details of the grievance, to their immediate supervisor.</li> <li>2. Acknowledgment by Supervisor: The immediate supervisor should acknowledge the receipt of the grievance, preferably immediately upon receipt.</li> <li>3. Redressal by Supervisor: The supervisor is responsible for addressing the grievance within a period of two working days. If the employee is satisfied with the response, the grievance is considered resolved at this stage.</li> <li>4. Escalation to HR Grievance Officer: If the employee is not satisfied with the response from the immediate supervisor or if the matter requires attention/actions at the Head Office level, the employee can submit the grievance, along with any received reply, through the Dot Net Module to the HR Grievance Officer.</li> <li>5. Acknowledgment by HR Grievance Officer: The HR Grievance Officer will issue an acknowledgement of the receipt of the grievance to the concerned employee within two working days.</li> <li>6. Departmental Involvement: If the grievance requires clarification, justification, or necessary actions from other departments, the HR Grievance Officer will forward the matter to the respective departments.</li> <li>7. Redressal and Reply: The concerned department should redress the grievance and provide a reply to the HR Grievance Officer.</li> <li>8. Grievance Settlement: The HR Grievance Officer will settle the grievance based on the response received from the concerned department.</li> </ol> <p>In addition to the Dot Net Module, employees also have the option to inform their grievances via email (grievances@manappuram.com) or by phone (0487-3050135). Manappuram Finance Limited is committed to ensuring a fair and transparent process for employees to raise and address their grievances, promoting a positive and supportive work environment.</p>
Other than Permanent Employees	

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

Manappuram Finance Limited does not recognise any employee unions or associations. None of our employees are part of any employee union or association.

8. Details of training given to employees and workers:

Category	FY-2023 Current Financial Year					FY-2022 Previous Financial Year				
	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/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	52067	38327	73.61%	38598	74.13%	39145	31589	80.7%	31862	81.39%
Female	11574	9057	78.25%	9132	78.9%	11015	9291	84.35%	9341	84.8%
<b>Total</b>	<b>63641</b>	<b>47384</b>	<b>74.46%</b>	<b>47730</b>	<b>75%</b>	<b>50160</b>	<b>40880</b>	<b>81.5%</b>	<b>41203</b>	<b>82.14%</b>
<b>Workers</b>										
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

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

Category	FY-2023 Current Financial Year			FY-2022 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	52067	15874	30.49%	39145	9017	23.03%
Female	11574	1772	15.31%	11015	1391	12.63%
<b>Total</b>	<b>63641</b>	<b>17646</b>	<b>27.73%</b>	<b>50160</b>	<b>10408</b>	<b>20.75%</b>
<b>Workers</b>						
Male	0	0	0%	0	0	0%
Female	0	0	0%	0	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>

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, Manappuram Finance Limited acknowledges that there are no occupational health and safety hazards associated with its business operations. While the nature of our business does not involve inherent occupational health and safety hazards, we are committed to prioritizing the well-being of our employees.

We strictly comply with applicable laws and regulations related to workplace safety and we have implemented specific measures to address health and safety concerns, including those related to the COVID-19 pandemic. Our initiatives include:

1. COVID-19 Precautions: We have taken proactive measures to combat the spread of COVID-19, such as promoting vaccination, enforcing the use of masks, maintaining proper sanitation practices, and implementing social distancing protocols.
2. Fire and Safety Drills: We conduct regular fire and safety drills to ensure preparedness and awareness among employees in case of emergencies.
3. Workplace Hygiene and Sanitation: We prioritize proper ventilation, branch hygiene, and sanitation practices to maintain a clean and healthy work environment.
4. Yearly Safety Audit: We conduct periodic safety audits to identify and address any potential safety hazards or risks within our premises.
5. Emergency Preparedness: We have well-marked emergency exits and maintain fully equipped first aid boxes to provide immediate medical assistance if needed.
6. Communication and Awareness: We maintain regular internal communication channels to provide alerts, updates, and reminders to employees regarding health and safety practices. We also conduct awareness sessions to educate employees on various health and safety aspects, such as the importance of wearing helmets, maintaining a healthy lifestyle, staying hydrated, and encouraging physical activity, among others.

Manappuram Finance Limited is committed to fostering a safe and healthy work environment, and we continually strive to improve our occupational health and safety practices in line with evolving standards and best practices.



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

Given the nature of Manappuram Finance Limited's business, the direct application of routine and non-routine hazard identification and risk assessment processes may not be applicable. However, we emphasize that hazard identification is an ongoing and continuous process within our organization.

To ensure the safety and well-being of our employees, we have designated employees who are responsible for identifying and assessing potential hazards within their respective areas of work.

Additionally, we maintain a culture of open communication and encourage all employees to report any potential hazards or risks they may encounter in their work environment.

While we may not have a formalized routine and non-routine hazard identification and risk assessment process, we are committed to fostering a safe working environment by empowering our employees to identify and report hazards. We continuously strive to enhance our safety practices and proactively address any risks that may arise in the course of our operations.

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

Manappuram Finance Limited has processes in place to allow workers to report work-related hazards and to remove themselves from such risks. Especially during the COVID-19 pandemic, we have implemented specific measures to ensure the safety and well-being of our employees.

If a worker identifies a work-related hazard, they are encouraged to report it immediately. We have established a clear reporting hierarchy, whereby employees can initially report the hazard to their respective head of department. In cases where the hazard poses an immediate risk to the worker's health and safety, we empower our employees to remove themselves from the hazardous situation. This ensures that they can prioritize their well-being and avoid potential harm.

At Manappuram Finance Limited, we prioritize the health and safety of our workers. By providing clear reporting channels and allowing employees to remove themselves from work-related hazards, we strive to create a supportive and safe working environment.

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

Yes, the employees and workers of Manappuram Finance Limited have access to non-occupational medical and healthcare services. We prioritize the well-being of our employees and understand the importance of providing comprehensive healthcare support.

For head office employees, we have established Manappuram Healthcare, a group company that offers healthcare services. These services provide access to medical facilities, consultations, and treatments beyond occupational health requirements.

For employees who are eligible for the Employee State Insurance (ESI) scheme, they will have access to healthcare services through ESI insurance. This coverage ensures that employees receive the necessary medical attention and treatment in case of non-occupational health issues.

Manappuram Finance Limited is committed to promoting the health and well-being of our employees. By providing access to non-occupational medical and healthcare services, we aim to support their overall health and contribute to their quality of life.

11. Details of safety related incidents, in the following format:

Not Applicable.

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

Manappuram Finance Limited takes several measures to ensure a safe and healthy workplace for its employees. For detailed information, please refer to our response to Principle 3, Essential Disclosure 10a, where we provide comprehensive details about our efforts in promoting a safe and healthy work environment.

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

	FY-2023 Current Financial Year			FY-2022 Previous Financial Year		
	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	579	79	Pending case Resolved in April month 2023	929	24	Pending case Resolved in April month 2022
Health & Safety	0	0		0	0	

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health & Safety Practices	100%
Working Conditions	100%

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.

While there have been no specific safety-related incidents in the business operations of Manappuram Finance Limited, we acknowledge the importance of continuously assessing and addressing risks and concerns related to health and safety practices and working conditions.

As part of our commitment to maintaining a safe and hygienic workplace environment, we conduct internal audits periodically across the group. These audits assess various aspects of health and safety measures, ensuring compliance with applicable standards and regulations. Through these audits, we identify any areas that may require improvement or corrective action to further enhance the well-being of our employees.

Additionally, we have implemented preventive measures and best practices to proactively mitigate potential risks and concerns. This includes regular training and awareness programs on safety protocols, hygiene practices, and emergency preparedness.

### Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes, Manappuram Finance Limited extends a compensatory package in the unfortunate event of an employee's death. We understand the importance of supporting our employees and their families during difficult times. Our compensation package provides monetary support to the family of the deceased employee. This initiative is part of our commitment to prioritize the well-being and welfare of our employees and their loved ones.

Life insurance or any compensatory package in the event of death is not applicable as we do not have workers in our Organization.

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

Manappuram Finance Limited takes the issue of statutory dues seriously and has implemented measures to ensure that they are deducted and deposited by our value chain partners. One of the key measures we have in place is a thorough vendor onboarding process. When onboarding new vendors, we have stringent criteria in place that includes evaluating their compliance with statutory obligations.

By implementing a robust vendor onboarding process, we aim to ensure that our value chain partners share our commitment to compliance with statutory obligations. This helps us maintain transparency, accountability, and adherence to legal requirements across our value chain, promoting a sustainable and responsible business ecosystem.

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:

We are pleased to report that during the reporting period, Manappuram Finance Limited had no incidents of high consequence work-related injury, ill-health, or fatalities among our employees/workers. As a result, there were no instances where rehabilitation or placement in suitable employment was required for affected individuals or their family members.

At Manappuram, we prioritize the safety and well-being of our employees and take proactive measures to prevent work-related incidents. Our comprehensive health and safety programs, along with rigorous compliance with relevant regulations and industry best practices, have contributed to maintaining a safe and healthy work environment.

We remain committed to upholding these standards and continuously improving our health and safety practices to ensure the well-being of our workforce and prevent any adverse incidents.

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

Yes, Manappuram Finance Limited provides transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment. We recognise the value of our employees' skills and experience, we invest significant time and resources in their training and development. Through various training programs, we ensure that our employees stay ahead of the latest trends and technologies in their respective fields. This not only enhances their current job performance but also equips them with valuable skills that make them employable even after retirement or termination.

We believe in supporting our employees' career transitions by providing them with opportunities for continued growth and engagement within our organization or assisting them in finding suitable employment elsewhere. By prioritizing training and development, we strive to empower our employees with the necessary skills and resources to navigate career endings successfully and secure meaningful opportunities in their post-employment journey.

5. Details on assessment of value chain partners:

Manappuram Finance Limited did not conduct assessments of our value chain partners during the reporting period.

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.

During the reporting period, Manappuram Finance Limited did not identify any significant risks or concerns related to the health and safety practices and working conditions of our value chain partners. As a result, no corrective action plan was necessitated.

While no corrective actions were required during this reporting period, we remain vigilant in our efforts to monitor and assess the health and safety practices of our value chain partners. Our commitment to sustainability drives us to continually review and improve our processes, ensuring the well-being of all individuals involved in our value chain.

Should any risks or concerns arise in the future, we are prepared to take prompt and appropriate corrective actions to mitigate and address them effectively.

#### **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

At Manappuram Finance Limited, we have a comprehensive process in place to identify key stakeholder groups. We recognize the critical role that stakeholders play in the success of our projects. Our approach begins with a meticulous analysis of our operations, allowing us to identify the vital stakeholders involved. These stakeholders include Shareholders & Investors, Employees, Customers, Business partners, Suppliers, Local Communities, Government and Regulators

Furthermore, we extend our considerations to the impact our projects have on the local communities in which we operate. We value these communities as crucial stakeholders in our communication efforts. By understanding the needs and concerns of our stakeholders, we actively address their expectations, mitigate potential risks, and foster enduring relationships that are essential to our overall prosperity.

Importantly, our stakeholder identification process is an ongoing endeavor. We continuously strive to remain informed, engaged, and responsive to the ever-evolving needs of our stakeholders. This commitment allows us to effectively manage our relationships, promote sustainable practices, and drive long-term value for all stakeholders involved.

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 & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	Email, Newspaper, Website, SMS, Post	Quarterly	- Update of the company - call for meeting
Employees	No	Email, Website, SMS.	As required	- Update of company - Work update
Customers	No	Email, Website, SMS, Newspaper, Post	As required	- To share new loan scheme - interest rate changes - To intimate due date for payment , auction related and other statutory intimations
Business partners	No	Email, Website	As required	- Update of the company
Suppliers	No	Email	As required	- Update of the company - official communication like Purchase order, payment confirmation,Collecting quotation etc.
Local Communities	Yes	Website, Social Media Post	As required	- Educate local communities on the initiatives and benefits. - Collect feedback from community leaders and members. - Address grievances raised by local communities.
Government and Regulators	No	Email,Post	As required	- Update compliance - take regulatory approvals and regulatory intimations.

### 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.

At Manappuram Finance Limited, we value the input and perspectives of our stakeholders on economic, environmental, and social topics. We have established effective processes for consultation between stakeholders and the Board to ensure their feedback is considered in our decision-making.

We engage in consultations through various channels such as meetings, surveys, feedback mechanisms, and stakeholder forums. These platforms allow stakeholders to express their views, raise concerns, and provide suggestions. To facilitate the flow of information, we have established a structured reporting mechanism. This includes regular reporting on stakeholder engagement activities, key issues raised, and actions taken in response to stakeholder feedback. This reporting enables the Board to assess the impact of our operations, identify areas for improvement, and make informed decisions.

We believe that ongoing consultations with our stakeholders is crucial for building trust, fostering collaboration, and achieving sustainable outcomes. By actively involving stakeholders in our decision-making processes, we aim to ensure that their interests and concerns are adequately addressed and that our actions align with their expectations.

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.

At Manappuram Finance Limited, we recognize the importance of engaging with our stakeholders to gain valuable insights, understand their perspectives, and address their concerns regarding these critical issues.

We actively seek input from various stakeholder groups including employees, customers, communities, regulatory authorities, and NGOs. Through structured consultations, surveys, and feedback mechanisms, we gather their views on environmental and social matters. These consultations help us identify key areas of focus, assess potential risks and opportunities, and align our strategies and policies accordingly.

We have incorporated stakeholder feedback into our environmental and social initiatives, ensuring they are aligned with stakeholder expectations and address pertinent challenges. Based on stakeholder inputs, we have strengthened our commitment to environmental sustainability by implementing renewable energy sources, transitioning to electric vehicles, and adopting water and waste management practices.

Additionally, stakeholders have influenced our social initiatives, such as supporting education, healthcare, community development, and empowerment programs. The feedback received from stakeholders serves as a valuable guide in shaping our CSR strategies and activities. We actively consider their suggestions and concerns to continually improve our performance and contribute positively to society and the environment.

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

At Manappuram Finance Limited, we are committed to engaging with and addressing the concerns of vulnerable and marginalized stakeholder groups. We recognize the importance of understanding their unique needs and working towards creating a positive impact in their lives. Some of the activities undertaken include:

- Conducted surveys and engaged directly with the local community to understand their specific requirements and challenges.
- Collaborated with local representatives, community leaders, and relevant organizations to gain a deeper understanding of the concerns faced by vulnerable and marginalized stakeholder groups.
- Conducted feedback surveys to evaluate the effectiveness of our programs and initiatives targeting vulnerable and marginalized groups.

At Manappuram Finance Limited, we believe in fostering inclusive growth and social development. By engaging with vulnerable and marginalized stakeholder groups, conducting surveys, collaborating with local representatives, and actively seeking feedback, we strive to address their concerns and contribute to their upliftment. We remain committed to creating positive change and working towards a more inclusive and equitable society.

Please refer principle 8 Leadership Disclosure 6 for more details on our CSR projects and interventions to help vulnerable and marginalized groups.

## PRINCIPLE 5 Businesses should respect and promote human rights

### Essential Indicators

- Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY-2023 Current Financial Year			FY-2022 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	63641	47937	75.32%	50160	41203	82.14%
Other than Permanent	119	0	0%	108	0	0%
<b>Total Employees</b>	<b>63760</b>	<b>47937</b>	<b>75.18%</b>	<b>50268</b>	<b>41203</b>	<b>81.97%</b>
<b>Workers</b>						
Permanent	0	0	0%	0	0	0%
Other than Permanent	0	0	0%	0	0	0%
<b>Total Workers</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY-2023 Current Financial Year					FY-2022 Previous Financial Year				
	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)
<b>Employees</b>										
<b>Permanent</b>										
Male	52067	24921	47.86%	27144	52.13%	39145	17086	43.65%	22059	56.35%
Female	11574	4541	39.23%	7035	60.78%	11015	4294	38.98%	6721	61.02%
<b>Other than Permanent</b>										
Male	114	0	0%	114	100%	106	3	2.83%	103	97.17%
Female	5	0	0%	5	100%	2	0	0%	2	100%
<b>Workers</b>										
<b>Permanent</b>										
Male	5	0	0%	5	100%	2	0	0%	2	100%
Female	0	0	0%	0	0%	0	0	0%	0	0%
<b>Other than Permanent</b>										
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%

3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7	₹ 4,480,000	2	₹ 1,170,000
Key Managerial Personnel	2	₹ 94,916,307	2	₹ 8,468,136
Employees other than BoD and KMP	52170	₹ 295,764	11574	₹ 236,952
Workers	Not Applicable			

**Note:** The data against Board of Directors and Key Management Personnel is provided on a standalone basis for Manappuram Finance Limited. The data against Employees (other than BoD and KMP) is provided on consolidated basis for Manappuram Finance Limited and its subsidiaries.

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

Yes.

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

Manappuram finance Limited state-wise Internal Complaints Committee (ICC) under Section 4(1) of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013. Each ICC has one presiding member, three other members and an external member. Any complaint can be emailed to the presiding officer and the grievance will be redressed by the committee in the appropriate manner within 30 days of receipt of the complaint.

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

	FY-2023 Current Financial Year			FY-2022 Previous Financial Year		
	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	12	0		13	0	
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/Involuntary Labour	0	0		0	0	
Wages	1527	144	The pending complaints have been closed in the beginning of the next financial year.	1941	39	The pending complaints have been closed in the beginning of the next financial year.
Other human rights related issues	0	0		0	0	

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

Manappuram Finance Limited has established several mechanisms to prevent adverse consequences for complainants in cases of discrimination and harassment. These mechanisms include:

1. Formal Grievance Mechanism: All employees have access to a formal grievance mechanism to confidentially and anonymously report their concerns without fear of retaliation.
2. Ethical Consultation: Employees can seek guidance on ethical issues through explicit means provided by the Code of Ethics and Personal Conduct, Employee Charter - Human Rights Statement, and Disciplinary Action Committee reviews.
3. Whistleblower and Vigil Mechanism Policies: The company has implemented policies to protect whistleblowers and ensure that employees can report suspected violations in good faith without facing adverse consequences.
4. Prohibition of Retaliation: Manappuram Finance Limited explicitly prohibits retaliation against employees who report in good faith any suspected or potential violations of the Code of Ethics and Personal Conduct, including instances of discrimination and harassment.
5. Reporting Procedures: Retaliation is also prohibited for using any of the company's complaint reporting procedures, and employees are protected for filing, testifying, assisting, or participating in any investigation conducted by a government enforcement agency.

The company emphasizes the duty of every employee to report possible violations of the Code of Ethics and Personal Conduct, and it ensures that investigations are conducted in a fair and confidential manner, without adverse impact on employees who raise concerns in good faith. These measures collectively foster a culture of trust, accountability, and transparency, promoting a safe and respectful work environment for all employees.

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

No. Human rights requirements currently do not form part of the business agreements and contracts, but we encourage our value chain to ensure compliance with human rights requirements.

## 9. Assessments for the year:

Not Applicable.

## 10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not Applicable.

## Leadership Indicators

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

Not Applicable.

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

Not Applicable.

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?

No. Manappuram Finance Limited acknowledges that its premises/offices are not currently fully accessible to differently abled employees and workers in accordance with the requirements of the Rights of Persons with Disabilities Act, 2016. However, we are committed to promoting inclusivity and ensuring equal opportunities for all individuals.

4. Details on assessment of value chain partners:

Not Applicable.

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

Not Applicable.



**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment****Essential Indicators**

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Particulars	FY-2023	FY-2022
	Current Financial Year	Previous Financial Year
Total electricity consumption (A)	45756.73 GJ	51298.52 GJ
Total fuel consumption (B)	1368.6 GJ	1324.15 GJ
Energy consumption through other sources ©	192.43 GJ	182.39 GJ
<b>Total energy consumption (A+B+C)</b>	<b>47317.76 GJ</b>	<b>52805.06 GJ</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	7.08 GJ/Crore	11.57 GJ/Crore
Energy intensity (optional) – the relevant metric may be selected by the entity		

**Note:** The information in this disclosure is provided on a standalone basis for Manappuram Finance Limited.

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

Not Applicable.

3. Provide details of the following disclosures related to water, in the following format:

Particulars	FY-2023	FY-2022
	Current Financial Year	Previous Financial Year
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	97000	70420
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal(in kilolitres) (i + ii + iii + iv + v)</b>	<b>97000</b>	<b>70420</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>97000</b>	<b>70420</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	<b>20.20 KL/Crore</b>	<b>15.43 KL/Crore</b>
Water intensity (optional) – the relevant metric may be selected by the entity		

**Note:** The information provided in this disclosure is provided on a standalone basis for Manappuram Finance Limited.

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

Not Applicable.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Not Applicable.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Particulars	Unit	FY-2023	FY-2022
		Current Financial Year	Previous Financial Year
Total Scope 1 Emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	95.67	92.56
Total Scope 2 Emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	9087.80	10188.46
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO <sub>2</sub> e/INR Crore	1.91	2.25
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

**Note:** The information provided in this disclosure pertains specifically to Manappuram Finance Limited and is presented independently. The calculation of Scope 1 emissions for the company is solely based on fuel consumption from Diesel Generators and company vehicles.

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

Not Applicable.

8. Provide details related to waste management by the entity, in the following format:

(a) Total Waste generated (in metric tonnes)

Particulars	FY-2023 Current Financial Year	FY-2022 Previous Financial Year
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0.6	0.41
E-waste (B)		
Bio-medical waste ©		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>0.6</b>	<b>0.41</b>

**Note:** The information in this disclosure is provided on a standalone basis for Manappuram Finance Limited.

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

Not Applicable.

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

Not Applicable.

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

9. 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.

At Manappuram Finance Limited, we have implemented effective waste management practices across our establishments. Our focus is on ensuring responsible handling and disposal of waste, particularly electronic waste (e-waste). We strictly adhere to compliance regulations and partner with registered vendors who specialize in the proper disposal of e-waste.

10. 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 in the following format:

Not Applicable.

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

Not Applicable.

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

Not Applicable.

## Leadership Indicators

- Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Particulars	FY-2023 Current Financial Year	FY-2022 Previous Financial Year
<b>From renewable sources</b>		
Total electricity consumption from renewable sources (A)	192.43 GJ	182.39 GJ
Total fuel consumption from renewable sources (B)	0	0
Energy consumption through other renewable sources ©	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>192.43 GJ</b>	<b>182.39 GJ</b>
<b>From non-renewable sources</b>		
Total electricity consumption from non-renewable sources (D)	45756.73 GJ	51298.52 GJ
Total fuel consumption from non-renewable sources (E)	1368.60 GJ	1324.15 GJ
Energy consumption through other non-renewable sources (F)		
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>47125.33 GJ</b>	<b>52622.67 GJ</b>

**Note:** The information in this disclosure is provided on a standalone basis for Manappuram Finance Limited.

- Provide the following details related to water discharged:

Not Applicable.

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

- Water withdrawal, consumption and discharge in areas of water stress (in kilolitres)

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

(i) Name of the area

(ii) Nature of operations

(iii) Water withdrawal, consumption and discharge in the following format:

Not Applicable.

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

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

Not Applicable.

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

Not Applicable.

- With respect to the ecologically sensitive areas reported at Question 10 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.

Not Applicable.

- 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, as per the following format:

Manappuram Finance Limited has implemented a range of initiatives and innovative technologies to enhance resource efficiency and reduce its environmental impact. The company has optimized energy consumption by incorporating energy-efficient lighting and air-conditioning systems while raising employee awareness about energy-saving practices. Embracing technology has

allowed them to minimize paper usage, reduce travel emissions, and improve operational efficiency. Manappuram Finance Limited also focuses on efficient use of materials and water resources, promoting responsible consumption practices and implementing water-efficient fixtures. Proper waste management practices, including e-waste disposal through registered vendors, ensure environmental responsibility.

The company's commitment to sustainability is further demonstrated through the generation of solar energy to power branch locations, resulting in over 53,000 KWH of clean energy produced. Moreover, Manappuram Finance Limited is transitioning its fleet from diesel vehicles to electric vehicles, reducing air pollution and carbon emissions associated with transportation. To conserve water resources, the company has implemented wastewater treatment systems and rainwater harvesting techniques.

Manappuram Finance Limited is committed to providing the outcomes of these sustainability efforts in its upcoming financial year. The company recognizes the importance of transparency and accountability in reporting its environmental performance. By sharing the outcomes, Manappuram Finance Limited aims to demonstrate the positive impact of its sustainability initiatives and provide stakeholders with tangible evidence of its commitment to environmental stewardship.

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

Yes, Manappuram Finance Limited has a comprehensive business continuity and disaster management plan in place. In accordance with international standards, the firm follows the guidelines outlined in the ISO Standard 22301, which is recognized as the global standard for Business Continuity Management Systems. The plan includes a structured approach to managing interruptions and ensuring the uninterrupted delivery of services to customers. The firm conducts Business Impact Analysis and Risk Assessment as part of its Business Continuity Management Systems methodology. The Chief Risk Officer/ Head of Risk Management periodically reviews and revises the BCMS Policy and Procedures Framework to align with ISO 22301, the Good Practices Guidelines of The Business Continuity Institute, UK, and relevant regulatory guidelines.

8. 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.

Given the nature of the business, there were no adverse impact to the environment, arising from the value chain of the entity.

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

Not Applicable.

**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.

6

- 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	Confederation of India Industry (CII)	National
2	The Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
4	Finance Industry Development Council (FIDC)	National
5	Association of Gold Loan Financing Companies (India)	National
6	Insurance Brokers Association of India	National

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

Not incidents of Anti-competitive conduct.

## Leadership Indicators

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

Manappuram Finance Limited provides gold loans and other financial services, with a strong focus on corporate social responsibility (CSR) and has advocated for a number of public policy positions that would benefit its customers and the wider community.

1. Reforming the gold loan industry: Manappuram Finance Limited has called for reforms to the gold loan industry, including the introduction of a single regulator for the sector and the creation of a national gold exchange. These reforms would help to improve transparency and regulation in the gold loan industry, which would benefit both borrowers and lenders.
2. Promoting financial inclusion: Manappuram Finance Limited is a strong advocate for financial inclusion. The company has worked with the government to launch a number of initiatives to make financial services more accessible to low-income households. These initiatives have helped to improve the lives of millions of people across India.
3. Supporting micro-entrepreneurship: Manappuram Finance Limited is also a strong supporter of micro-entrepreneurship. The company provides loans to small businesses, which helps to create jobs and boost economic growth. Manappuram Finance Limited has also worked with the government to develop policies that support micro-entrepreneurship.

In addition to these specific policy positions, Manappuram Finance Limited is also committed to promoting a number of broader public policy goals, such as poverty alleviation, education, and healthcare. The company believes that these goals are essential for creating a more just and equitable society.

## PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

### Essential Indicators

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

In the current financial year, no projects were required to undergo social impact assessments as per regulatory requirements. However, Manappuram Finance Limited voluntarily engaged the services of the Social Audit Network, India (SAN) to conduct an external audit exercise and assess the impact of its CSR projects. The impact assessment methodology employed by SAN involved a combination of primary and secondary data analysis.

The SAN team conducted field visits to various project areas, including Mukundapuram High School, Ma Geet School, MA Academy, Ma Campus, Ma Care, Housing Projects, SN Trust, and Natika Sports Academy. During these visits, they observed the projects and interacted with stakeholders to gather information. Additionally, the team analyzed survey tools used during the assessment.

Primary data was collected through direct interactions with beneficiaries during the field visits. Focus group discussions and personal interviews were conducted with primary stakeholders, the management team, and staff of the institutions. Secondary data, on the other hand, was sourced from MIS reports and documents shared by the firm.

To ensure comprehensive stakeholder engagement, meetings were held in Thrissur over a period of ten days in June 2023. Furthermore, telephone calls were made to beneficiary groups to gather additional input.

The information presented following disclosure (Question 6 of Leadership Indicators) is based on the findings from the field visits, stakeholder interactions, and analysis conducted by the SAN team. The firm acknowledges the valuable insights provided by the impact assessment process, which helps in assessing and improving the social outcomes of its projects.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Not applicable, as we are a financial services business

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

At Manappuram Finance Limited, we prioritize the well-being and satisfaction of the community we serve. We have established effective mechanisms to receive and redress grievances from the community. The following channels are available for community members to report their complaints and grievances:

1. Community members can directly approach our office locations to report their grievances. Our staff is trained to handle and address complaints promptly and efficiently.

2. We have dedicated community outreach teams that actively engage with the local community and collect grievances from community members during their visits.
3. We understand the importance of digital platforms in today's interconnected world. Community members can report complaints and grievances through our official social media channels. Our social media team actively monitors these platforms and ensures timely response and resolution.
4. We have established customer relations teams that are specifically trained to handle and resolve customer grievances. Community members can reach out to these teams through designated contact points and expect a quick and satisfactory resolution.
5. We provide a toll-free helpline number that is easily accessible to the community. Individuals can call this number to report their grievances, and our dedicated team members will address their concerns with utmost priority.

We are committed to addressing grievances in a fair, transparent, and timely manner. Each complaint or grievance received through these channels is thoroughly investigated, and appropriate actions are taken to redress the concerns raised. Manappuram Finance Limited values the trust and feedback of the community, and we strive to continuously improve our services based on their inputs.

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

Particulars	FY-2023	FY-2022
	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers	16.44%	28.33%
Sourced directly from within the district and neighbouring districts	50.62%	59.14%

**Note:** The information in this disclosure is provided on a standalone basis for Manappuram Finance Limited

### 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):  
  
Not Applicable as per our response to Principle 8, disclosure 1 of Essential Indicators.
2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:  
  
Not Applicable.
3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)  
  
Not Applicable.  
  
(b) From which marginalized/vulnerable groups do you procure?  
  
Not Applicable.  
  
(c) What percentage of total procurement (by value) does it constitute?  
  
Not Applicable.
4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:  
  
Not Applicable
5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.  
  
No corrective actions pertaining to above mentioned parameters was necessitated by Manappuram Finance Limited during the year.

## 6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Mukundapuram (MPS) and Mageet Schools The objective of the schools is to provide quality education and impart child-centered activity oriented modern education to the new generation using the best available technology enabled pedagogy. The mission of the school is to make good citizens by providing learning environment conducive to all the students so that they can be creative minded in all that they do and at the same time be committed to the development and upliftment of society and aiming at extensive development of the school infrastructure with overall development of the students in academics, sports, technology, and all related areas.	1264 Students (608 Students in Mageet Public School and 656 students in Mukundapuram Public School)	At Mageet Public School, 58% of the students come from families belonging to the Below Poverty Line (BPL) and Middle-class backgrounds, based on their financial status. Additionally, 74% of the students represent the Minority and weaker sections of society, determined by their social status.  At Mukundapuram Public School, 81% of the students come from families belonging to the Below Poverty Line (BPL) and Middle-class backgrounds, based on their financial status. Additionally, 89% of the students represent the Minority and weaker sections of society, determined by their social status.
2	Community development programs/Housing projects support etc. The project intended to support the BPL homeless family by means of financial support, construction and renovation of houses. These projects have critical mass to benefit the people across large swathes of land and backwaters. In addition to the above, Manappuram Foundation has implemented a number of community development projects for the benefit of general public through various NGOs.	35+ BPL families benefited through various housing projects and all other community development projects are for the benefit of general public	100%
3	Macare diagnostics MAcare is an ambitious and revolutionary initiative towards "Making the world around us a healthier place." Even a casual analysis of the present healthcare system reveals a large divide between the availability of quality healthcare services and its affordability. The quality healthcare comes at a price that puts it out of the reach of ordinary people. MAcare aims at making highly advanced diagnosis and treatment affordable to general public especially to the marginalized/ underprivileged section of the society. Presently, MAcare's clinics have been launched at Thrissur and Kaloor. With the intention of improving the healthcare initiatives, the company planning to expand the MAcare Diagnostics Centre, Thrissur by launching new specialty & super specialty departments and by installing highly advanced medical equipments. Our objective is to create a healthy community who can avail the best of healthcare services and facilities at the most reasonable and affordable prices.	24002	The facilities are open for general public and majority of the patients belongs to BPL/middle class families and fall under the categories of Weaker sections /Minority communities. The facilities are accessible to the general public, with a majority of the patients coming from BPL/middle-class families, encompassing the weaker sections and minority communities.
4	Students coaching for higher education- CA/entrance To increase the presence of professionals like Engineers, Doctors, Chartered Accountants, and Cost Accountants etc. among the weaker sections of the society, the Manappuram Foundation has set up Academies for Professional Education in 2013. These Academies offers students, hailing primarily from weaker sections are, good quality coaching facilities at very nominal fees. These Academies are equipped with modern facilities like digital library, on-line test facility and seminar halls. There are four centers operationalized for offering such subsidized services.	676 (246 students in Macampus and 430 students in MAacademy)	At Macampus, a notable proportion of the student body comprises individuals hailing from families classified as Below Poverty Line (BPL), amounting to 25% of the total students. Additionally, a significant majority, approximately 65%, of the student population represents members of the Minority and weaker sections of society, discerned based on their social status.  At Maacademy, a notable 56% of the student population hails from families who are classified as financially underprivileged and vulnerable within our society. Moreover, an overwhelming 90% of our students represent the minority and weaker sections, as determined by their social status.

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
5	Support to Education Institutions and students	3000 + Students	100%
6	Manappuram Ambulance service	1549 Patients	25% eligible for BPL Concessions
7	Gym, fitness, yoga, swimming pool	2000+ beneficiaries	All these health improvement facilities are readily accessible to the general public, encompassing individuals from diverse communities and backgrounds, at affordable rates. However, it is worth noting that a significant proportion of those availing these services hail from economically and socially disadvantaged segments of society.
8	Skilling for students- MAskill/MA IAM	59 Students (41 Students in MAIAM and 18 Students in MASKILL)	In MAIAM, a total of 41 students were undergoing training, all of whom come from backgrounds belonging to the BLP and middle-class families. It is noteworthy that 91% of these students fall under the categories of minority and socially weaker sections of society, taking into account their social status.  At Maskill, there were 18 students undergoing skill development training, all of whom belonged to the BLP and middle-class families. They are also categorized as minorities and socially disadvantaged, taking into consideration their social status.
9	Financial Support to Health care institutions and donations for individuals having ailment etc./Others.	1000+ patients	100%

## PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

### Essential Indicators

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

Manappuram Finance Limited has a robust mechanism for gathering feedback for resolving grievances of its customers. Customer queries and complaints are addressed by employees as well as a dedicated call centre. This dedicated facility has been implemented for imparting information on our products, resolving queries relating to loan account balances, account statements, KYC documentation, etc.

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

Not applicable to Manappuram Finance Limited.

- Number of consumer complaints in respect of the following:

	FY-2023 Current Financial Year		Remarks	FY-2022 Previous Financial Year		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0		0	0	0
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	1019	26	Pending cases resolved in April month 2023	730	66	Pending cases resolved in April 2022
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	1	0		0	0	
Other	8484	130	Pending cases resolved in April month 2023	6650	1248	Pending cases resolved in April 2022



4. Details of instances of product recalls on account of safety issues:  
Not Applicable.

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.manappuram.com/public/uploads/editor-images/files/MAFIL-ISMS-POL-DATA%20PRIVACY-2.pdf>

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.

Periodical trainings are imparted to employees to improve the skill set. Dicipinary action are taken it based on the gravity of the cases.

### Leadership Indicators

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

[www.manappuram.com](http://www.manappuram.com)

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

CSC meeting are conducted with customers at regional level every month. Customers are informed through SMS and Advertisements given on different platform.

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

Information given through SMS to Customers.

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. Gold Scheme details and other product details are displayed in branches and details are also provided on the website. We collect the feedback through website, SMS and feedback link.

5. a. Number of instances of data breaches along-with impact

Not Applicable.

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

Not Applicable.