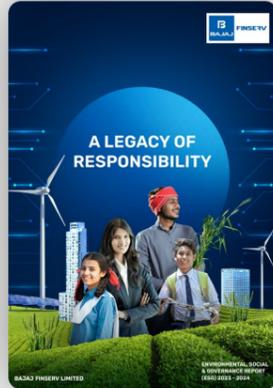


A LEGACY OF RESPONSIBILITY



About the Cover



At every juncture in business, there's a trade-off, a balance.

Between inclusion and increasing profits. Governance and growth. Short-term goals and society.

It's a balance we choose to maintain at Bajaj Finserv.

Our commitment to sustainability has led us to make some tough choices over the years. To conserve the environment by setting up not just solar panels but also large windmill farms, to digitise so we can save on millions of reams of paper and upskill youth in small cities through our own in-house teams, so we have better control of the outcomes.

Sustainability is about finding this fine balance.

It's been deeply intertwined in the fabric of our everyday business for close to a 100 years.

Even today, this commitment is rock solid. As we continue to embrace our responsibility towards communities and the environment.



Contents

	Overview	01
	Preface	02
	About Bajaj Finserv	04
	Message from the Chairman & Managing Director	08
	Highlights of Our ESG Initiatives	14
	Our Focus Areas	16
	Governance	18
	Financial Inclusion	26
	Preserving and Protecting Environment	30
	Empowering Society	38
	Customer Centricity	48
	Employee Wellbeing	52
	Cyber Security	62
	Stakeholder Engagement	68
	Awards	72
	Annexures	73
	Annexure 1 Business Responsibility & Sustainability Reporting	74
	Annexure 2 BRSR Independent Assurance Statement	112
	Annexure 3 GHG Independent Assurance Statement	121
	Annexure 4 Corporate Codes and Policies	128
	Annexure 5 UNSDG	129

Preface

The Securities and Exchange Board of India (SEBI) in FY2023 has mandated India's top 1,000 listed entities based on market capitalisation on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE) to submit 'Business Responsibility and Sustainability Report' (BRSR) as part of mandatory compliance. This report is required to be in line with the National Guidelines on Responsible Business Conduct (NGRBC) published by the Ministry of Corporate Affairs, as released in 2019. Bajaj Finserv Limited ('BFS') herewith presents its BRSR for FY2024, having voluntarily adopted since FY2022, in line with the NGRBCs and BRSR requirements under SEBI Listing Obligations and Disclosure Requirements (LODR) Regulations, 2015, as amended (the "SEBI Listing Regulations").

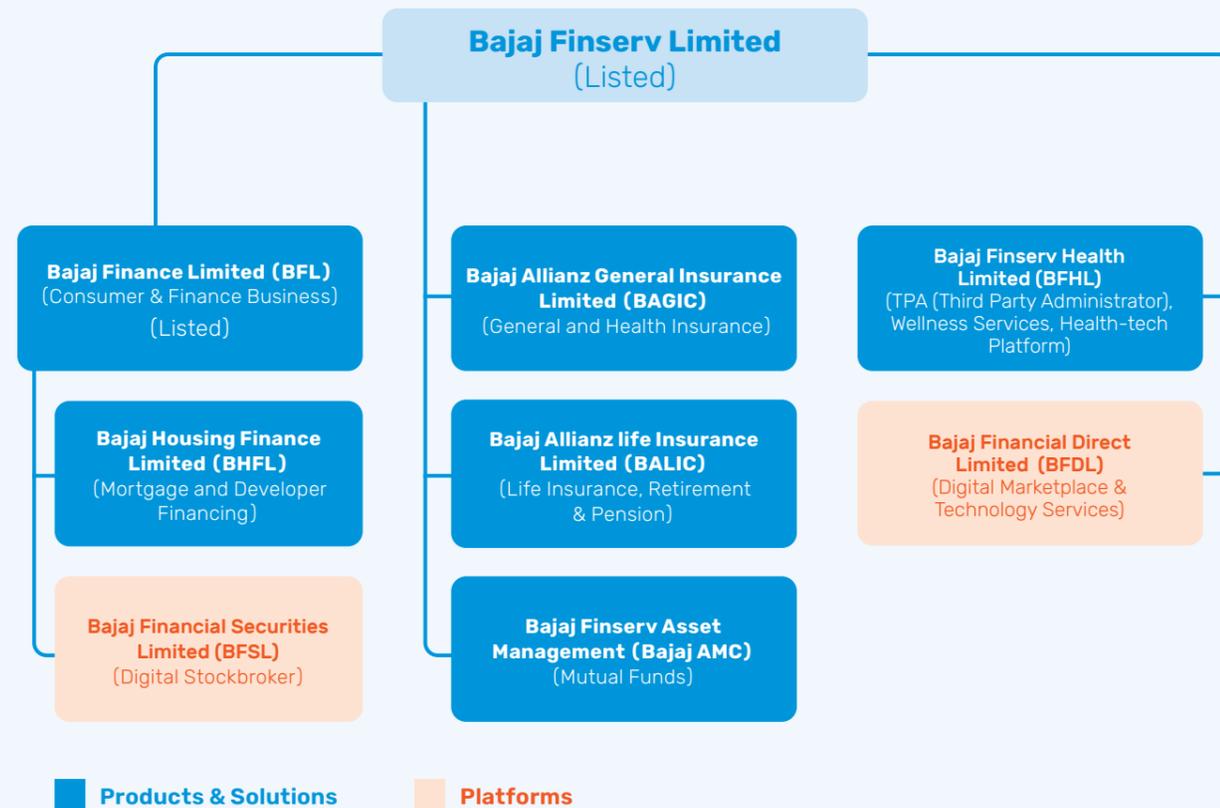
This report, consistent with earlier years, is presented for the consolidated group. This report describes the approach of the Company, its subsidiaries, and its joint venture ('Bajaj Finserv Limited',

'BFS', as standalone reference and 'Bajaj Finserv Group,' 'BFS Group,' 'the Group' as consolidated reference) towards creating an employee-friendly workplace and a positive environmental and social outcome through its business in a responsible, ethical, and inclusive manner. It also highlights the Group's commitment towards enhancing customer value.

While this report provides information about the key initiatives undertaken by the BFS Group towards Environment, Social and Governance (ESG), certain other initiatives that are covered in the annual report of BFS and its subsidiaries for FY2024 (are available on respective company's website) and have not necessarily been repeated in the ESG report.

Further BFS and its material subsidiaries present their BRSR, assured by an external reviewer for their BRSR and GHG Emissions, which are available on respective company's websites. The material subsidiaries are defined as BFL, BHFL, BAGIC and BALIC for the reporting purposes.

About Bajaj Finserv



Bajaj Finserv Ltd. ('Bajaj Finserv', 'BFS' or 'the Company') is an unregistered core investment company (CIC) under RBI regulations 2020 and the holding company for the various financial services businesses under the Bajaj group. Its vision is to be a diversified financial services group with a pan-India presence and, thus, offer life-cycle financial solutions for its various customers.

Financial life-cycle needs of all customers ideally involve five phases:

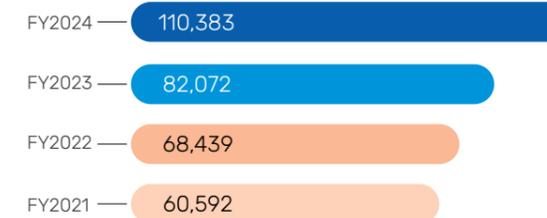
- 1. Asset acquisition:** These are facilitated through loans and credit cards.
- 2. Asset protection:** This is carried out through general insurance policies.
- 3. Family health and income protection:** These are done using general, health and life insurance, guaranteed savings and digital access to the health ecosystem.
- 4. Investment and wealth management:** These are provided through unit-linked investment products (ULIPs), mutual funds, fixed deposits and shares.
- 5. Retirement:** This is met by annuities.

Through these businesses that offer various attractive solutions, BFS serves millions of customers.

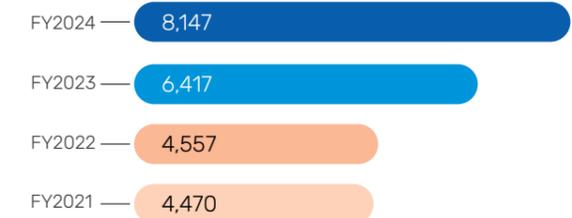


The key consolidated financial metrics for the BFS Group at consolidated level is as follows:

Total Income (₹ In crore)

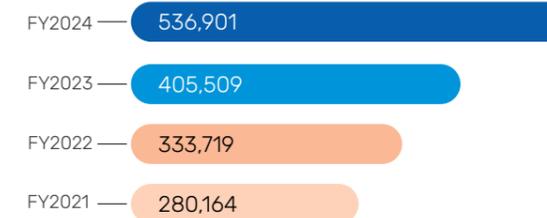


Net Profit* (₹ In crore)



* Attributable to owners of the company

Total Assets (₹ In crore)



About Bajaj Finserv

The different business footprints for Bajaj Finserv Group are as follows:



Finance and Lending

BFS participates in lending business through its subsidiary – Bajaj Finance Limited (BFL), a Non-Banking Finance Company (NBFC), whose equity shares are listed on the BSE and the NSE.

BFL has a diversified lending portfolio across retail, SMEs, and commercial customers with significant presence in urban and rural India. It accepts public and corporate deposits through fixed deposits, mutual funds and other products which offers a variety of financial services products to its customers.

BFL operates mortgage business through a subsidiary – Bajaj Housing Finance Limited (BHFL), which is engaged in various aspects of housing finance and development.

BFL operates another unlisted subsidiary called Bajaj Financial Securities Limited (BFinsec), which is registered with SEBI as a stockbroker and depository participant providing clients a full suite of investment products and services in an all-in-one digital platform.



Insurance

BFS's insurance participation is through Bajaj Allianz General Insurance Company Limited (BAGIC) – which provides non-life and health insurance products and Bajaj Allianz Life Insurance Company Limited (BALIC) – which provides life insurance and retirement plans (together 'Insurance subsidiaries'). Both are unlisted joint ventures with Allianz SE, one of the world's leading composite insurers. BFS holds 74% equity capital in these companies, with the balance being held by Allianz SE.



Other Ventures

BFS through its subsidiary, Bajaj Finserv Direct Limited (BFDL/Bajaj Markets), attracts new-to-Finserv customers by creating awareness and discovery of the Finserv brand through the digital medium. It also seeks to enhance the digital footprint of Bajaj Finserv through the offering of select digital technology services.

BFS through its another subsidiary, Bajaj Finserv Health Limited (BFHL/EBH), a health tech venture, aims to transform healthcare in India by integrating a fragmented healthcare delivery ecosystem with technology and financial services on a digital platform to bring quality healthcare closer to consumers' reach through products, networks and technology. BFHL has recently acquired Vidal Health, which offers Health Third Party Administration and other health management services which expands our service offering and provides BFHL with presence across the healthcare payment spectrum.

BFS through Bajaj Finserv Asset Management Limited (AMC), a subsidiary, has commenced its mutual fund operations in FY2024. The company offers competitive products which are based on innovation through usage of data and tech platforms and on business models, business models which are future ready and based on a differentiated investment strategy.



Renewable Power

BFS also has investments in renewable energy in the form of 138 windmills in Maharashtra with aggregate installed capacity of 65.2 MW generating 90.43 million units in FY2024.

Further, BFS Group companies have solar rooftop with installed capacity of ~750 KW across eight locations generating ~0.7 million units in renewable energy.



Bajaj Finserv windmills at Satara and Supa

Message from the Chairman & Managing Director

A Legacy of Responsibility



Digital transformation was accelerated in FY2024, helping us manage our carbon footprint, bring more convenience, improved security and better experiences to our customers. It also enabled us to derive efficiencies in our operations and cost base.

Sanjiv Bajaj

Chairman & Managing Director



As the world steps up effort towards a sustainable future, the financial services industry plays a central role in driving this transition. It is an enormous responsibility but also a great opportunity to foster inclusive growth.

At Bajaj Finserv, sustainability has been part of our broader effort in Environmental, Social & Governance (ESG). It is inspired by the principles of the larger Bajaj Group which has been an advocate of ethical and sustainable practices for close to a hundred years.

A key highlight of Bajaj Group's commitment to sustainability in FY2024 was the launch of Bajaj Beyond, an initiative that integrates the entire Group's corporate social responsibility programmes under one brand identity. Under Bajaj Beyond, Bajaj Group has pledged ₹ 5,000 crore to social impact initiatives over five years, with a strong focus on skill development. This is expected to benefit over 20 million youth, enabling them to gain from employment and entrepreneurial opportunities offered by India's growing economy.

Given its legacy, sustainability at Bajaj Finserv has been a journey of continuous transformation as we strengthen our digital capabilities, build the potential of India's youth and steer mindsets towards more responsible practices.

Our efforts in FY2024 spanned diverse areas of responsibility. We launched ESG-linked products, deployed emerging technologies and continued our financial inclusion journey.

Our spend on Corporate Social Responsibility (CSR) programmes was ₹ 247.17 crore, which enabled us to reach out to people from vulnerable and marginalised sections of society.

This comprehensive report captures our efforts in ESG in FY2024.

Sustainable Finance for a climate-positive society

The world's transition to net zero will be incomplete without an adequate contribution of the financial services sector.

Our work in this direction in FY2024 was based on a multifaceted approach. It included switching to resource-efficient practices at our offices, expanding green cover, funding and insuring green assets, and digitalisation.

First off, our rooftop solar panels across BFS offices with an installed capacity of 757 KW generated about 0.7 million units of electricity in FY2024. Wind turbines of 65.2 MW installed capacity at our wind farms in Satara and Ahmednagar, Maharashtra generated over 90 million units of electricity. This surpassed the total electricity consumed by all Bajaj Finserv companies during the year, making us a net generator of green electricity. This was complemented by the planting of 76,000 saplings to regenerate green cover in FY2024.

Our subsidiaries contributed significantly to a climate-positive society. Bajaj Finance's (BFL) move to replace its diesel cars for office commute with E-vehicles, resulted in saving carbon emissions of 46 tCO₂e in FY2024.

On the sustainable products front, Bajaj Allianz General Insurance Company (BAGIC) insured more than 0.18 million electric vehicles (EV) during FY2024, with a penetration of more than 11% of the EV market in India, while BFL financed more than 0.05 million EVs, disbursing over ₹ 700 crore during the year.

BFL also extended over 5,100 loans, financing ₹ 18 crore of solar equipment in the last three years.

Message from the Chairman & Managing Director

In line with our intent to reduce the impact of our operations on the environment, our total emission intensity per crore of consolidated turnover was lower at 0.69 in FY2024, as compared to 0.85 in the previous year, while our energy intensity per crore of consolidated turnover was 2.45 as compared to 2.66 in the previous year.

Digital Transformation for Empowered Customers, Lower Carbon Footprint

Digital transformation was accelerated in FY2024, helping us manage our carbon footprint, bring more convenience, improved security and better experiences to our customers. It also enabled us to derive efficiencies in our operations and cost base.

With a focus on innovation, we are developing digital products and processes that are paperless, thereby helping us decarbonise day-to-day business dealings.

Bajaj Finserv has always been at the forefront of technology adoption, which is central to our agile, diversified and omnipresent business strategy. We are deploying Gen AI across our businesses and investing in data, computing, cyber-security, while also leveraging the India digital stack.

BFL's Bajaj Finserv App now has 52.41 million net installs and 8.1 million Account Aggregator consents. BAGIC's Digi-Sampark, a 100% digital omni-channel and contactless platform has served over 140 million customers in FY2024. BALIC's customer service platform, i-SERV, available across digital channels, supports 12 vernacular languages and has reduced the need for branch visits.

We continued to strengthen our risk management framework by investing in state-of-the-art technology and a highly trained team to ensure our infrastructure

and systems remain resilient to cyber threats and frauds.

Financial Inclusion that is Sustainable

Access to financial services is a barrier to the financial well-being of people from underbanked segments of India's population.

At Bajaj Finserv, we have not only embedded financial inclusion into our businesses, we have also ensured it is profitable by using digital technology and through a strong risk management framework. This has ensured that financial inclusion is a sustainable business. Be it in extending credit, providing insurance or making investments accessible, our product design and omnichannel presence has created financial access for millions of underserved people, improving their financial well-being.

BFL has made access to credit better and faster for millions by unlocking the potential of India's digital public infrastructure and implementing fully paperless and digitalised organisation workflows.

BFL extended credit to almost 20 million new-to-credit customers in the past five years. It disbursed loans of more than ₹ 86,000 crore to over 13.12 million women in the past three years, empowering them economically and enhancing their self-reliance. In FY2025, BFL will expand its reach to around 18,000 villages, covering 95 districts to support 0.4 million women. It has also been actively enabling an ecosystem to support entrepreneurship opportunities by disbursing ₹ 58,000 crore to SMEs and ₹ 9,700 crore for three-wheelers in the past three years.

BAGIC has further extended its coverage to 31.70 million lives insured in FY2024 and BALIC extended its lives covered through its Micro Insurance products to 16 million lives covered in FY2024.

Enhancing Youth Employability & Entrepreneurship

Youth employment is key to India's economic growth. Left unchecked, unemployment can negatively impact an entire future generation leading to dire social repercussions. While on one hand thousands of young graduates are seeking employment, the human-powered financial services industry is facing a shortage of trained incumbents.

Our flagship skilling programme, the Certificate Programme in Banking, Finance & Insurance (CPBFI), empowers first-generation graduates from smaller towns to be job ready for the financial services industry. So far, 53,000 youth have been skilled for employment and enterprise under this programme. About 66% of participants are first-generation graduates, predominantly from tier 2 or 3 cities; 70% are women.

In FY2024, we amplified our efforts in youth skilling through partnerships with the National Skill Development Corporation (NSDC) under the aegis of the Ministry of Education; the initiative enables students to receive joint certification on completing their CPBFI training. A similar partnership with All India Council for Technical Education (AICTE) will see collaboration in deeper geographies of India.

We launched Project Odiserv to initiate CPBFI training at 60 colleges in Odisha. The project began after a successful pilot involving 24 batches at 18 colleges in 11 cities and 10 districts. Job fairs were held in Bhubaneswar and Sambalpur to provide employment opportunities for students.

Bajaj Finserv has skilled 86,222 youth for employment and enterprise so far.

Bajaj Finserv also invested in initiatives pertaining to child education, child health, child protection and inclusion for Persons with Disabilities (PwD). Our education initiatives supported 455,000 children whereas 34,000 children were benefitted from health interventions. Our interventions also helped 171,000 Persons with Disability.

Strong Governance & Full compliance

We are committed to robust corporate governance which is an essential aspect of building long term sustainable businesses.

We work to ensure that our business practices are ethical and fair to the customer, inclusive for citizens, transparent to all our stakeholders and compliant with regulatory norms.

In closing, I thank all our employees and stakeholders for contributing to furthering our work in the ESG space. We look forward to doing a lot more in FY2025 to grow responsibly as we continue our remarkable journey to sustainability.

Sanjiv Bajaj

Chairman & Managing Director
Bajaj Finserv Ltd.

Our Commitment to Sustainability

The following sections on our initiatives and programmes together form our ESG Initiatives which are linked to our focus areas as defined by our organisational leadership and detailed in our Responsible and Sustainable Business Conduct Policy.



Highlights of Our ESG Initiatives

Initiatives	Our Goals	FY2022	FY2023	FY2024
 Governance	Liquidity and solvency	Significantly higher than regulatory requirements	Significantly higher than regulatory requirements	Significantly higher than regulatory requirements
	Responsible investment [@]	N.A.	Coverage is above 90% , against a target of 65%	Coverage is above 90% , against a target of 75%
 Financial Inclusion	Number of Offices	4,508	4,517	5,168
	Farmers covered under Crop Insurance	2.57 million farmers	1.89 million farmers	13.4 million farmers
	Rural and Social Sector obligations of insurance subsidiaries	BAGIC Policies: 2.19 million BALIC Policies: 0.13 million	BAGIC Policies: 4.2 million BALIC Policies: 0.16 million	BAGIC Policies: 3.41 million BALIC Policies: 0.23 million
	(a) Rural policies issued			
	b) Social sector obligations	BAGIC Lives: 2.25 million	BAGIC Lives: 2.11 million	BAGIC Lives: 2.15 million
	BFL – Loans to new to credit customers	3.5 million	3.7 million	6.3 million
	BFL – Customers Serviced***	57.6 million	69.1 million	83.6 million
	Customers Serviced – BHFL	0.23 million	0.26 million	0.30 million
	Lives insured through Health Insurance – BAGIC	35.34 million	29.30 million	31.70 million
	BALIC (new retail policies)	0.47 million	0.61 million	0.74 million
Women Insurance Agents	BAGIC: 17% BALIC: 29%	BAGIC: 22% BALIC: 30%	BAGIC: 28% BALIC: 32%	
Group Insurance: Women Lives Covered (out of total lives in group policies) – BALIC	~28 million ~53%	~27 million ~52%	~21 million ~61%	

** CSR Beneficiaries are estimated for active projects and not necessarily for the year.

*** Customer numbers baselined from 2008 to 2022 for customers serviced till 31st March 2022 and treated as start point for recording

@ Sovereign securities (Gsec, State Development Loans – SDLs, unlisted government-owned bodies / companies) & Collateralised Borrowing & Lending Obligations (CBLs) will be considered eligible and ESG compliant or 'good to invest'. ETFs, AIFs, ReITs, and InvITs, are excluded from ESG evaluation

Initiatives	Our Goals	FY2022	FY2023	FY2024
 Preserving and Protecting Environment	Renewable Power – Wind Power Generation	74 million units	83 million units	90 million units
	Renewable Power – Solar Power	Installed – 150 KW	Installed – 651 KW Generation – 0.2 million units	Installed – 757 KW Generation – 0.7 million units
	Sapling Plantation	-	0.05 million saplings	0.07 million saplings
	Carbon Footprint – Energy intensity per rupee of turnover (Total energy Consumption / turnover in ₹ crore)	1.85	2.66	2.45
	Carbon Footprint – GHG intensity per rupee of turnover (Total Scope 1+2+3 emissions / turnover in ₹ crore)	0.72	0.85	0.69
	Responsible disposal of e-waste (battery and e-waste)	33.99	19.50	103.58
 Empowering Society	CSR expenditure	₹96.18Crore	₹233.05 Crore	₹247.17 Crore
	Number of beneficiaries**	1.2 million	1.3 million	1.5 million
	Impact Assessment (number of projects)	-	4	50
 Customer Centricity	Consumer Complaints	10,492	10,551	12,457
	Grievance Ratio BAGIC, BALIC	BAGIC: 1.06 per 10,000 BALIC: 40 per 10,000	BAGIC: 0.90 per 10,000 BALIC: 44 per 10,000	BAGIC: 0.73 per 10,000 BALIC: 37 per 10,000
	BALIC: Retail claim settlement ratio % YOY increase number	99.02%	99.04%	99.23%
 Employee Wellbeing	Gender Diversity in Hiring	13.69%	16.34%	19.05%
	Gender Diversity ratio	10.42%	11.41%	13.07%
	Human Capital – Upskilling training	~58,000 employees	~55,000 employees	~80,000 employees
 External Assurance	BRSR Assurance	Limited Assurance (Voluntary)	Limited Assurance (Voluntary)	Reasonable Assurance for BRSR Core (Mandatory) and Limited Assurance (Voluntary)



Our Focus Areas

The ambit of ESG is wide and evolving. It is our firm belief that in order to achieve our ESG objectives and have a greater impact, we need to focus on identified areas rather than spreading wide. Accordingly, in our Responsible and Sustainable Business Conduct policy (refer annexure), we have identified the following as our areas of focus:



Governance
Conduct and govern business with integrity in a manner that is ethical, transparent and accountable.



Financial Inclusion
Provide access to relevant and affordable financial products and services that meet the needs of the larger society.



Preserving and Protecting Environment
Strive to adopt environmental practices and processes that minimise/eliminate the adverse impact of company operations on the environment.



Empowering Society
Promote social welfare activities for inclusive growth, equitable development and the well-being of society.



Customer Centricity
Innovate/invest in products, technologies and processes that enhance customer experience and promote professional, fair and transparent dealings.



Employee Well-Being
Create a thriving, safe and inclusive workplace for employees and provide merit-based opportunities for professional development and growth.



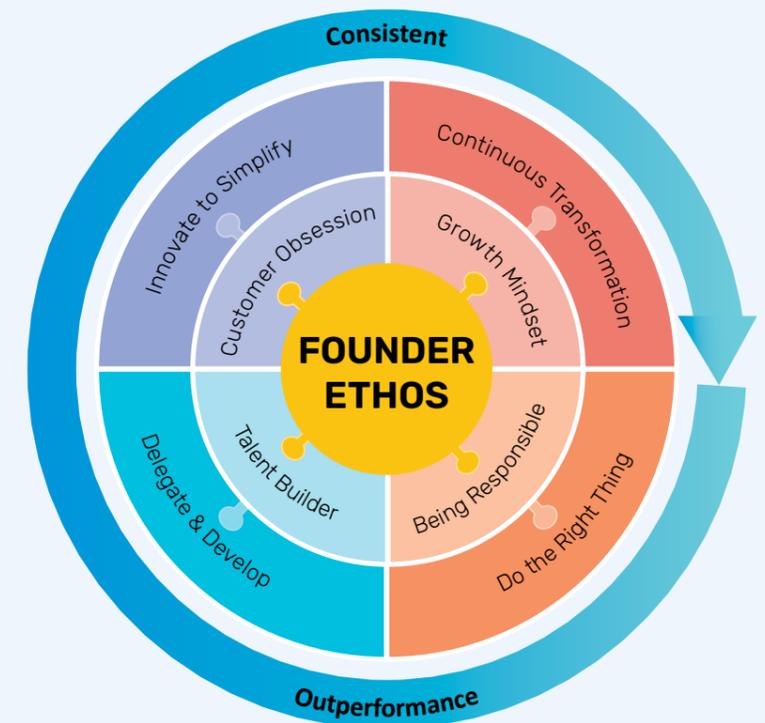
Cyber Security
Adopt robust information security, cyber security and fraud controls.



Stakeholder Engagement
Engage with relevant stakeholders to enhance sustainable and responsible business practices.

Our Culture

Our One Finserv culture encourages collaboration, accountability, open communication, trust, integrity and responsibility, which builds stronger teams and individuals into effective leaders. Our culture is articulated through eight leadership mindsets and behaviours, born out of a “Founder’s Ethos” and which we believe will help us outperform consistently. This is represented in our adoption of the BFS Wheel of Culture across the BFS Group companies.



Leadership Mindsets & Behaviours	Leadership Capabilities	ESG Pillars
Innovate to Simplify	Innovative & Disruptive Thinking	Financial Inclusion
Continuous Transformation	Reinvention & Self Disruption	Governance
Growth Mindset	Sustainable & Inclusive Growth	Financial Inclusion
Customer Obsession	Customer Centricity	Financial Inclusion
Talent Builder	Capability Building	Employee Wellbeing
Being Responsible	Being Mindful & Driving Change	Preserving and Protecting Environment, Empowering Society
Delegate & Develop	Accountable Empowerment	Stakeholder Engagement
Do the Right Thing	Holistic Decision Making & Solutioning	Cyber Security, Stakeholder Engagement

Governance

Transparency and Integrity in Everything We Do



Strong corporate governance is central to our approach to sustainability. While transparency and ethical conduct are the main pillars, we also strive to deploy responsible strategies and business models across all our businesses. What this implies is that our current decision-making is guided by our long-term perspective of our customers, employees, communities and the environment. We are on a journey to sustainable value creation.

Rajeev Jain
Managing Director
Bajaj Finance Ltd.

Corporate governance is about promoting fairness, transparency, accountability, commitment to values, ethical business conduct and considering all stakeholders' interest while conducting business.

For us, corporate governance reflects principles rooted in our values and policies and embedded in our day-to-day business practices. The commitment of the Bajaj group to the highest standards of corporate governance predates the provisions of the SEBI Listing Regulations and clause 49 of the erstwhile Listing Agreement. Ethical dealings, transparency, fairness, disclosure, and accountability are the main thrusts of the working of the Bajaj group. The Company maintains the same tradition and commitment. Bajaj Finserv is a conglomerate of different financial services businesses – lending, general and life insurance, digital distribution, digital healthcare platform, stock broking, asset management and investment – operated through subsidiaries and joint ventures. Through representation on the Boards of its subsidiaries, BFS Group adopts key principles based on regular reviews by the Board of Directors (BoD) and learnings from the peers and applicable best practices in corporate governance across its companies.

Key Elements of Our Corporate Governance

- Compliance with applicable laws.
- Proactive adherence to regulations.
- Number of Board and Committee meetings more than statutorily required, including meetings dedicated to discussing strategy, operating plans, and risks.
- Board comprises of directors from diverse background and substantial experience, who are able to provide appropriate guidance to the executive management as required.
- Panel of Independent Directors with outstanding track record and reputation.
- Audit Committee comprising of independent Board members and with Independent Directors chairing all Committees of the Board.
- Pre-Audit Committee meetings of the Committee's Chair with statutory auditors, internal auditor and members of the executive management who are the process owners.
- Constitution of Strategic Investment Committee with Independent Director as the Committee's Chair.
- Separate meeting of Independent Director without the presence of Non-Independent Directors or executive management.
- Confidential Board evaluation process where each Board member evaluates the performance of every Director, Committees of the Board, the Chairman of the Board and the Board itself.

Governance

- Presentations by key senior management team members of the Company and its subsidiaries to familiarise the Directors with key elements of each of the businesses.
- Complete and detailed information provided to Board members in advance to enable them to evaluate matters carefully for meaningful discussions.
- Representation of the Company via Non-Executive Directors on the Board of its material subsidiaries which ensures an institutionalised structure of control over subsidiaries.
- Half-yearly communication from the Chairman to all shareholders giving an update on the Company's performance.
- Adoption of key governance policies and codes by the Board in line with best practices, which are made available to stakeholders for downloading/viewing from the Company's website (refer annexure).
- Apart from Bajaj Finserv and its listed subsidiaries, which carry out familiarisation programmes for its Directors, as required under the SEBI Listing Regulations, even unlisted material subsidiaries on an ongoing basis keep their respective Directors abreast of matters relating to the industry, business models, risk metrics, mitigation and management, governing regulations, ESG, information technology including cyber security, their roles, rights and responsibilities, major developments and updates on the Company, etc.
- The Company has indicated material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to businesses in the Statutory reporting section of this Report.

Full details of the Company's Corporate Governance are presented separately in the Annual Report available on the Company's website.



Nurturing Ethics and Integrity

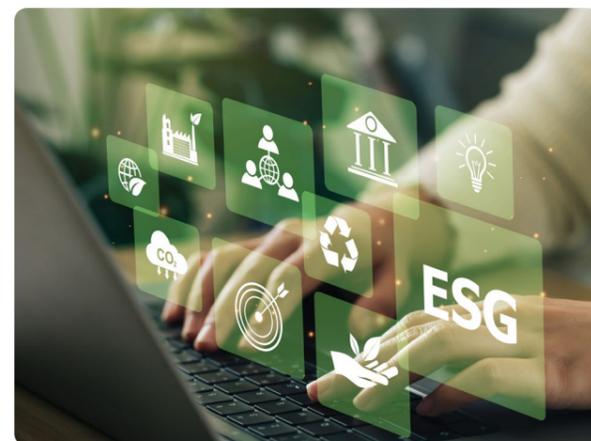
BFS Group companies are built on values which are derived from its heritage and ethos which the organisation aims to bring to life through its conduct while engaging with multiple stakeholders and reflected in the way the group works. The group's commitment to the Ethos symbolises trust, integrity, transparency, excellence and commitment to stakeholders and the society within which it operates. The Ethos is the group's DNA and is defined by the following:

- Building institutions that are robust and long term oriented
- Building institutions that serve and develop our nation and society
- Integrity and trust with all stakeholders
- Keeping customers at the centre
- Commitment to excellence

These Ethos are embedded in our "Code of Ethics and Personal Conduct" which reflect our commitment and assurance to stakeholders that we will "be responsible" in all our actions and will always "do the right thing" as we grow and expand our businesses. The value of ethics and integrity is deeply ingrained and practiced in day-to-day operations across the Group. Some of the key elements of its policies and practices in this regard are:

Code of Ethics and Personal Conduct

BFS Group has zero tolerance towards unethical business practices and prohibits bribery in any form in all its business dealings through various policies, codes and charters. The Code of Ethics and Personal Conduct (CoEPC) consistently adopted across the Group reiterates our commitment on anti-bribery and ethical conduct. All employees, Directors and Senior Management of BFS Group companies must adhere to the commitment of integrity and other responsible business conduct principles laid down in CoEPC.



The policy covers good working, cultural and integrity norms. It includes 'disciplinary actions and a grievance redressal policy' and a 'whistle blower policy/vigil mechanism', allowing employees to consult on issues, anonymously report and/or escalate grievances of any nature including harassment, fraud/suspected fraud, unethical behaviour, instances of leak or suspected leak of unpublished price sensitive information, etc. which are detrimental to the Company's interest or/and is a process/policy violation.

A framework of policies and processes is in place to safeguard employees who report any unethical behaviour, against discrimination, harassment, victimisation, or other unfair employment practice. Bajaj Finserv and its material subsidiaries also accord employees direct access to the Chairman of their Audit Committees.

Depending on the nature or severity of misconduct/non-compliance of CoEPC/Code of Conduct/policies appropriate action ranges from counselling, warnings, suspension, and pay deduction to termination.

Culture of Transparency

BFS Group companies adhere to transparency and fairness in dealings with customers and other stakeholders. Information relating to services and products across BFS Group companies is disclosed as per the regulatory requirements, and the same is available on the individual company's website about their products and available services.

With our focus on transparency, Bajaj Finserv companies pursue similar communication protocols with stakeholders across their businesses and related operations as per regulatory requirements, including but not limited to, publishing of earnings, call transcripts, prompt dissemination of price sensitive information, etc.

Transparency across Bajaj Finserv companies is pursued with zero tolerance for unethical business practices and adherence to necessary policies concerning anti-fraud, anti-bribery, conflict of interest, prevention of insider trading, prevention of money laundering, prevention of sexual harassment, and related party transactions.

The Bajaj Finserv Policies and Codes are accessible and available in the public forum on the company's website. Further, the material subsidiaries also disclose additional policies and codes applicable to their respective business operations on their individual company website. Refer annexure for links to these policies.

Upholding the Spirit of Accountability

With 'Accountable Empowerment' being a core principle at the Group, we believe that empowerment and accountability go together. Bajaj Finserv companies are managed professionally by competent and qualified professionals, while being proficiently overseen by the Boards of Directors.

- The remuneration of senior management across Bajaj Finserv Group is benchmarked against appropriate peer groups and it comprises fixed, and variable pay and long-term incentive (including stock options).
- All practices at the Company reflect the endeavour to maintain standards of governance, which in certain cases extend beyond legal requirements. Examples of such endeavours include:
 - We conduct periodic meetings between Independent Directors and Senior Management.
 - The framework of succession planning for management is placed before the Board for its review.
 - The Chairperson of the Audit Committee conducts quarterly pre-audit committee meetings with members of Senior Management, and internal as well as statutory auditors, to review the financial performance and observations of auditors.

Risk Management

At Bajaj Finserv Group of companies, we are committed to managing risks within the limits of our established risk appetite. We measure risk using a systematic framework that identifies, evaluates, mitigates, and monitors potential threats. This framework helps us address risks that could materially impact our organisation or potentially hinder our business objectives and goals. Our proactive approach to identifying and addressing risks allows us to make informed strategic decisions.

Risk Organisation – Effective risk management at Bajaj Finserv Group companies is built on a shared understanding of risks, clear organisational structures,



Governance

and well-defined risk management processes. Our risk strategy involves identifying actual and potential threats – internal and external, in the short- to long-term. We have risk governance framework and structure to manage these risks effectively. Structure constitutes members who are part of the Board of Directors and the Board’s Risk Management Committee (RMC).

The RMC is tasked with overseeing overall risk management framework and its strategic implementation. The committee collaborates to ensure proper identification, assessment, and mitigation of risks while monitoring the effectiveness of the risk management practices. The risk governance structure enables us to respond swiftly to emerging threats and opportunities. The agility allows us to maintain our competitive edge and deliver value to our stakeholders.

Risk Identification and Risk Assessment – The Bajaj Finserv Group companies have well established internal compliance teams to drive ownership, measurement, and management of multiple classification of risks which together form the part of the organisations risk management framework. The internal compliances teams across the companies serve as a first line of defence, promote a culture of risk identification, risk assessment, control and treatment.

Risk Response and Control Activities – BFS companies have implemented risk-management systems, policies and processes that provide clear and transparent control mechanisms. Established systems are in place to initiate mitigation accordingly.

Risk Monitoring and Risk Reporting – The governance system includes review mechanisms such as quarterly risk management reviews by the Executive committee. The Risk Management committee (RMC) of the BFS Group is responsible for formulating, implementing, monitoring and periodically revising all risk-related policies and strategies. The risk mechanisms are designed to identify potential events, including risks and opportunities, based on comprehensive monitoring systems.

Risk Accountability – Risk control and mitigation is an ongoing process led by the Board of Directors, Executive Management Representatives and Employees. The committed risk control and management leadership enables the company to set strategies to implement a sustainable approach and a framework that is agile and responsive to immediate threats. The Board’s involvement ensures that risk management is a top priority and is integrated into the company’s overall growth and long-term strategy. Details on risk identification, prevention and precautions and mitigation steps and processes established are covered in greater detail in the Annual Report – Other Disclosures – Risk Management section published in the websites respectively for all the material subsidiaries.

Integration in Risk and Control Mechanisms – BFS and its material subsidiaries adopt a three line-of-defence model to foster a proactive and risk-aware culture throughout the organisation as detailed below.

- First Line of Defence – Internal Operation Management and Management Control
- Second Line of Defence – Independent Risk and Compliance function
- Third Line of Defence – Internal Audit function

Engaging in Prudent and Responsible Business Conduct

Imbued in Bajaj Finserv companies is a strong culture of responsible business conduct, for building long-term businesses, providing sustainable growth, and meeting interests of its stakeholders. Besides adopting ambitious standards of governance, Bajaj Finserv and its companies remain committed to prudent business practices, to ensure that businesses are not exposed to undue risks. Recognising the risks that our businesses carry risks and taking the interest of our stakeholders into consideration, all material subsidiaries have consistently maintained liquidity/solvency more than the norms laid down by relevant regulators:



Responsible Investment

Our Insurance subsidiaries (BAGIC and BALIC) are cognizant of their responsibilities and accountabilities being inclusive of policyholders from a financial perspective and the society within the ecosystem in which we operate. The approach towards ESG factors are consistent with the organisational strategies and form a guiding path for investment activities to be considered while making decisions.

The ‘Responsible Investment Policy’ outlines the Insurance subsidiaries’ approach to assessing and managing the investment portfolio through the ESG lens. We believe that ESG issues and challenges can affect the overall performance of investment portfolios across companies, sectors, regions, asset classes and through short- and long-term time intervals. The Responsible Investment Principles have been adopted after being approved by the Board of their respective boards in April 2022.

ESG Approach towards responsible investments

The following approach has been considered on ESG when building a portfolio thus improving ESG practices, outcome and disclosures through stewardship (based on the existing stewardship policy).

ESG Integration

- ESG topics to be incorporated into existing portfolio construction practices
- Explicitly and systematically including ESG topics in investment analysis and decision making

Voting

- Exercising voting rights on management/ shareholder resolutions (and submitting resolutions)
- Expressing approval (or disapproval) on relevant matters

Engagement

- Interactions/engagements with stakeholders, current or potential investees/issuers, policy makers or standard setters in order to:
 - Improve practice on ESG issues
 - Improve public disclosure

We believe that each of the above approaches used in combination can add value and may be suitable for different types of investment classes and various types of investment goals.

As on 31st March, 2024 the proportion of investment portfolio assessed for ESG is as under:

Total eligible Assets under management (AUM)

(%)



Sovereign securities (Gsec, State Development Loans - SDLs, unlisted government-owned bodies/companies) & Collateralised Borrowing & Lending Obligations (CBLs) will be considered eligible and ESG compliant or ‘good to invest’. ETFs, AIFs, RelTs, and InvTs, are excluded from ESG evaluation.

These companies had committed to achieve 80% portfolio assessment by March 2025 through a glide path. As of March 2024, they are ahead of their commitment of assessing 75% portfolio.

Ratio	Subsidiary	FY2024		FY2023		FY2022	
		Regulatory requirement	Company ratio	Regulatory requirement	Company ratio	Regulatory requirement	Company ratio
Capital to Risk weighted Asset (CRAR)	BFL	15% (RBI)	22.52%	15% (RBI)	24.97%	15% (RBI)	27.20%
	BHFL	15% (RBI)	21.28%	15% (RBI)	22.97%	15% (RBI)	19.7%
Solvency Ratio	BAGIC	150% (IRDAI)	349%	150% (IRDAI)	391%	150% (IRDAI)	344%
	BALIC	150% (IRDAI)	432%	150% (IRDAI)	516%	150% (IRDAI)	581%

Governance

Striving for Women Empowerment

Women empowerment is one of the key priorities for sustainable and inclusive development of our society. We have several initiatives for women, within Bajaj Finserv companies involving internal and external programmes involving multiple partners in the support of the women targeted initiatives at Bajaj Group.



Nurturing Growth of Women Employees

To support women colleagues, Bajaj Finserv and its subsidiaries have put in place robust women-centric policies promoting inclusion, equity, and diversity across various departments and roles such as women safety, daycare facilities, women travel policy, flexible working hours (specially post maternity), preferential transfers, etc. Diversity and Inclusion councils formed across Group companies have been active during the year and have been promoting inclusion in the leadership and representation in the overall gender diversity across the companies.



For more diversity and inclusion initiatives refer 'Human Capital Management' section in the report.



Empowering Women through Social Impact Programmes

At BFS Group, we strive to empower women (including young girls) through our various CSR programmes in areas of healthcare, education, and livelihood. Refer 'Empowering society' section in the report for more details.

Empowering Women Customers/Value Chain Partners

Women are the first caregivers in most households. Assisting them especially in critical situations is a big assistance for any care giver. BAGIC offers specific critical illness insurance plan for protection against eight life-threatening conditions. In FY2024, more than 13,739 claims paid under critical illness insurance, covering conditions such as Dialysis, Transplant, Cancer, Angioplasty, Head injuries, Craniotomy Exploratory Laparotomy, Tracheostomy, Chemotherapy etc.

At BALIC, products such as "Group Sampoorna Suraksha Kavach" and "Group Sampoorna Jeevan Suraksha," provide financial assistance to the member's family in case of death. BALIC has provided coverage for more than 16 million lives within the micro insurance sector with a total Sum Assured of ₹ 79,354 crore in FY2024. These plans provide Sum Assured ranging from ₹ 1,000 – ₹ 2,00,000. 61% of the 16 million lives covered are women self-help group employees.

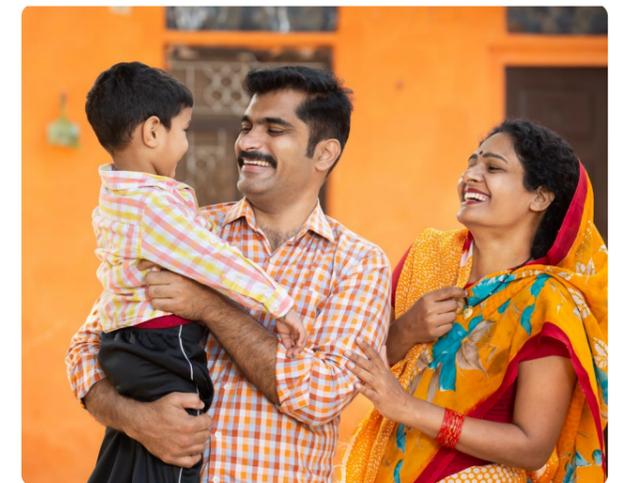
BFL has been engaging the community towards increasing awareness and empowering women via financial inclusion to millions across the country. BFL through its women directed products are making it more convenient to access financial services for use across multiple activities. Over the past three years, BFL has disbursed loans of more than ₹ 86,000 crore to over 13.12 million women.



Over the past three years, BFL has disbursed loans of more than ₹86,000 crore to over 13.12 million women.

16,000+
women insurance agents with BAGIC

16 million
lives with a total sum assured of more than ₹79,354 crore in FY2024 (61% women from self-help groups)



Insurance subsidiaries provide significant entrepreneurship opportunities to women. BALIC with more than 48,000 women insurance agents, representing 32% of insurance agents as on March 31, 2024. For BAGIC, the women insurance agent are more than 16,700 agents with a share of 28% as on March 31, 2024.

In compliance with SEBI Listing Regulations, the Company has "Board Diversity Policy" in place. The Board, via the Nomination and Remuneration Committee, upholds Board Diversity policy. Directors are chosen on merit without any discrimination to serve the Company's governance and strategic needs.

48,000+
women insurance agents with BALIC

Financial Inclusion

Making Inclusion Sustainable



Bajaj Finserv Group of companies aim to reach the extended community through its diverse businesses which are evolving and continuously transforming its service delivery through digitisation. Bajaj Finserv has overall around 5,000 branches across the country.

We are committed to expand our reach in deeper and underpenetrated geographies of the country:

- BFL looks forwards to expand through over 100 microfinance branches in upcoming financial year.
- BAGIC to open new branches largely in tier 2 and tier 3 towns in next few years.

During FY2024, the following are few of the initiatives which were undertaken by group companies as part of commitment towards financial inclusion which forms a part of the company's leadership mindset to deliver beyond expectations for their customers.



Inclusive growth has been a philosophy that has driven our business decisions for long. It has encouraged us to look at new ways to reach out to millions of new-to-credit customers and fulfil the financial aspirations of India's growing masses.

Digital transformation has been a key driver of financial inclusion, besides product innovation, which has enabled us to enrich lives.

Atul Jain
Managing Director
Bajaj Housing Finance Ltd.

Catering to Lives and Livelihood

Our geographical expansion in rural parts of the country provides significant direct and indirect employment catering to the livelihood of people in such geographies. Our commitment to expand the physical network in rural India directly aligns with our goal of catering to lives and livelihood. Bajaj Finserv also stands for financial empowerment by offering a wide array of products and services tailored to meet sustenance and in support of livelihoods.

Safeguarding Household through Access to Finance

Improved Savings: BFL launched a digital-only fixed deposit for 42 months tenure, available exclusively on Bajaj Finserv website and app. Deposits booked under the aforesaid scheme have a higher rate of interest compared to other deposit schemes benefitting both senior and non-senior citizens.

Life Coverage: BALIC offers diverse products such as "Bajaj Allianz Life Group Sampoorna Suraksha Kavach" and "Bajaj Allianz Life Group Sampoorna Jeevan Suraksha." These products provide financial assistance to families in the event of the member's death. In FY2024, we covered approximately 16 million lives. These policies offer Sum Assured ranging from ₹1,000 to ₹200,000, totalling ₹79,354 crore in Sum Assured provided during the fiscal year.

Livelihoods: BFL's financing solutions for three-wheeler passenger vehicles aims to empower the underprivileged and underserved segments of society, enabling them to acquire productive assets and earn a livelihood. Over the past three years, the company has facilitated the financing of more than ~0.4 million three-wheeler vehicles, disbursing over ₹9,700 crore.

Financial Inclusion



Economic growth of our nation is linked to the financial empowerment of its citizens. There are underserved as well as unbanked locations where access to credit, insurance and other financial services is absent. As one of India's leading financial services providers, Bajaj Finserv has focused on making a comprehensive set of affordable financial solutions accessible to people enabling them to take part in the mainstream financial system in a formal and inclusive way.

Dr. N. Srinivasa Rao
Chief Economist & President
(Corporate Affairs)
Bajaj Finserv Ltd.

Better Credit Lines: Through its flexible financing options BFL enables millions of customers embark on their credit journey with bureaus and become part of the formal financial ecosystem. Over the last five years, BFL has offered financing to over 19.8 million such customers helping them in improving their credit history and improvement in their financial health.

Supporting Smaller Businesses

For MSMEs and SMEs, the backbone of our economy, we offer working capital and term loans, coupled with insurance coverage crafted to address their unique needs. As we especially focus on the insurance coverage to MSMEs, through the different product portfolios, BAGIC has paid claims worth ₹270 crore to more than 5,000 MSMEs in FY2024. This has helped the MSMEs sustain continually, take the events of loss into their stride and march forward in unison with the economy. BFL disbursed loans of over ₹58,000 crore to SMEs in the last three years.



₹58,000 crore+

loans disbursed to SMEs in the last three years by BFL

Rural Communities and Agriculture

We are committed to drive financial inclusion through providing tailored products for Rural communities and agriculture sector. Some of the initiatives in this regard are:

- BAGIC has been at the forefront of designing crop insurance products for rural markets in India with the sourcing, marketing, and channelising of the business mainly from the rural areas. In last three years, we have catered to over 22 million farmers across multiple states in India, with a consecutive approach to increase our coverage year on year. The total claims paid to 8.24 million farmers during this duration

MSME - Micro, Small & Medium Enterprises



exceeds ₹5,097 crore. In FY2024, we have covered 134 million farmers with a total agriculture land coverage of 55.60 lakh hectare.

- As part of rural lending initiative, BFL has started tractor financing, with a disbursement of ₹26 crore.
- Through strategic partnerships with Regional Rural Banks, BALIC has promoted the government-led Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) scheme, providing coverage to nearly 0.45 million lives in FY2024.
- As part of our Cattle Insurance, we have covered ~1.0 million animals under cattle and livestock insurance for more than 0.7 million farmers insuring a risk of over ₹5,200 crore in FY2024.
- BFL has started micro-finance group loans business operations with 100 branches in Uttar Pradesh and Karnataka. Further as part of its strategy for micro-finance group loans, BFL for FY2025, has planned to expand to nearly 18,000 villages in four large states (Southern and Northern India), covering 95 districts to support ~4 lakh women. The move towards rural will also include 10 aspirational districts.

By FY2028, the plan is to provide services to over 40 aspirational districts as defined in NITI Aayog's Aspirational District Programme and provide financial services to over 20 lakh women customers.

- BAGIC through integration with government of India schemes has provided health insurance for ~40 million lives in the last three years.



Our insurance subsidiaries have been consistently maintaining a significantly higher component of rural/social sector business compared to the Insurance Regulatory and Development Authority of India (IRDAI) norms:

	Subsidiary	IRDAI norm	FY2024	FY2023	FY2022	FY2021
Rural Sector Obligation	BAGIC	7%	7.91%	14.5%	12.6%	20.5%
	BALIC	20%	31.04%	27.0%	28.6%	28.9%
Social Sector Obligation	BAGIC	5%	7.36%	6.0%	8.7%	22.0%
	BALIC	5%	14%	13.6%	12.3%	11.8%

Healthcare and Medical Assistance

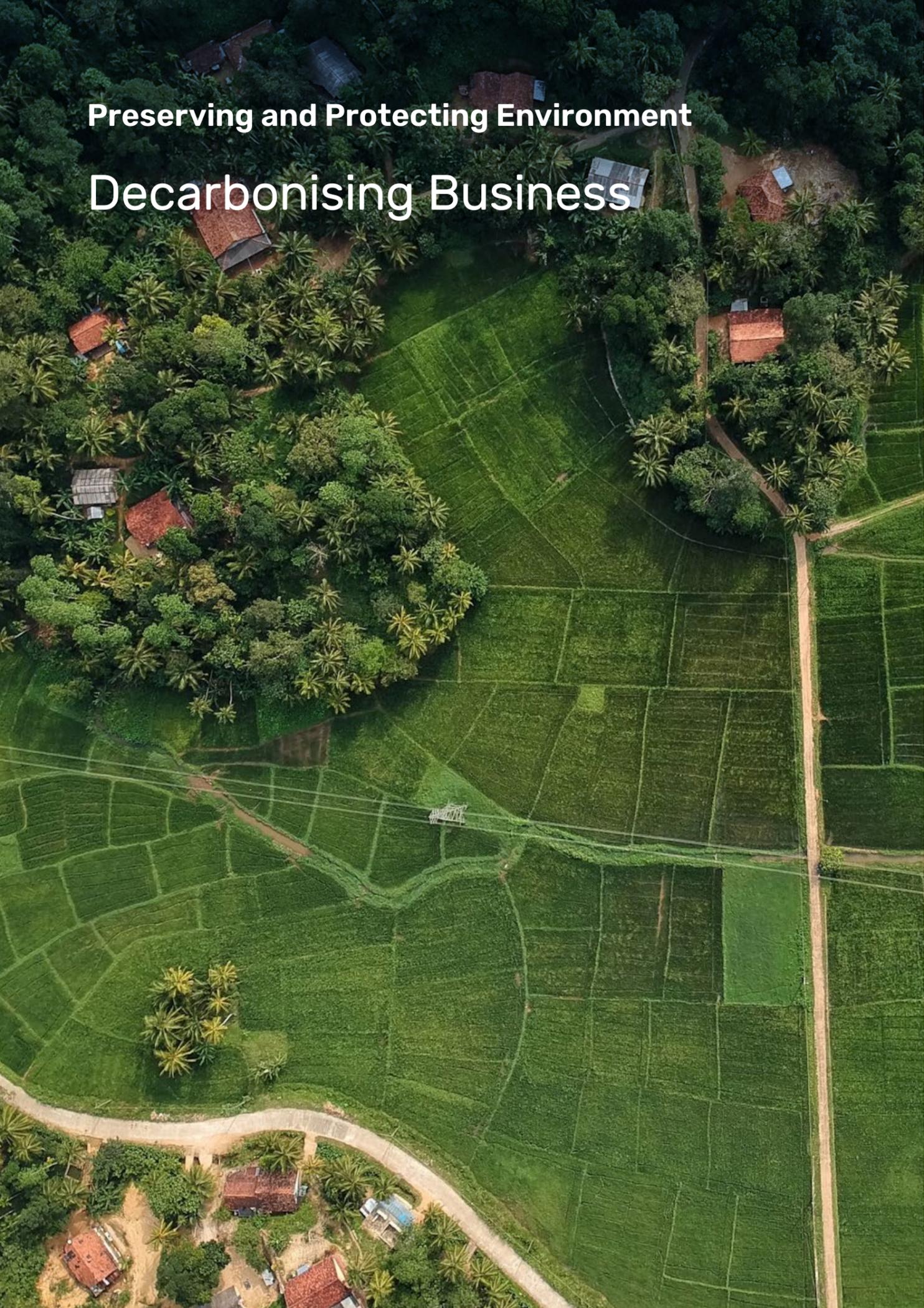
Healthcare and medical assistance is key to achieving the financial inclusion in our country. From covering medical expenses to offering easy EMI solutions for healthcare needs and financing fitness equipment and bicycles, we ensure that health is a top priority for our customers.

In the last 3 years, Bajaj Finance has disbursed over ₹2,020 crore through more than ~0.34 million loans for medical procedures, and health and wellness. Over 60 million lives have been protected in last three years by BAGIC and claims worth over ₹9,000 crore paid in last three years. In current financial year, we have insured more than 31.7 million lives through BAGIC Health Insurance and 21.7 million through BALIC Life Insurance. We have further expanded our bouquet of healthcare services offered by Bajaj Health (EBH) with the acquisition of Vidal Health.

Education Goals

Educational loan is a key component of our EMI financing solutions, with customised offerings addressing our customers' education loan requirements. Over the last three years, we have disbursed more than ₹1,340 crore through more than 0.2 million loans for educational purposes.

₹1,340 crore
disbursed through more than 2.2 lakh loans for educational purposes



Preserving and Protecting Environment Decarbonising Business



True sustainability is about balancing our business goals with environmental responsibility. We strive daily to do more for our customers, partners, employees, and communities while being mindful of our environmental impact. We are committed to reducing our carbon footprint and continually seek innovative solutions. Our digital transformation journey helps us minimise our environmental impact and empowers our customers to do the same.

Tapan Singhel

Managing Director & CEO
Bajaj Allianz General Insurance Co. Ltd.

At Bajaj Finserv, we are committed to safeguarding the future by focusing on environmental aspects and climate change. We strive to make a positive impact on the planet through continuous efforts and responsible practices. Our dedication to preserving the environment is not just a corporate responsibility but a core value that drives our actions. With sustainability as part of our strategy and the keen focus on our ecological footprint, we aim to create long-term value for all our stakeholders.

The Bajaj Finserv Group of companies continue to promote as part of multiple initiatives undertaken to contribute to the environment through plantations. BFS Group has planted close to ~0.4 million saplings during the last 4 years.



~0.4 million
saplings planted in the last
four years

Preserving and Protecting Environment



Renewable Power Generation

As part of our commitment to reducing our carbon footprint, Bajaj Finserv Group companies have been steadfastly taking measures to increase the use of renewable energy. BFS Group has taken steps in this direction by installing rooftop solar panels with installed capacity of 757 KW generation about ~0.7 million units electricity. This demonstrates the group's commitment to harnessing the power of the sun to meet energy needs sustainably.

Besides solar power, we have invested in wind turbines of 65.2 MW installed capacity, which generated over ~90 million units of electricity in FY2024 which is more than the electricity consumed by the Bajaj Finserv companies. Thus, generating more renewable energy than we consume assist us in reducing our carbon footprint and contributes to the green energy mix of the country's electricity grid.

~90.7 million
units of renewable energy generated

Responsible Products

While we take initiatives to reduce the impact of our business operations on the environment, it is simultaneously imperative upon us to provide financial products and services to customers, which enable them in reducing their impact on environment. We believe, being a financial services conglomerate, providing such products and services has far more reaching positive impact on the environment. Some such products and services are:

Electric Vehicle (EV) – In FY2024, BAGIC has insured more than 0.18 million vehicles, with a penetration of more than 0.11% EV market in India. Further, through #EVForAll, BAGIC provides 11 specialised services like dedicated EV Helpline, SOS, On-site Charging, Pickup & Drop (Immediate Mobility). It also includes Accommodation Benefits, Roadside Repair, Minor Repair, Urgent Message Replay, Legal Assistance, Medical Assistance & Taxi Benefits. Further, during the year, BFL has financed more than 54,000 EVs.

Renewable Power – BAGIC issued over 78,000 policies in FY2024 for renewable energy mix (solar, wind, hydropower, etc.), generating a Gross Written Premium exceeding ₹624 crore an increase of 28% as compared to FY2023. In FY2024, BFL has extended over 5,100 loans financing for solar equipment in the last three years.

Further, BFL has adopted Environmental Policy under which it commits to ensure that funds will not be used to finance certain types of activities such as

- Manufacture and marketing of banned drugs
- Dealing in narcotics
- Dealing in banned wildlife related products
- Production and distribution of pornographic material etc.



In FY2024, BAGIC has insured more than 0.18 million vehicles, with a penetration of more than 11% EV market in India.

Dealing in banned wildlife-related products; Production and distribution of pornographic material, etc.

Journey to Reduce Carbon Footprint

The Bajaj Finserv Group is committed to contributing to environment protection through various initiatives across the organisation. We have taken numerous steps to reduce greenhouse gas emissions.

- Our workplaces are carefully designed to facilitate natural light and utilise energy-efficient LEDs for lighting.
- We have installed ozone-friendly air conditioners that use R32 refrigerant significantly reducing our energy consumption for cooling.
- We encourage our employees to use car-pooling for their daily commutes, indirectly minimising emissions.
- We continue to use cloud-based virtual servers to increase energy efficiency in data management and security in our workplaces and IT setup in offices.

We have embraced digitisation to reduce paper consumption and save trees. Initiatives include:

- Paperless loans, e-agreements, digital KYC, digital issuance of digital policy copies and health-card copies, digital payments, and collections.
- We have implemented Learning Management Systems as online learning and employee engagement platform, providing access to HR and employee linked resource materials.

- Classrooms and training rooms for the sessions are now conducted online and are accessible from any location with a strong and consistent data connection, thus saving time and resources in travel and effort.
- Single-use plastic water bottles have been replaced with RO water systems in our offices, wherever possible.
- We have also switched to bio-degradable garbage bags in some of our large offices as part of responsible waste management and safe disposal approach across major offices.
- BFL having replaced its diesel office commute cars with E-vehicles and resulted in ~46 tCO₂e carbon emission saving.
- Our insurance subsidiaries promote the use of EVs at offices and have installed EV charging stations and parking both free-of-cost at selected office premises.

Creating awareness amongst our people about environment is another important powerful tool to reduce the carbon footprint. There are various initiatives taken in this regard, which include employee volunteering for tree plantation, trainings, awareness programmes, etc. Another example of collaborate approach in this regard is an ESG idea portal at BAGIC, which has been initiated to gather suggestions and recommendation from employees on how to decrease carbon emissions from day-to-day operations. Interactive initiatives further assist in creating awareness among the employees, being responsible with individual emissions being generated from incorrect waste disposal and light management as a practice in office operations.



Preserving and Protecting Environment

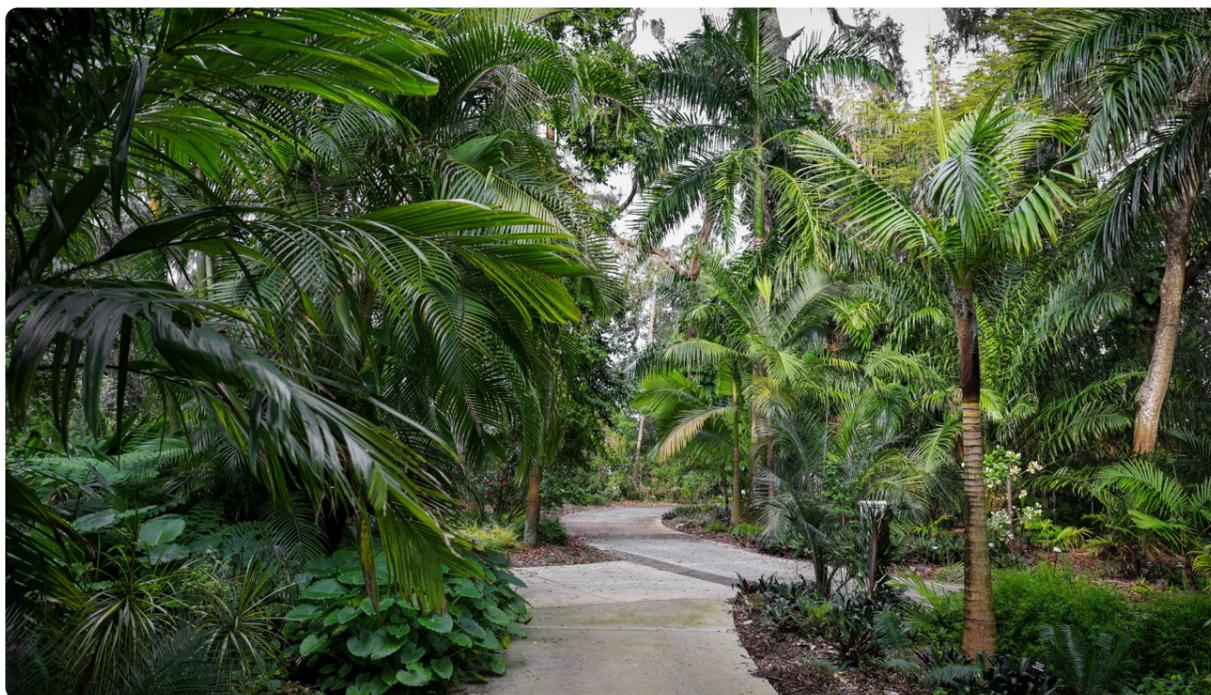
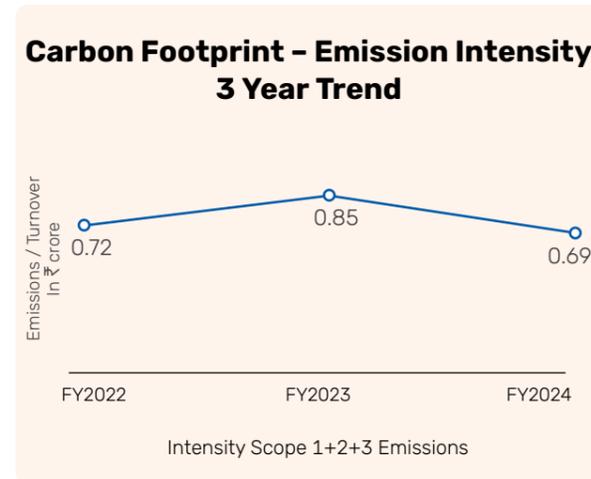
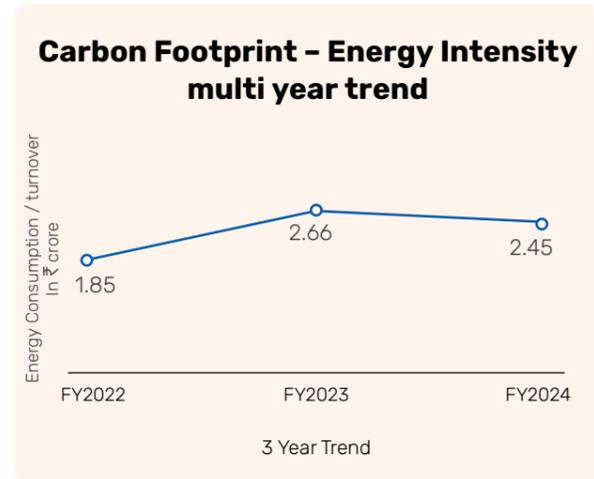
GHG Emissions and Environmental Performance

The BFS Group of companies have been reporting its GHG emissions since FY2021. We have improved our process of reporting and coverage over the years. In current year, we have reported GHG emissions with a Reasonable Assurance at the consolidated level of reporting as part of our public disclosures. The GHG Assurance is validated by an external partner in conformance of the GHG Protocol Corporate Accounting and Reporting Standard as prepared by The World Business Council on Sustainable Development and The World Resources Institute.

In managing its emissions, BFS Group adopts strategic planning, and the implementation of sustainable practices. We aim to not only fulfil our financial objectives but also contribute positively to the broader environmental goals and foster a culture of responsible corporate citizenship.

For more details, refer Principle 6 of BRSR for additional disclosures on GHG emissions.

Our initiatives have helped reduce our energy and emission intensity over the years.



Environment Health and Safety

As committed in FY2023, we have piloted an Environment Health and Safety (EHS) management system in the Head Office premises in Pune. The BFS Head Office in FY2024, achieved an ISO 14001:2015 & ISO 45001:2018 certification based on the internationally recognised PDCA cycle (Plan, Do, Check & Act). It provides a framework to enhance EHS performance by setting objectives and targets and monitoring key performance indicators. Furthermore, a Safety Management System implementation in the Head Office is planned which is to be implemented in more such offices in Pune once the pilot is completed.



We have also focused on systematic process for collecting, segregating different types of waste at source across the premises and as a pilot implemented an organic waste management process at the Bajaj Finserv Head Office. An organic waste converter is used to process organic waste collected from the premises as part of the waste-to-wealth initiative into smaller decomposable particles. This results in nutrient-rich compost, providing a circular and self-sufficient solution. Our facility generated ~2.72 metric tonnes of nutrient-rich compost in FY2024, used in the gardening area of Bajaj Finserv Head Office premises, promoting sustainable practices for available green spaces.

The BFS Group companies have implemented an e-waste policy that ensures the safe disposal of electronic waste as part of initial projects to minimise waste across a few large offices in our material subsidiaries. E-waste is managed responsibly and handed over to certified handlers for recycling. In FY2024, the group companies reported over 102.412 MT of e-waste and battery waste for recycling to registered vendors. Certificates of recycling from these vendors were received, confirming proper handling of waste, thus ensuring its sustainable treatment.

Waste Management

Bajaj Finserv Group is committed to positively contribute to its environment and ecosystem through following responsible waste management practices in line with 'Not in My Backyard' (NiMBY) approach to manage both dry and wet waste. The BFS Group and its companies actively embraces a circular economy and is committed towards adoption of sustainable practices. The BFS group companies have initiated number of drives to reduce the use of paper cups, plates, bowls, printing paper, plastic waste and being responsible in their operations and waste generation.



Water Management

Bajaj Finserv and its group companies are dedicated to reducing water consumption. We continuously explore ways to optimise water use and implement innovative solutions. We have installed sensor-based taps and water-less urinals to minimise use of water in certain offices. As part of water conservation and efficient management at the Bajaj Finserv Head Office is being followed through its rainwater harvesting. We have also refurbished the STP at the same office which achieved an operational efficiency of 69% reducing our overall third-party water consumption at the said premises.



Empowering Society Enabling Youth Employability



Youth and children are at the heart of effecting real change in any society. Thus, at Bajaj Finserv, we believe that youth employability and holistic development of children are powerful catalysts to inclusive growth. Our work therefore primarily focuses on skilling, health, education, protection and inclusion for persons with disabilities to trigger system-wide change for a stronger society.

Kurush Irani
President (CSR)
Bajaj Finserv Ltd.

With a rich legacy of contributing to the community, the Bajaj Group considers CSR an intrinsic corporate value. The Group's social impact programmes reflect its commitment to society. Bajaj Finserv is committed to building a better future for the next generation with special focus on children and youth. During FY2024, 211 projects were implemented with a CSR spend of ₹201.94 crore.

Our Strategy – Benefitting the Youth of Today and Tomorrow

The Group's social investments are strategically directed to Skilling, Child Education, Child Health, Child Protection and Inclusion for Persons with Disabilities. We collaborate with several not-for-profit organisations, government, hospitals, institutions, and training partners to implement programmes and drive ground-level interventions. We also run a self-implemented skilling programme – a Certificate Programme in Banking, Finance and Insurance (CPBFI). Alongside targeted projects, we also focus on several strategic ones with select partners to maximise the impact.

Youth

We believe that youth are the country's powerhouse. Providing them with the right skilling and employability opportunities can help them find their footing in the workforce and earn a respectable living.

We harness their true potential by focusing on

- 1) Skilling & Employability
- 2) Self-employment
- 3) Enterprise



₹201.94 crore
CSR spend to implement 211 projects
in FY2024

Empowering Society

Youth Skilling

We are dedicated to narrowing the nation's skills gap by offering comprehensive Skilling & Employability programmes. We support self-employment initiatives and assist in realising entrepreneurial ventures, particularly for youth and women from disadvantaged backgrounds. Our flagship skilling programme, CPBFI – a Certificate Programme in Banking, Finance & Insurance empowers first-generation graduates from smaller towns to be job ready for financial services. This programme is designed to equip participants with the necessary knowledge and practical skills to grow in the financial services industry. We collaborate with industry experts and training partners to ensure the curricula are relevant and up to date. The programme also includes soft skills training, such as communication, teamwork, and problem solving, essential in the workplace.

28,318

Enrolled under self-implemented CPBFI programme

86,222

Youth skilled for employment and enterprise

Note: The beneficiaries are estimated for the full project period not for the financial year being considered.

CPBFI: The Flagship Skilling Programme

Targeting first-generation graduates from smaller towns, the program empowers ambitious individuals with finance-relevant skills. Notably, 66% of participants are first-generation graduates, predominantly from tier 2 or 3 cities, with a significant 70% representation of women.



The 100 hour programme has been meticulously designed to offer a combination of experiential learning and insights from corporate trainers and finance domain experts. It provides a robust understanding of technical subjects in banking and insurance and enables students to acquire approximately 21-23 skills crucial for the workplace. Besides, it focuses on attitude as a core domain using psychology-based tools. This enables students to make well informed decisions in life and at work. HR workshops conducted by Bajaj Finserv Recruiters enhance practical knowledge and evaluate a learner's industry readiness.

Collaborating with colleges and leveraging training partners, CPBFI delivers training modules co-designed and executed by expert trainers with extensive industry experience. With nationwide operations at 410 colleges and collaboration with five training partners, the programme is facilitated by over 240 trainers in 22 states. The programme has thus far transformed lives of 53,000+ students.

CPBFI's commitment to excellence is underscored by its collaboration with The Ministry of Education and Skilling. This enabled a partnership with NSDC through which all students will receive joint certification on completing the CPBFI training. With the AICTE partnership, the intent is to collaborate in deeper geographies in the tier 2 and 3 cities of India.

Furthermore, Project Odiserv was launched to initiate CPBFI training at 60 Odisha colleges, with a review planned after three months. The project began after a successful pilot involving 24 batches at 18 colleges in 11 cities and 10 districts. Two job fairs were hosted in Bhubaneswar and Sambalpur, where ministry officials and Bajaj Finserv leadership presented offer letters to 15 students.



Youth Skilling for Employment and Enterprise

Our commitment to skill development is deeply intertwined with our portfolio objectives including education, health and inclusion. We ensure a holistic approach that either enable the youth to gain employment or generate income through entrepreneurship. Working in each sector has provided a deeper understanding of their need gaps. This allows us to design or support relevant programmes, accordingly, ensuring maximum impact and effectiveness.

Sector-Specific or Need-Based Training

We support Sector-Specific or Need-Based Training projects aimed at employment or enterprise by providing targeted skill development, vocational training, and need-based programmes. The training is designed to benefit youth from marginalised or underserved communities by learning specific skills to meet the demands in various regions. These targeted efforts create meaningful employment opportunities and effectively bridge the gap between job seekers and industry needs. 54,356 individuals have benefitted from the programme.

Healthcare Capacity-building

Within healthcare, our efforts focus on enhancing the capacity of healthcare professionals. We provide targeted capacity-building and fellowship initiatives for paramedics and technical staff. They are given advanced training and resources which leads to improved healthcare delivery and outcomes. Our programmes address the needs in rural areas and among tribal communities, thereby reducing migration pressures. 1,130 individuals have benefitted from the programme.

Skill Development for PwDs

We recognise the limited opportunities individuals with disabilities face in the job market. This includes those with intellectual and developmental challenges such as autism, Down's Syndrome, cerebral palsy and others. We collaborate closely with our partners to design and implement skill development programmes catering to their



unique needs and challenges. These programmes provide training in enterprise-based and employability-focused skills. We have also facilitated the recruitment of Persons with Disabilities (PwDs) within Bajaj offices as well. These efforts aim to empower individuals with disabilities to generate income and enhance economic independence. 10,152 individuals have benefitted from the programme.

Women Empowerment through Skilling

Empowering women is key priority in our skill development initiatives. We provide women with the skills necessary to secure employment or entrepreneurial opportunities. Our programmes target women from marginalised communities, rural areas, and lower socio-economic groups. We offer a diverse range of training programmes, including healthcare services, retail, hospitality, artisanal skills, food processing, and computer literacy. Our programmes are designed to address the specific challenges faced by women and provide them with the tools and confidence to succeed in their chosen fields. These initiatives enable women to earn a sustainable income and enhance their economic independence. Our goal is to contribute to their overall empowerment and promote gender equality in the workforce and 20,284 individuals have benefitted from the programme.



Empowering Society



SEWA (Mahila SEWA Trust)

Empowering Women through Skill Building and Enterprise Development SEWA, a community-based organisation, empowers 1.8 million impoverished women from India's informal economy across 18 states. These women, engaged in diverse trades like agriculture and handicrafts, strive for economic independence and self-reliance. SEWA's primary objectives are to ensure full employment and foster autonomy among women.

To achieve these goals, SEWA's strategy involves identifying and mobilising women in Ladakh villages. Through a comprehensive three-year training programmes, master trainers provide instruction to women in non-farm sectors such as food processing and garmenting.

Beyond skill-building, SEWA facilitates market access, microenterprise support, and integration into supply chains. Bajaj Finserv's support will enable over 4,250 women to acquire technical and managerial skills necessary for sustainable livelihoods and socio-cultural development, ranging from food processing to renewable energy.

Tsewang Yangze's story is one such inspiration and triumph over adversity. Born in the village of Phyang, Ladakh, she was initially confined by familial responsibilities and financial constraints. Despite her keen intellect, she had to discontinue her education after her 10th standard. Early marriage and motherhood further confined Tsewang to traditional roles within the community. However, a significant shift occurred in 2003 when she became the only female panchayat member in Phyang. Following a catastrophe that hit the village, her life took a severe turn.

A visit to SEWA exposed Tsewang to a broader perspective and the common struggles of women. This experience inspired her to pursue further training and lead local initiatives. She soon became a coordinator at the SEWA centre in Phyang. Her leadership in establishing a SEWA homestay and other entrepreneurial ventures improved their family's finances. Today, she manages her business and contributes to the local economy. Her success story is an inspiration to other women in the community.

Child

Children are the most vulnerable members of society and investing in their well-being is investing in the future. We aim to lay the foundation for a brighter future addressing their needs and providing comprehensive care through several interventions. We support projects linked to Health, Education, Protection and Inclusion for Persons with Disabilities as these individual aspects of a child's life contribute to their overall development.

34,253
were supported through health interventions

455,015
benefitted from education related initiatives

15,387
supported under Child Protection

171,908
Persons with Disabilities were supported

Note: The beneficiaries are estimated for full project period and not for the financial year under consideration.



Child Health

Child Health focuses on providing holistic care for children under 18 years of age. Through various curative and community-based interventions, we aim to address the diverse healthcare needs of children. Collaborating with various organisations and hospitals in Pune and Maharashtra, we provide financial assistance to children affected by heart conditions, cancer, cleft lip/palate, Type 1 diabetes, and epilepsy.

These interventions, along with strategic projects, are designed to provide comprehensive support, encompassing diagnosis, treatment, rehabilitation, and ongoing care. We also work with organisations to enhance the healthcare infrastructure facilities of hospitals ensuring the delivery of high-quality care to those in need.

Specific Interventions Include

Cleft Care

We provide essential support for children born with cleft lip or palate conditions. We ensure that they receive the necessary surgeries and comprehensive care. Through our partnership with Smile Train India, we have launched the Maha Smiles Cleft Care for Every Child initiative in Maharashtra. The initiative aims to perform over 8,000 surgeries and raise awareness for early interventions. Our collaboration extends to working closely with ASHA (Accredited Social Health Activist) or RBSK (Rashtriya Bal Swasthya Karyakram) workers, and FOGSI (Federation of Obstetric and Gynaecological Societies of India) to spread awareness within communities. Smile Train has established partnerships with several network hospitals and initiated fellowship programmes to extend reach in deeper geographies. 27,150 children were supported through the initiative.



Smile Train – Maha Smiles Cleft Care for Every Child initiative

Smile Train India and Bajaj Finserv's 'Maha Smiles – Cleft Care for Every Child' initiative identifies and offers timely treatment to underprivileged children affected by cleft conditions in Maharashtra. The initiatives aim to enhance comprehensive cleft care in Maharashtra by supporting approximately 8,000 cleft surgeries. It also creates awareness about the importance of timely and early treatment. As a first step, it will identify children in need of cleft care. The programme provides timely surgery through Smile Train's network of hospitals. The second aspect involves increasing awareness and educating the public about cleft care. Smile Train will collaborate with healthcare professionals, social workers, AMOGS, paediatric associations, and grassroots organisations. This establishes a referral network for children with cleft lip and palate. So far, 200+ surgeries have been conducted under the Maha Smiles initiative.

Meet Abhay, a vibrant five-year-old from Aurangabad, Maharashtra, whose peaceful smile exudes confidence! His family, unfamiliar with cleft conditions, faced daunting challenges when Abhay was born. Vaibhav, his father, a plumber, struggled to afford the necessary medical care. Fortunately, through the Maha Smiles initiative in Aurangabad, Abhay received life-changing treatment, transforming his smile and his future forever. With a smile on his face, Abhay can look forward to a brighter future. Bajaj Finserv's support for the Maha Smiles initiatives reflects the commitment to creating a positive impact.



Empowering Society

Type 1 Diabetes Care

We support medical care, diabetes education, counselling, and overall support to children with type 1 diabetes and their families. Understanding the nuances of diabetes treatment, we have extended our support to HCJMRI hospital and established a Centre of Excellence for T1D. The centre will work on hub-and-spoke model, with a central hub at HCJMRI in Pune and satellite spokes at Nagpur and Kolhapur. The approach includes capacity-building workshops for healthcare professionals to enhance project management skills, introducing skilling programmes offering courses in nutrition and diabetes education, and research and advocacy initiatives targeting Type 1 diabetes. 500 children were supported through the initiative.

Paediatric Heart Care

Our efforts encompass a range of initiatives, including supporting surgeries for congenital heart disease and enhancing primary healthcare facilities. We raise community awareness about early interventions and heart defects through referrals from RBSK teams. We also support, research and studies on heart diseases to improve treatment and outcomes. 1,496 children were supported through the initiative.

Cancer Care

Our initiatives focus on providing patient support services and upgrading hospital facilities to ensure children with cancer receive the best possible care. We collaborate with specialised cancer hospitals and organisations to provide financial assistance, and access to advanced treatment options. 1,422 children were supported through the initiative.

Epilepsy Care

We provide financial assistance for paediatric patients requiring epilepsy care and surgery. 925 children were supported through the initiative.



Child Education

The initiatives are directed towards enhancing the lives of children by aligning with government programmes and schemes. We place emphasis on education, skill development, infrastructure accessibility, and staff capacity building. Our goal is to provide children with the necessary tools and support to succeed in their academic and personal lives.

Specific interventions include:

Digital Teaching Interventions

We collaborate with organisations to facilitate digital teaching interventions. We aim to augment educational accessibility and effectiveness through the extensive use of technology. These interventions bridge the digital divide and provide children with access to quality educational resources, regardless of location or socio-economic background. 14,200 children were supported under the intervention.



Foundational Learning

We support projects that target barriers to foundational learning and numeracy. Our focus is on bolstering academic performance in core subjects through innovative approaches. Our aim is to address the root cause of learning difficulties and provide targeted support and ensure that every child has a strong foundation in basic skills. 68,566 children were supported under the intervention.

Mental Health Interventions

We partner with organisations to facilitate mental health interventions. These also encompass promoting emotional well-being and mitigating behavioural issues which are vital for fostering a conducive learning environment. The goal is to create a supportive and nurturing environment that promotes overall well-being and academic success. 94,350 children were supported under the intervention.

Early Childhood Education

Our early childhood education initiatives are centred on cognitive, social, and emotional development. We prioritise language enhancement and school readiness, laying a strong foundation for future academic success. We aim to give children a headstart and equip them with the skills necessary to thrive in school and beyond. 7,000 children were supported under the intervention.

Comprehensive School Interventions

We implement comprehensive interventions that encompass nutrition support, health check-ups, and skill development. These interventions aim to enhance employability and ensure that students are equipped with essential competencies for their academic and professional journey. 5,937 children were supported under the intervention.



455,015 children benefited from education related initiatives

Vocational Education Initiatives

Our efforts in vocational education aim to impart practical skills and industry knowledge. We aim to contribute to decreased dropout rates and heightened employability prospects among students. These initiatives are aimed at bridging the gap between education and the job market.

Scholarship Support

We extend scholarship support to deserving students, facilitating the completion of education and opening doors to brighter futures. Our scholarship programmes provide assistance and removes barriers to education and ensures that children have the opportunity to pursue their dreams, regardless of their socio-economic background. 10 children were supported under the intervention.

Health Checkups and Follow-up Treatments

Our implementing partners oversee annual health checkups and follow-up treatments for children. We prioritise the well-being of children and address their potential health concerns proactively. 2,00,000 children were supported under the intervention.

After-school Support

We collaborate with various organisations to offer after-school support through early learning centres, coaching classes, and remedial education, ensuring continued academic progress and holistic development beyond regular school hours. Thus, we aim to reinforce learning, foster creativity, and promote social skills. Our child education initiatives are designed to provide a comprehensive and holistic approach to education. Through our partnerships and interventions, we strive to create a brighter future for every child, empowering them to reach their full potential and contribute to society in meaningful ways. 3,100 children were supported under the intervention.



Empowering Society



Child Protection

We aim to provide protection to vulnerable children from marginalised communities who face risks such as trafficking, abuse, child labour, legal conflicts, or juvenile delinquency. Through strategic partnerships, we endeavour to create a secure environment for these children. We aim to prioritise their holistic development and well-being ensuring they have the necessary support and resources to thrive.

Specific interventions include

Childcare Institutions

Childcare institutions play a crucial role in offering a secure and nurturing environment for vulnerable children. They provide structured educational and recreational activities that foster socialisation, and prioritise the cognitive, emotional, and physical development of children. We collaborate with these institutions to assist working parents with childcare services, ensuring their children receive the care and support they need. 407 children were supported under the intervention.

400+ children
supported by childcare institutions
in collaboration with



Swadhar IDWC Aksharsparsh Project for Development of Foundational Literacy and Numeracy

Swadhar IDWC Pune is committed to the holistic development of women and children through Foundational Literacy and Numeracy (FLN). The organisation actively engages in various children's development projects, extending essential support to children in need. Swadhar ensures their survival, well-being, and overall growth by providing financial assistance, counselling, and emotional support. The organisation also focuses on empowering children through training, vocational guidance, and raising awareness about their rights and responsibilities.

In collaboration with Bajaj Finserv, Swadhar operates in Pune and PCMC locations, reaching to 9,900 children in 66 schools, including Municipal Corporation Schools, affordable private schools, and ZP schools. The primary focus of Swadhar's project is to address the foundational literacy and numeracy challenges faced by children these institutions. Their approach includes FLN and reading classes for different grades, alongside home learning through personalised book distribution.

Swara Akash Patole, a first-grade student, faced some challenges in her studies. Her class teacher had responsibilities in both English and Marathi medium schools, which left little individual attention for her class. However, a positive shift occurred when the teacher engaged with Swara's parents, explaining the utility of the Aksharsparsh – Akshartappe Cards for reading. Recognising the value of these tools, the parents actively participated in home practice sessions with Swara. Despite initial difficulties where she couldn't progress past the first stage of reading, Swara's consistent efforts, along with the support from her parents, led to significant improvement. Currently, Swara has advanced to reading up to the sixth level, showcasing the efficacy of collaborative efforts between parents and educators in fostering a child's learning journey.

Support for Adoption and Day Care Centres

We extend support to adoption and day care centres. This enables the operation of facilities catering to children of migrant labourers, providing them with a safe and nurturing environment. Additionally, we collaborate with organisations dedicated to adoption centres, ensuring continued support for vulnerable children and their families throughout the adoption process. 1,365 children were supported under the intervention.

Rescue and Reintegration Efforts

We facilitate the rescue of children from railway platforms, providing temporary shelters, and reuniting them with their families. These initiatives have garnered recognition for their significant contributions to child protection and welfare. 3,650 children were supported under the intervention.

Learning Centres

With the help of our partners, we contribute to the educational and developmental needs of vulnerable children. Our partners ensure access to quality education providing children with resources and support they need to learn and grow. 1,115 children were supported under the intervention.

Aftercare and Transition Support

We provide ongoing guidance and assistance to children transitioning between phases of life. Whether it's moving from childhood to adolescence to adulthood, we ensure continuity of support beyond immediate interventions. Our aftercare and transition support programmes help children navigate the challenges they may face and provide them with the tools and resources to progress ahead in their journey.

Awareness and Sensitisation

Our collaborative efforts also extend to raising awareness and sensitising communities about the issue of child sexual abuse. We partner and collaborate with various organisations to create a safer environment for children and prevent instances of abuse and exploitation. Our collaborative efforts in child protection are designed to create a safety net for vulnerable children. Our aim is to see that children grow up in a safe and nurturing environment. 5,300 children were supported under the intervention.



Foundation for Child Protection – Prevention of Child Sexual Abuse

FFCP is dedicated to preventing child sexual abuse and aiding survivors through a comprehensive approach. This involves facilitating the lodging of FIRs, providing medical assistance, advanced counselling services, free legal aid, and rehabilitation through vocational skill training. FFCP recognises the pervasive issue of child sexual abuse in Pune district and within Maharashtra, India. The organisation endeavours to raise awareness and offer crucial support to victims. FFCP's services include prevention awareness in communities, assistance in navigating police procedures, counselling for trauma recovery, and legal aid under the POSCO Act. The methodology encompasses outreach to schools, networking with community organisations and law enforcement, collaboration on awareness campaigns, and the provision of counselling services. FFCP creates a supportive structure for both children and adult survivors. The organisation strives to combat child sexual abuse and promote healing within affected communities. Through Bajaj Finserv's support, 4,000 children and 3,350 adults in school and communities across Pune and PCMC will benefit through this project.

7,000+
beneficiaries
in Pune area



Empowering Society



Inclusion for Persons with Disabilities

We focus on the well-being of Persons with Disabilities (PwDs) by facilitating their inclusion into mainstream society. Our initiatives address a variety of challenges, including intellectual, developmental, physical, and locomotor disabilities. We place a strong emphasis on early identification, intervention, and counselling to ensure that PwDs receive the requisite support from the earliest stage possible.

Specific interventions for the well-being of PwDs

Early Rehabilitation

Our rehabilitation initiatives focus on early detection of disabilities and provide timely intervention and counselling. We work with healthcare professionals, social workers, and community organisations to identify PwDs and the families that may need support to address disabilities at the earliest stage possible. 1,814 individuals benefitted from the intervention.



Educational Rehabilitation

We support special schools, inclusive education initiatives, and vocational training programmes to empower PwDs through education. Our education rehabilitation initiatives provide PwDs with access to quality education, tailored to their specific needs and abilities. 8,567 individuals were benefitted from the intervention.

Medical Rehabilitation

Medical rehabilitation focuses on helping in obtaining aids and appliances to mitigate the effects of disabilities and improve the quality of life. 3,080 individuals benefitted from the intervention.

Community Rehabilitation

Community Rehabilitation programmes and projects offer therapies, counselling, educational support, medical aids, and employment opportunities at the community level. We work with local organisations and community leaders to create an inclusive supportive environment for PwDs. 81,774 individuals were benefitted from the intervention.



Residential Homes

We also offer house solutions for individuals with Intellectual and Developmental Disabilities (IDD), addressing concerns about their future after the death of their parents. We work with families and caregivers to ensure a smooth transition and provide ongoing support to ensure the well-being of residents. 3,686 individuals benefitted from the intervention.



MITI Café - Experiential training and Skilling for Persons with Disability at Mumbai International Airport Terminal and Rashtrapati Bhavan, Delhi

MITI Café is dedicated to fostering economic independence and dignity for individuals with disabilities. They provide skill training, employment, and entrepreneurship opportunities to bridge significant gaps for those from lower socio-economic backgrounds. Working at MITI Café offers disabled individuals valuable income-generating opportunities and helps them achieve economic stability.

The project focuses on holistic support, experiential skill development training, and employment placement along with capital and operational support for MITI Cafes at Mumbai International Airport, Terminal 2 and Rashtrapati Bhavan in Delhi supported by Bajaj Finserv.

As part of this initiative, MITI mobilizes candidates through partner networks and NGOs, delivering comprehensive training in cafe operations and soft skills. Following this training, candidates are placed at MITI Café locations, where they are employed to serve food and beverages to customers.

Recently, a new outlet was inaugurated at Rashtrapati Bhavan by Hon. President Droupadi Murmu, alongside Bajaj Finserv CSR representatives. At this new café, 15 beneficiaries will receive training and sustainable income opportunities, while 11 individuals are supported at the Mumbai cafe.

Impact Assessment

We believe it is essential to assess the outcomes and effectiveness of these initiatives to ensure they align with our objectives and contribute meaningfully to the well-being of the communities we serve. With the impact assessment of our projects, we aim to:

- Evaluate the effectiveness of our CSR projects in achieving their intended goals and objectives.
- Assess the sustainability of the outcomes generated by these projects.
- Identify strengths, weaknesses, opportunities, and challenges associated with our CSR initiatives.
- Recommend improvements and optimise future CSR endeavours.
- Enhance transparency and accountability in our CSR reporting and communication.

In FY2024, we assessed 50 CSR projects. The exercise helped us understand the impact of our work on the ground and highlighted associated challenges. This feeds into our decision-making process and engages us in thoughtful learning and improvements.



Way Forward

In addition to our sustained dedication to the development of Child and Youth beneficiaries, we are committed to amplifying the impact of its CSR expenditures by prioritising skill development, enhancing and diversifying in-house programmes, capitalising on established partnerships, and implementing more strategic projects.

Customer Centricity

Decoding Customers for Better Experiences



Our customers give us the cue for our next level of innovation. We are constantly listening to their feedback and insights. This helps us reach out to wider geographies and deliver better experiences.

Our customers are also embracing digital modes for buying financial solutions and for transacting, thus partnering us in our journey to sustainability.

Tarun Chugh
 Managing Director & CEO
 Bajaj Allianz Life Insurance Co. Ltd.

Customer education and awareness are significant aspects of our commitment to empowering individuals with financial knowledge and fostering informed decision-making. Our objective to enhance operational efficiency, fortify security protocols, and provide tailored experiences to our customers motivates us to deploy cutting-edge financial technologies. With our adept team, our primary aim is to deliver unparalleled financial experiences. Through interaction across diverse channels, we listen to customer requirements and customise financial products accordingly. Our approach has resulted in developing modern digital platforms, enabling customers to access our extensive array of financial services anytime, anywhere and receive personalised financial recommendations tailored to their needs.

Prioritising Customer Experience

Our businesses have prioritised leveraging technology to ensure seamless interactions with customers, recognising that each business has its own strategy to improve customer experiences. Our customer service approach revolves around well-structured systems and practices, reflected in our varied product range, extensive geographical reach, and extensive distribution network, all aimed at reaching millions of Indian consumers with our financial products and services. Our primary goals are consistent: streamlining processes, enhancing user-friendliness, and delivering prompt and appropriate responses.

- Net Promoter Score (NPS) is utilised across our companies to assess customer experience, aiding in future planning and improvement in tracking customer satisfaction.
- We have employed machine learning and robotic process automation to swiftly address customer queries through self-service chatbot support on digital platforms.
- BALIC WhatsApp Customer real-time servicing platform has responded to over 10 lakh transactions in FY2024, without human intervention.
- To protect our customers' credit history, BFL proactively sends them reminders on EMI dues well before the due date. This ensures that customers keep their bank accounts funded and do not suffer unintentional defaults.
- 53% of our customers are utilising WhatsApp and BOING as their preferred servicing channel, highlighting the significant adoption of these platforms. Remarkably, this translates to 1 out of every 2 customers utilising WhatsApp for their service interactions.



Customer Centricity

- BFL IVR is available in 9 different languages and is operational 24/7, IVR also offers dynamic interactive self-service options for 65 use cases.
- BALIC's customer service platform, 'i-SERV,' available on digital channels like messaging apps, customer portals, mobile apps, and chatbots supports 12 vernacular languages, reducing the need for branch visits.
- For digitally non-savvy customers, BFL has provisioned a 'Dynamic Missed Call Service' for getting life-stage based details of the latest relationships with BFL. The usage count during the FY2024 was over ~0.92 million.
- Our subsidiary – BFinsec has launched mobile app – BFLSLTRADE, along with a SAMADHAN platform, designed to offer customer services via self-help Q&As and ticket-based query resolution.
- Net Promoter Score is utilising across our companies to assess customer experience, aiding in future planning.
- BFL captures a transactional customer satisfaction score on the Bajaj Finserv app for multiple services to gauge the outcome of its customer engagement efforts. For FY2024, BFL has received over 5.8 million responses and achieved a CSAT score of 93%.
- BHFL has introduced Repo Rate benchmark-based lending in Salaried Home Loan – the first such offering by any housing finance company.

Customer Rights and Grievance Redressal Framework

Ensuring timely and appropriate resolution of customer grievances is necessary to maintain high levels of customer satisfaction. We consistently strive to minimise customer complaints by leveraging our experiences and analysing root causes.

Our prioritisation to dealing with customer expectations is reflected in the fact that despite significant growth in our business, the number of customer complaints have not increased (12,547 complaints in FY2024 against 11,951 complaints in FY2023).

The quick turnaround time for the closure and high customer satisfaction reported based feedback received exemplifies our commitment to customer satisfaction and centricity in operations and practice. Our commitment to continuously improve processes and heighten customer experience are driving forces to better NPS and other related scores mapping customer satisfaction with products and associated services.

The Board-approved Grievance Redressal Mechanism Policy is publicly available on the respective company's websites. Inputs / grievances are regularly heard and monitored by dedicated teams with regular analysis shared before the Board (or their committees) during quarterly reviews. Every customer complaint or grievance is mapped through its entire journey from reporting to closure emphasises our commitment to transparency and fair practices towards customers.

Some of the initiatives in this regard are

- Bajaj Finserv entities communicate customer rights, company commitments, grievance redressal mechanisms and applicable ombudsman schemes through charters and policies, reinforcing our dedication to fair practices and transparency in our offerings.
- Dedicated units are established to reduce customer complaints, overseen by the Boards of material

- subsidaries, to continually review and enhance our grievance-redressal mechanisms.
- Customer grievances are meticulously examined to identify root causes, develop corrective action plan, and implement customer service enhancements, with oversight from the Boards of material subsidiaries.
- Our insurance companies consistently maintain one of the lowest grievance ratios in the industry, showcasing our commitment to customer satisfaction.
- Examples of initiatives aimed at addressing customer grievances include Bajaj Finance's provision for compensating customers "in-kind" in scenarios where no deficiency is found at the company's end, under the "Goodwill Gesture Reparation" programme.

Customer Education and Awareness

In our efforts to prioritise customer safety and awareness, various initiatives have been implemented. These include the creation of the 'School of Insurance' video series, comprising over 80 educational videos available in many vernacular languages. We also host webinars, utilise offline tools like print and radio, and offer comprehensive FAQs on our websites and apps to enhance customer understanding. Furthermore, our insurance subsidiaries support industry-wide awareness campaigns, contribute to educational materials on information security, and regularly communicate with customers via SMS and email alerts to reinforce the importance of safeguarding personal information. BAGIC has consistently championed healthy heart initiatives for five consecutive years, demonstrating our ongoing commitment to promoting overall well-being.

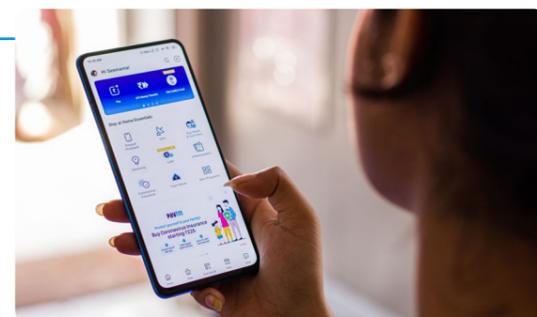
By fostering a culture of financial literacy and empowerment, we aim to empower customers to make informed financial choices that align with their goals and aspirations, ultimately leading to long-term financial well-being and security.



Awareness Campaigns

As a responsible corporate citizen, we continuously engage through various channels to build awareness on various topics sharing details on our products and best practices. Use of campaigns allow us to provide valuable information and assistance to our customers, enhancing their overall experience with our services. Some examples are:

- **Loan Repayment:** Loan Repayment campaigns stresses the importance of prudent financial practices to the customers. Some of the aspects include advising on the use of digital payments and receipts to avoid misappropriation and cautioning in respect of the wrong 'Karza Mukti' groups which can spoil the credit score, letting them know how the loan settlements affect the credit and the need for updates in personal details for proper management of the loan.
- **Celebrating Good Health:** Bajaj Allianz Pune Half Marathon – Over the course of the years, this event has evolved into a beacon of inspiration and determination, drawing participants from all corners of Pune and beyond. This year's marathon surpassed all expectations, with an unprecedented turnout of over 13,000 enthusiastic runners. In support of our "Health Nahi Toh Kuch Nahi" campaign, BAGIC organised free health camps for employees and customers of our partner banks and firms. These comprehensive health camps offer a variety of essential tests. By making health screenings readily available, we empower individuals to take charge of their well-being.
- **Fraud Awareness:** On occasion of Fraud Awareness week, we created posts to create awareness and educate our customers about fraud awareness in general (and specifically the frauds/scams related to Life Insurance) and educating users on how they can be alert while making online payments and tips on how it can be prevented.



BALIC's 'Go-digital' web platform provides customers with a one-stop solution, accessible via QR code, while BAGIC's website is available in seven regional languages.

Employee Wellbeing

Investing in Employee Well-Being



People practices are at the core of our responsible-business strategies. It is inseparably linked to our broader sustainability agenda. Our approach to people practices is holistic and embraces all areas that create value for them including initiatives for employee well-being, fair compensation, workplace safety, and diversity and inclusion.

Anish Amin

President (Group Risk, Assurance & Human Resources) Bajaj Finserv Ltd.

Sustainability at Bajaj is linked with the foundation established well over a century ago and we at Bajaj Finserv are passionately committed to doing more than we were then doing and as we look forward to a better world, a more resilient one. In attaining our commitment to sustainability our people are the key assets. A sustainable and resilient workplace nurtures talent, and responsibility and builds future leaders.

Our Culture

Our One Finserv culture encourages collaboration, accountability, open communication, trust, integrity and responsibility, which builds stronger teams and individuals into effective leaders. Our culture is articulated through eight leadership mindsets and behaviours, born out of a "Founder's Ethos" and which we believe will help us outperform consistently. This is represented in our adoption of the BFS Wheel of Culture across the group companies.

Our People Capital

As on 31st March 2024, the BFS Group, had over 92,000 full-time employees with diversified educational and professional backgrounds and ages. BFS Group added over 20,000 employees in FY2024 on net basis.

Diversity in the workforce bringing together employees from different regions, educational background, age groups help build stronger teams. The Group has 44 specially/differently-abled employees of which 14 are women. The BFS Group added ~3,000 female employees in FY2024 across the group companies. Our investment in people capital is reflected in the way we have improved our gender diversity, added more differently abled employees and have reduced employee turnover. The summary of the trends as per the above presented numbers highlight the company's effort is creating a strong talent pool which is motivated, providing a safe and secure environment for work, and promoting opportunities for growth internal and external for employees while improving retention of talent.

Our People Strategies

We are committed to creating an inclusive workplace and take steps to ensure that the commitment is embedded in our policies and practices. We seek to provide opportunities to our employees to learn, grow and develop professionally. At the BFS Group, we continuously work with rigour and commitment towards building a fair, diverse and transparent culture which is open and where employees can share views without fear of repercussion. The established process and policies are transparently communicated to employees and applicable policies are available on the website and the intranet.

Employee Wellbeing

Fair, Safe, and Transparent Workplace

BFS and its companies conduct business responsibly by following laid-down practices and procedures reflecting aspects like mutual respect, non-discrimination, equal opportunity, free from sexual harassment, social responsibility and sustainability, responsible financial dealings and occupational health and safety. We have a commitment supported by our Board approved COEPC available on our company's website. The BFS Group has put in place policies that support women colleagues' safety and performance, including daycare facilities, flexible working hours, post-maternity leave and preferential transfers.

Gender-Neutral Prevention of Sexual Harassment Policy

Prevention of Sexual Harassment (PoSH) policy is designed to cultivate a safe and inclusive workplace for all employees, irrespective of gender identity. This is aimed at ensuring that every individual feels respected, valued, and safeguarded from any form of harassment or discrimination. By employing gender-neutral language and guidelines, the group is committed to advancing equality and diversity, nurturing a culture where all can succeed professionally without the threat of bias or prejudice. The policy includes comprehensive training, a clear escalation process to report incidents, and appropriate corrective and disciplinary actions for any violations, demonstrating the group's dedication to upholding fairness and respect across all organisational levels.

Ethics and Compliance

Respect for a colleague, business partner or vendor is a fundamental ethic which governs human relation at BFS and its companies. We are committed to an inclusive and respectful workplace where Employees feel safe, included and respected. Employees are entitled to privacy, and we recognise our obligations to provide



a safe and secure ecosystem for our employees under applicable laws. We have regular online awareness campaigns to reinforce and assure our commitment to an ethical and secure workplace for employees and partners.

Continuous Engagement

Bajaj Finserv and its group companies are committed to their employees and their welfare. This is practised through the various measures based on policies and foundations enshrined in our 'Employee Charter – Human Rights Statement' and 'COEPC'. These documents set out what employees can expect from the Company, the responsibilities and qualities expected from them while performing their responsibilities.

Commitment to Anti-Corruption, Bribery, Transparency

BFS and its companies ensure that all statutory requirements and codes of practice are transparently followed while interaction with customers, vendors, business partners and government officials which is critical for business success and reputation. The established systems expected to be followed are inclusive of the principles of anti-corruption and bribery with defined internal directives, and standard operating procedures/processes. The commitment is led by our leadership our CoEPC which is available on our website.

Human Rights and Non-Discrimination

BFS does not tolerate any sort of harassment at the workplace. We do our best to ensure that employees are treated with dignity and respect by their colleagues. Our established policies and procedures are easy to access and lay down clear guidelines for employees to follow, including prohibition of forced and child labour, and promoting a safe, healthy, and harassment-free workplace, among others. We prohibit forced child labour in all forms within our organisation and by extension within our partners and business-related material stakeholders.

Gender Equal Opportunity

Diversity helps the organisation build stronger values and trust among employees across all departments and organisation levels of management and leadership.

The BFS Group and its subsidiaries are an equal employment opportunity provider to all eligible individuals and do not discriminate based on age, sex, colour, caste, disability, marital status, ethnic origin, race, religion, sexual orientation, disease (HIV/ Aids), etc.

BFS believes in equal pay for equal work and there is no discrimination against employees on any grounds.



Employees are provided with competitive remuneration and benefits and a conducive work environment in exchange for their effort and contribution. Additional programmes are actively pursued across the group to improve women's involvement in management which is covered in the Diversity and Inclusion section.

Employee Well-being

Bajaj Finserv companies conduct various campaigns to create awareness amongst their employees, customers, and value chain partners. At BFS, initiatives are led by the group to continue to engage with employees across the companies. The following are a few events which were conducted in FY2024 across the BFS Group companies:

Employee Wellness Sessions

- The Employee Well-being app launched to assist in monitoring of health risk analysis, unlimited 24X7 teleconsultation, including mental wellness counselling and others.

- Yoga sessions were organised across the companies which witnessed extensive participation.
- Individual wellness events such as Plankathon, Pune Marathon and others were organised by the departments across the BFS Group companies.
- Health checkups were conducted for the employees. Special sessions for Women and above 50 years employees were undertaken.
- Safety Week was celebrated with an Oath signing and employee commitment through a signing on a declaration to wear helmets and seatbelts while driving two-wheelers/four-wheelers, respectively.
- Breast Cancer Awareness week was celebrated across the BFS Group through a webinar.



Employee Wellbeing

Employee Volunteering

In this regard, some of the initiatives during the year were:

- Daan Utsav was conducted across multiple office locations pan-India, supporting close to 192 NGOs, under four themes 'Nanhe Kadam' (Child welfare), 'Anna Daan' (Food for the needy), 'Give to make a lifestyle' (offer other aid in the form of clothes, books and other domestic essentials) and 'Wish tree' (fulfilling other needs as guided to by the NGO partner selected for this initiative).
- Over the last four years, BFS Group has planted ~0.4 million saplings part of various plantation drives led by employees across the companies.

Daan Utsav was conducted across multiple office locations pan-India, supporting close to 192 NGOs.



Employee Volunteering Initiative covering Swachh Bharat Abhiyaan in association with Pune Municipal Corporation.

Sustainable Talent Pool as a Talent Builder

The BFS Group strives to inculcate a sense of ownership in its employees that has helped to build and maintain a talent pipeline. In selecting between a 'develop versus hire' talent model, we place a larger emphasis on developing internal talent through capability building. Employees at the BFS Group are architects of their

own career progression backed by a structured Talent Management Process with in-house capability-building initiatives sustaining high performance and enabling the company to retain and manage talent effectively.

This is enabled by hiring most of our employees near the entry level and grooming them using a 'grow from within' career-management framework. The progress in FY2024 on this integrated and holistic leadership talent and succession pipeline building approach across various management levels at the Company are briefly enlisted below:

Group Young Leaders Program (GYLP): This initiative aims to recruit top-tier talent from leading tier-1 B-schools and groom them for leadership roles by moving them across roles within the Company and Group entities. The careers of GYLP associates are closely monitored and guided for 7-10 years. Currently, we have 68 active GYLP Associates who have made significant contributions and have been largely appreciated for their impact in the companies to which they have been assigned.

Group Finance Associate Program (GFAP): This programme is focused on developing our leadership depth and bench in the finance function across Bajaj Finserv Group Companies by hiring fresh CAs. In FY2024, we welcomed the 4th batch of 10 GFAPs.

30-Under-30: The Talent Acceleration Program was introduced in 2021-22, targeted at identifying and grooming high potential talent below the age of 30. This is a Self-Nomination process followed by rigorous assessment and screening to funnel down to the 30 most promising young leaders across the Group. The selected talent received structured capability building inputs backed by role & cross-company rotations as per the learning roadmap. We have so far inducted 114 promising young talent into this programme, and it continues to attract significant interest from our young talent pool.

Career Growth: Job Postings on One Finserv Careers – One Finserv Career is a Group Internal Job Posting platform aimed at democratising and facilitating seamless talent mobility across Group companies. The platform is designed to assist employees across the group companies drive and chart their career journeys by facilitating cross-business opportunities and movements, in a fair and transparent manner. In the current fiscal year, we have observed 64% growth in the overall movements compared to the previous year through the GIJP.



Leadership and Succession

One of the key functions of the Board of Directors is to select, compensate, monitor and, when necessary, replace key managerial personnel, and oversee succession planning. Accordingly, changes are planned from time to time in the Board of Directors, committees and senior management as part of the orderly succession planning and as per review, changes are made from time to time.

To further strengthen our Leadership Talent identification and grooming processes we had developed and implemented a custom and contemporary "Talent Management Framework". Key outputs are:

- 690 employees across the Group have been covered.
- Capability Assessment and Talent segmentation of the population covered have been completed.
- Various lists comprising In-company Critical Talent, Group Mobile Talent, Cross-functional movement, and cross-company movement have been derived from the exercise.
- Company wise CXO Positions Succession plans and Bench Strength assessment along with Critical Position Succession plans and Bench Strength assessment was concluded in FY2024.

- Creation of Development Action Plans, for senior leaders who participated in the One Finserv Talent Process, based on development needs identified in the Talent Cards pertaining to BFS Leadership Mindsets and Behaviours.

Leadership Development

Six types of Leadership Development initiatives were organised in FY2024, which were attended by 314 Senior Leadership from across group companies.

The aim of these programme is to help prepare leaders for transitions to take on and succeed in higher levels of roles and responsibilities. These are designed using a blended learning approach, which includes Facilitator-led Workshops, Executive Coaching, Self-paced Learning, Connect with Senior Leaders from the Industry and Action Learning. The programmes are as follows:

- TRANSCEND (15 months duration): First batch launched in August 2022 - 27 participants
- ALCHEMY (9 months duration): First batch launched in November 2022 and second batch launched in May 2023 - 30 and 21 participants respectively
- INFINITY (7 months duration): First batch launched in May 2023 - 27 participants

Core Programmes on Leadership DNA for Senior Leaders

These programmes focus on BFS Leadership Mindsets & Behaviours with the aim of both strengthening the three capabilities each that underly them and of reinforcing them as the DNA anchors of the BFS Culture. Six programmes have been designed in collaboration with the Indian School of Business and seven batches have been completed in FY2024.

- Talent Builder and Delegate & Develop - 22 participants
- Impact of Digital on BFSI - 29 participants
- Dream to Deliver - 46 participants (two batches)
- Innovate to Simplify - 22 participants
- Customer Obsession - 16 participants
- Founder's Mindset - 15 participants

Employee Wellbeing



VERTEX Core Leadership Program for Top Leaders

These programs aim to shape perspectives of top leaders on topics that are a priority for our group companies.

Two VERTEX leadership core programs were designed and delivered in FY2024

- Customer Obsession program: with the University of Michigan - 24 participants
- Leading Business Transformation program: with Harvard faculty - 46 participants

Additional Group Leaders Programmes

- **Group Leaders Induction Program** – This program is organised with the intent of providing an opportunity for Senior Leaders (hired laterally or promoted internally) across BFS companies to get a deeper insight in BFS Culture, to obtain a group-wide perspective and to interact with senior leaders across group companies - 75 participants
- **BFS Culture workshops** – The objective of this workshop is to enable Senior Leaders in BFS companies to develop a deep understanding and appreciation of BFS Leadership mindsets and behaviours and how to demonstrate them more completely in their jobs - 30 participants
- **One Finserv Leadership Conclave (OFLC)** – This exclusive platform for the top BFS Leaders across all group companies is organised annually. The 2024 edition, with 162 leaders in attendance was held in December 2024 with the objective of:
 - Providing them an exposure to the diverse perspectives on strengthening leadership for outperformance

- To enable a greater degree of connect among senior leaders across BFS companies
- To strengthen the BFS identity

Annual Performance Assessments

BFS Group employees undergo, as applicable to their roles, quarterly, biannual and annual performance assessments, conducted in a transparently and focused on structured development conversations.

Training and Knowledge Enhancement

During the year, nearly 90% employees participated in at least one of the development programmes, functional, managerial and leadership skill enhancement, helping them in upskilling / multi-skilling clocking close to 1 million training hours.

Eligible employees are encouraged to pursue higher studies and enhance their technical skills. The companies provide the employees access to online learning courses on which around 91% of women and 90% of male employees participated in the training over the learning network platforms.

We conducted training programmes for employees covering topics like acceptable behaviour, human rights, anti-corruption and bribery, anti-money laundering and facilitation payments, fraud prevention, insider trading, prevention of sexual harassment, fraud prevention, cyber security, and data privacy, etc. The training is divided into two sections – functional and managerial skills.



The skilling categories are defined as:

Skilling Categories	Types of Programmes
Functional	Skilling+ Knowledge
	Organisational Induction
	Functional Induction
	Functional Training
	Knowledge Sessions
	System & Product Trainings
	Process Trainings
Managerial	Sales Skilling
	Refresher
	Managerial Transition
	Managerial Skilling
Leadership	Managerial Capability
	Managerial Effectiveness
	Leadership Forum
	Leadership Programmes

Remuneration, Recognition and Rewards

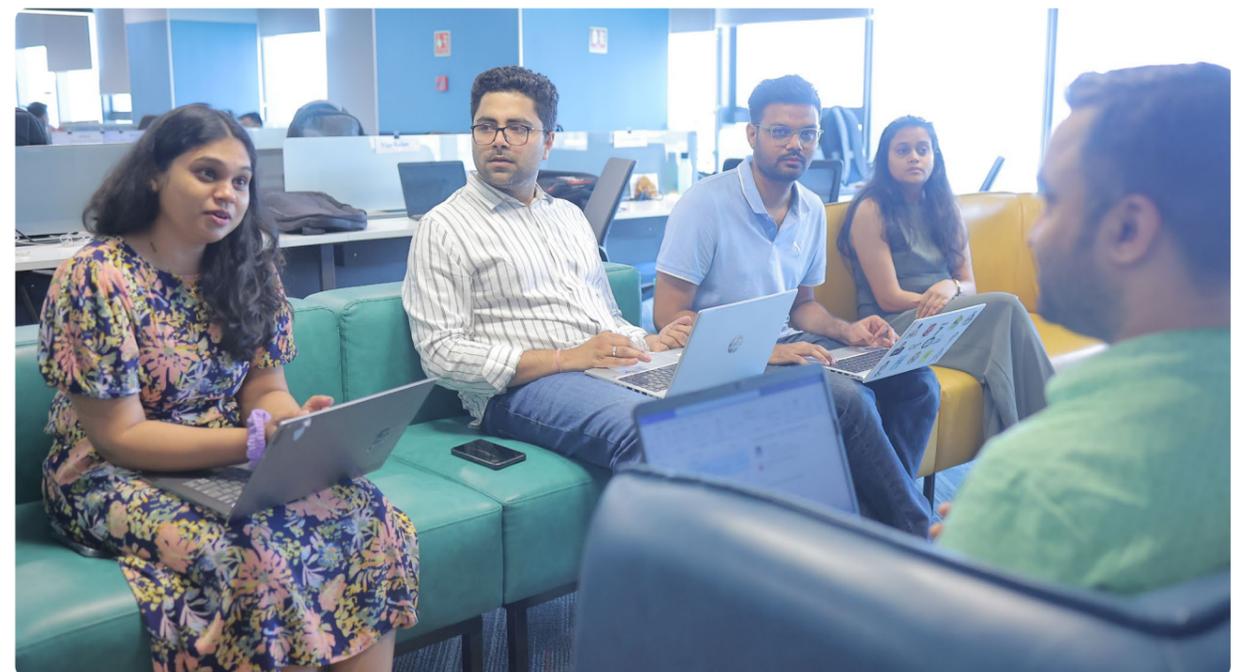
BFS Group's philosophy is to reward people for performance and contribution, anchored in metricised work deliverables and directly reflecting in earning potential. Accordingly, strong performance pays, rewards, recognition and benefit plans have been created. The remuneration of employees consists of fixed pay, short-term performance pays (monthly/quarterly/annual) and long-term incentive plans (including stock options). These benefits beyond a fixed compensation package encourage performance and work delivery.

Further, to recognise extraordinary efforts of employees, each of our Group companies has its own rewards programme where employees are recognised, in certain instances, this includes additional cash reward.

Also to promote and embed the DNA represented by our Culture Wheel which is aimed at consistent outperformance, the Bajaj Finserv Leadership Awards aligned to the Mindsets and Behaviours have been instituted. Each of the Group companies file nominations to these awards and through a multi-level screening & evaluation process, the best among the best get selected for BFS Group Awards ceremony held annually. The awards categories are Chairman's Club, Founders Ethos, Blue Circle, Nanoo Pamnani Award for Innovation and Nanoo Pamnani Award for Customer Obsession.

Skilling – Capability Mapping

The BFS group companies in their continuous commitment to develop organically the quality of highly skilled and efficient human resources across group operations provide a select employees enrolment to Scholarships for MBA to pursue career growth through a strong knowledge foundation.



Employee Wellbeing

Diversity and Inclusion

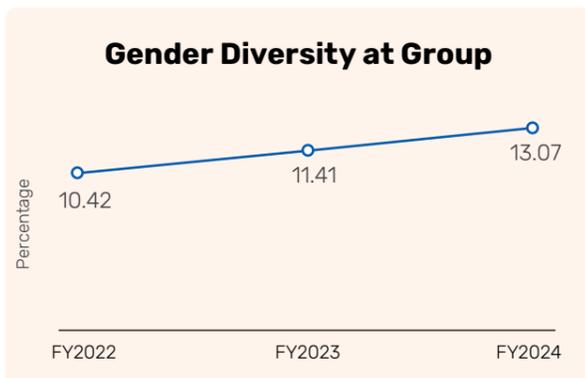
In alignment with the BFS Leadership Behaviour of 'Do the right thing', BFS has a group-wide focus on Diversity and Inclusion (D&I). This is part of BFS's efforts to enhance its contribution to the larger society through inclusiveness and inclusive development. The focus areas for gender D&I initiatives were identified based on a structured diagnostic study conducted to ensure a sustained focus and progress on gender diversity and inclusion, leading to enhanced employee experiences. While BFS supports the various dimensions of diversity and inclusion, the current emphasis is on gender-related D&I. The gender D&I initiative has gained traction this year with progress on many fronts. The key pillars of gender D&I are:

- Governance - Framework
- Hiring & Development - Talent Acquisition, Accelerated Capability Building
- Engagement & Inclusion - Diversity & Inclusion Workshops

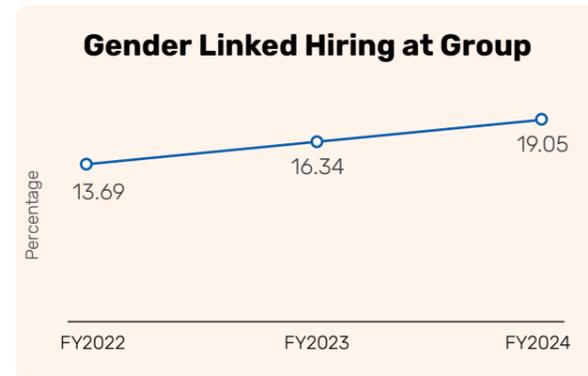


The D&I initiatives during the year have had following outcomes:

- The gender ratio of permanent employees has risen from 10.42 % as on March 31, 2022, to 11.41% on March 31, 2023, and to 13.07% on 31st March 2024.



- Similarly, the group level gender diversity in hiring has increased from 13.69 % on March 31, 2022 to 16.34% on March 31, 2023 and to 19.05% on March 31, 2024.



- Similarly, the group women representation in leadership has increased from 3.71 % on March 31, 2022 to 5.59% on March 31, 2023 and to 7.1% on March 31, 2024.



The following table lists the broad categorisation for management levels across the group for bands linked with managerial positions:

Levels	Bands Included	Management Levels
Level 1	GB01-GB03	
Level 2	GB04-GB05	Junior Management
Level 3	GB06-GB07	Middle Management
Level 4	GB08 and Above	Senior Leadership



The following number presented in the table are the Gender wise categorisation across the management level as on March 31, 2024:

Management Levels	Total	Female	Male
Level 1	64167	8117	56050
Level 2	20173	2558	17615
Level 3	6637	649	5988
Level 4	841	58	783
Total	91818	11382	80436

-260 employees were part of induction / training for new roles and have not been assigned management levels.

Employee Feedback

We regularly conduct employee surveys for open feedback, townhalls and employee engagement to assess employee views, which act as appropriate mechanisms to record and gauge feedback on the processes established and being followed at the workplace. Our corporate culture and workplace behaviour are based on trust and integrity, reflected in our high level of compliance with regulations and employees' ethics.



Cyber Security

Building Resilient Digital Systems



As a company that has been at the forefront of innovation, we continue to use the power of technology to unlock sustainable outcomes for our customers. We are deploying generative AI in our businesses which open up endless possibilities for richer customer interface, improved cost efficiencies and faster processes. We continue to invest in emerging technologies to safeguard data and counter evolving threats.

Sam Subramaniam

President (Private Equity, Investments & Group Strategy)
Bajaj Finserv Ltd.

The BFS Group manages large amounts of data in regular business operations where the importance to a resilient business continuity strategy, compliant with regulatory requirements has been the foundation. The policies and practices of data management systems and associated cyber security protocols follow high levels of scrutiny. This includes internal and external assessments with comprehensive evaluation measures. Operational and data loss prevention measures have been established with several key objectives; protecting information on the internet, preventing and responding to cyber threats, steps to reduce vulnerabilities, minimising damage from cyber incidents, and implementing robust data-loss-prevention solutions. The goal is to secure data and enable quick recovery in the event of a breach.

We follow a strong commitment to data privacy based on precautionary and preventive measures. This applies to managing customer financial data and Know Your Customer data. The mechanisms assist in keeping customer data safe from cyber risks. A robust and resilient fraud control unit, regular awareness assessments, campaigns, and trainings (internal and external) enable the company to protect customers data from exposure to financial threats. The established mechanisms help to ensure that customers' data remain cyber safe while accessing the company's services.

A resilient infrastructure and systems for information security, cyber security and fraud are essential components of the risk-management framework. The systems enable the company to continuously manage risks to systems, networks and databases from cyber-attacks and threats. Investing in state-of-the-art technology and maintaining a highly trained workforce are crucial to staying ahead of potential vulnerabilities. The company objectives for IT and Infrastructure are achieved through dedicated teams, processes, and technology which have been institutionalised across all companies. Some operational measures which assist companies monitor and respond to data breaches and cyber-attacks are:

- Cyber Security Operations Centre
- Internet Monitoring (Dark Web)
- Customer-related Fraud Events
- Alerts on email and sensitive information sharing prompters
- Mobile Device and Information Technology (IT) Device management (Mobile Apps and Desktop/Laptops/ Tablets) (MDM¹)
- VPN access for Business Applications (VPN/VDI)²
- All data protection controls are enhanced periodically and evaluated at least once in a year

Cyber Security



Data Privacy

Established IT system controls and processes assist in obviating any possible disruptions and security threats which might endanger customer data and lead to disruption in business operations. The company has zero tolerance for breach of data-confidentiality and privacy. BFS and its group companies has defined actions, ranging from suspension, to termination, penalties, legal action, etc. for noted instances of data breach. Information Technology and Operations have dedicated compliance and control mechanisms based on approved policies for data privacy, which incorporate the following:

- Commitment to obtain user data lawfully and transparently, with explicit consent of the data-holder where required.
- Transparency in terms involving the collection, use, sharing and retention of user data, including data transferring to third parties.
- SOP defined for collecting and processing user data that is limited to the stated purpose.
- Process of commitment to notify data subjects timely in case of policy changes or data breach.
- If any employee discovers data breach incidents, they are to be reported through dedicated mechanisms and processes established at every company.

The BFS Group is evaluating the requirements of the Digital Personal Data Protection Act 2023 (DPDP Act), and its impact on policies and processes followed in Bajaj Finserv Group.

Across the companies, cross functional workgroups are collaborating to prepare for developing SOP and process maps for implementation of DPDP Act in terms of Data Discovery & IT as well as Legal & Compliance aspects.

The BFS Group has zero tolerance for breach-of-data confidentiality and privacy. The zero tolerance processes and standards are established disciplinary actions which range from suspension, to termination, penalty, legal action, for noted instances of data breach etc.

During the year, there were no instances of data breaches involving personally identifiable information of customers across the BFS Group. Material subsidiaries have on their websites made available access to related Board-approved policies and mechanisms for relevant stakeholders.

Information Security & Policies

The BFS Group and its companies are included in the Information Technology (IT) framework and design controls. This obviates disruptions and security threats endangering loss of customer data and disruption in business operations. All material subsidiaries have a business continuity strategy and framework compliant with applicable regulatory requirements. A Business Continuity Plan (BCP) envisages likely disruptive events, their probability and impact on business operations. These are assessed through business-impact analysis to counter threats and challenges pertaining to information security, cyber security, and fraud.

BFS collects only necessary personal information and protects confidential information using well-defined procedures and established systems. The Group companies are compliant with the following:

- ISO 27001 – Information Security Management system
- ISO 22301 – Business Continuity Management system

In addition, the following are a few other systems that material subsidiaries are compliant with as per their individual business operational requirements:

- The RBI's Master Direction – "Information Technology Framework for the NBFC Sector"
- The NHB's Policy circular – "Information Technology Framework for the HFC Sector"
- The IRDAI's Guidelines on Information and Cyber Security for Insurers
- The SEBI compliant Cyber Security and Resilience Framework

To protect systems and data from threats in a "remote work environment" the BFS Group implemented Data Loss Prevention (DLP) solutions such as:

- Endpoint, Network and E-mail DLP
- Advanced malware protection through EDR (Endpoint Detection Response).
- Conditional access to Office 365
- Material subsidiaries have defined and implemented policies such as IT Policy, Cyber security policy.
- Data Privacy policy as per applicable regulatory requirements.



Policies for Data Privacy

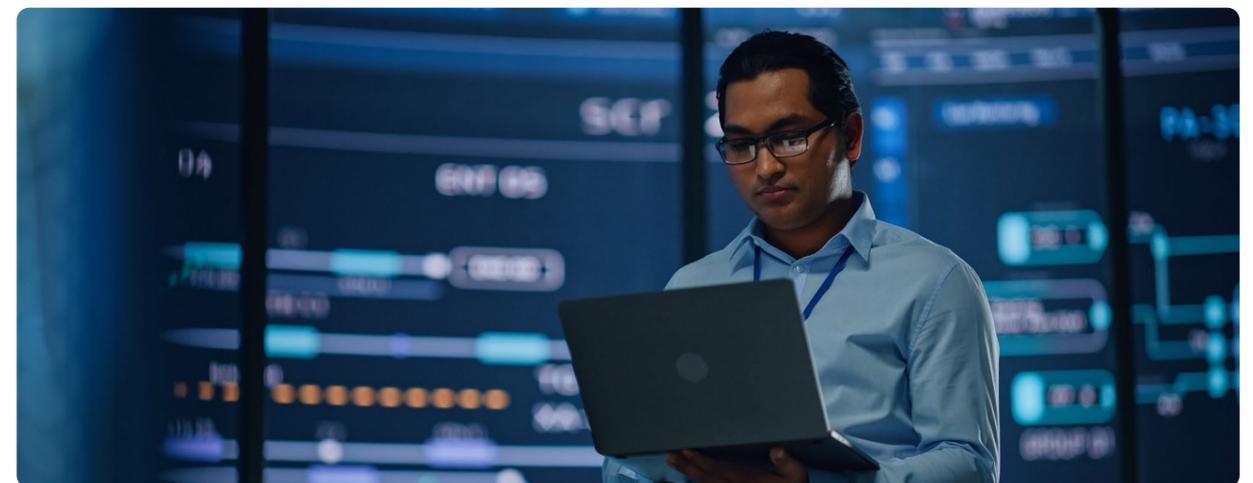
BFS Group companies have defined and implemented policies, frameworks, and practices on information and cyber security and risks related to data privacy. The group companies maintain strong and robust mechanisms for data management as part of the commitment to data security and privacy in information management. Related processes and policies are available on the intranet and, in some cases, on the company's website which follow the listed commitment towards data management which are:

- Commitment to obtain user data through permissible, compliant, and transparent means, with explicit consent of the data subject where required.
- Clear terms involving the collection, use, sharing and retention of user data including data transferred to third parties.
- Commitment to notify data subjects in a timely manner in case of policy changes or data breaches.
- Commitment to collect and process user data limited to the stated purpose.

The BFS Group subsidiaries clearly discloses the mechanisms for data subjects, to raise concerns about data privacy through dedicated cyber cell units/email id on their respective companies' websites.

Privacy of Personal Information

Led by a strong commitment to protecting personal data privacy, the company has a well-structured Privacy practice in place. The Company recognises the importance of safeguarding customers' personal information and takes measures to ensure data security. Privacy practices apply to entire operations, including suppliers.



Ensuring Personal Information Privacy

- Customers' Personally Identifiable Information (PII) is masked in the core systems and the customer-facing systems through data encryption.
- Access to customer PII is restricted and access granted on a need-to-know basis with due approval.
- Data uploaded on dialer is stored in an encrypted format; calling agents have no access to customer's PII.
- Privacy terms are displayed on the company's website, covering details regarding consent, collection, use, sharing, processing, and retention of customer data. Any changes to the Privacy Terms are updated on the company's website, where customers can raise concerns.

The Company has zero tolerance for breach of data confidentiality and privacy. Defined actions, ranging from suspension, to termination, penalties, legal action, etc. are in place for noted instances of data breaches. Regular training and awareness programmes reinforce the importance of data privacy among employees.

Audits and Assessments

The Company undertakes regular audit and assessment of security threats through a comprehensive strategy comprising:

- Regular internal security audits, vulnerability assessments and penetration testing of systems, products and practices affecting user data.
- Periodic application security assessment, like pre-production, six-monthly application security assessment and yearly structured exercises at various stages of business enhancements, APIs, Bots, etc.

Cyber Security

- At least annual audit assessments, by external experts, of systems, products and practices affecting user data.
- The system and process audits conducted at the company, but not limited to are:
 - ISO 27001 Surveillance Audit
 - ISO 22301 Surveillance Audit
 - Red Team exercise for internet-facing systems and IT Infrastructure
 - Audits required per applicable regulatory requirements.

Business Continuity Management

BFS Group material subsidiaries follow a comprehensive business continuity strategy compliant with regulatory requirements and a robust and resilient framework. BCP includes Disaster Recovery (DR) procedures for planning, developing, and implementing disaster recovery management for IT services. The company maintains the availability of critical IT applications, with defined Recovery Time Objectives and Recovery Point Objectives.

DR drills are conducted periodically, and test results are effectively documented. DR servers for critical applications are integrated into the Security Incident and Event Management (SIEM) tool. SIEM supports threat detection, compliance and security incident management through real-time collection and analysis of security events. The Business-Continuity Plan (BCP) envisages disruptive events, their probability and impact on business operations assessed through business impact analysis. It aims to eliminate or minimise potential disruption to critical business operations. Annual BCP drills ensure effectiveness given the current nature of business processes, infrastructure, personnel, etc.

Governance Structure

In case of material subsidiaries, IT security-related projects and operations are reviewed by a committee, overseen by the respective company's Board. The committees meet at least half-yearly. Dedicated teams manage the cyber-security programme and operations for digital initiatives. This governance structure ensures that cyber security and data privacy are top priorities for the organisation.

Cyber Security and Data Privacy Framework

Each material subsidiary has adopted an information security framework to establish, implement, monitor, and constantly improve its information security. We focus on privacy of customer information and data security. Material subsidiaries are compliant with

ISO 27001:2013 Information Security Management System and applicable regulatory framework and guidelines.

Our material subsidiaries as part of operational measures implement various systems to monitor and respond to data breaches and cyber-attacks. Some examples are:

- Security operations center managed by a reputed cyber-security service provider that monitors infra logs 24x7.
- Surface Web and Dark Web monitoring: carried out through different service providers.
- Customer related fraud events: detected, managed, and mitigated through Risk Containment Unit (RCU).

The systems together further extend to internal systems including the following approaches:

Vulnerability management: The vulnerability management process actively scans, tracks, and follows up till closure for potential security threats. Once a vulnerability requiring remediation has been identified, it is logged, prioritised according to severity, and assigned an owner. The vulnerability management team tracks such issues and follows up frequently until it can verify that the issues have been remedied. The IT infrastructure and information security management system are audited by an external auditor during the year.

Penetration testing: To test potentially exploitable vulnerabilities, penetration tests are conducted for all critical networks and systems within the Company's internal environment and for external applications. Penetration tests are triggered based on several events, including new releases, updates, or enhancements. The types of penetration tests conducted are Network/Host Penetration Testing and Application Penetration Testing.

Awareness and Training

Group companies conduct various campaigns to create awareness among employees, customers, and value chain partners through multiple communication channels. These campaigns reinforce the importance of cyber security and data privacy and help foster a culture of vigilance and responsibility across the organisation. Engaging all stakeholders against frauds and cyber threats enhances and strengthens our overall security goals. The company uses multiple channels, such as classrooms, mails, posters, chronicles, brochures, etc., to create cyber security awareness across stakeholder communities, including employees, value-channel partners, business partners, etc.



Trainings are conducted for employees and vendors who use customer facing application and assets.

We run campaigns to educate customers/users on privacy, security awareness and confidentiality aspects, and fraud alerts, no asking/sharing of personal details on calls, etc. Training for law enforcement agencies, such as the Police, regarding Insurance Frauds, creating an awareness among them and an environment of deterrence among fraudsters.

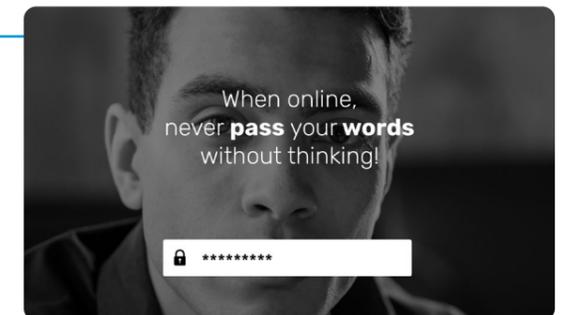
The company recognises the importance of ongoing education and awareness in maintaining a strong cyber security culture. IT awareness and training programmes cover various topics under the Information Security Awareness and create awareness regarding the importance of information security on following topics:

- Password security
- Phishing attacks
- Mobile security
- Preventing malware
- Beware of social engineering
- Clear desk and clear screen
- Printouts
- Data security
- End-user security
- Internet usage – controlling access for safety and security
- Email security

Fraud Risk Management

To check fraudulent activities across business operations, we closely assess various fraud risks to which we are exposed. Our anti-fraud programme is crafted to prevent such risks. Fraud-risk audits are conducted at least annually. Fraud-risk policies and frameworks are reviewed annually and monitored at least quarterly and have Board oversight through

Audit Committee, Risk Committee and Whistle Blower Committee. The company's proactive approach to fraud risk helps protect its assets and reputation.



Our Four Pillars of Fraud Risk Strategy

- **Prediction & Prevention:** Financial controls for areas with potentially higher risk (e.g. estimates, revenue recognition, non-standard journal entries and manual journal entries), control over the financial reporting process, and the possibility of management override, are included.
- **Detection:** Predictive – Preventive Analysis, Early Warning Signals Default Investigation are covered.
- **Response:** Investigations and Strict Consequence Management, FIRs and Police Complaints are covered.
- **Collaboration:** Industry Collaboration, Regulatory collaboration – blacklisting the fraudsters and misinformation spreaders.

Stakeholder Engagement

Collaboration to Bolster Sustainability



Open communication with all our stakeholders is at the core of our efforts to enhance shared values. We also actively seek insights from our partners through regular engagement, advocating adoption of sustainable practices across our entire value chain.

S Sreenivasan

Chief Financial Officer
Bajaj Finserv Ltd.

The company identifies its material ecosystem of shared relationships with various stakeholders which include but not limited to customers, value chain partners, employees, government and regulators, peers, business partners, community to name a few. The company engages regularly with the stakeholders to establish long-term valuable relationships. This is done through proactive communication and transparent engagement. This requires endurance, perseverance, ongoing commitment and continuous improvement. The company fosters a culture of transparency, risk management and accountability, ensuring adherence to and surpassing of norms.

Our responsible approach towards practicing human rights allows us to foster trust in stakeholders.

Communication with Stakeholders - Shareholders & Investors

Bajaj Finserv companies periodically interact with shareholders and investors in several ways. These include investor presentations, press release, investor conferences, and filings with stock exchanges. Feedback received from interactions is considered for the continuous growth. This feedback wherever considered appropriate is also relayed to the Board of Director.

The Bajaj Finserv Group has maintained an upper hand in business information disclosure among its peers. We consider the impact of our policies, decisions, products, services and operations on shareholders and investors. Our endeavour is to create long-term value by analysing feedback from shareholders and investors. BAGIC and BALIC senior management participate in investor calls of BFS and similarly BHFL senior management participates in BFL calls.

Value Chain Partners

The Company has established robust vendor management systems and procedures with various checks and verification processes. These are followed before registering a vendor with the company. The system framework is transparent in monitoring and regularly reviews performance. We take disciplinary action such as warnings, penalties, or termination for deviations per legal and regulatory laws as applicable and agreed to in the contracts. As an extension of the Company's commitment towards ESG and governance practices, awareness and training sessions are conducted periodically to align with the highest standards of compliance. One of the key interaction platforms is the annual meet "Samvaad - Dialogues to



Stakeholder Engagement

Success” conducted by Bajaj Finance. Such interaction enables the Company to update and add impactful value to the business with a higher degree of ease. BAGIC organised more than 20,000 trainings and meetings with all stakeholders including Farmers, Banker, CSC-VLEs, Govt officials, ATM-BTM Officials and Panchayati Raj Institution representatives.

BAGIC hosted the history-making General Insurance Festival of India (GIFI) in Pune on 3rd July 2023. This groundbreaking event secured a Guinness World Record for the Largest attendance for an insurance conference, with a phenomenal turnout of 5,235 attendees.

Government & Regulators

The Bajaj Finserv Group proactively follows compliance check on all updated regulatory requirements. The Company maintains transparency in disclosures and accuracy in information. The Group engages with government bodies and regulators for regular feedbacks and impactful suggestions. These interactions focus on ethical and transparent business workflow, following new industry standards. Leaders participate in several insightful interactions throughout the year to ensure alignment with regulations.

The BFS Group is one of the financial clusters, monitored by the Inter-Regulatory Forum (IRF), including representatives from the IRDAI, SEBI, the RBI, the NHB and the PFRDA. The company and its subsidiaries are members of various trade and industry chambers,

associations, councils, and other collective platforms and forums. Bajaj Finserv engages in policy advocacy through its membership in the World Economic Forum and CII. We strive to contribute to the development of industry best practices and standards and actively engage in policy advocacy.

Society

Bajaj Finserv companies periodically interact with the community in several ways. These include awareness through road shows and engagement with local municipalities and communities within the vicinity of the workplace. Feedback received from interactions is considered for the company’s continuous growth. Bajaj Finserv is committed to creating a positive impact on the communities we serve.

Employees

Refer to Human Capital Development for further details on Employee engagement as a stakeholder and the related grievance mechanisms. The company recognises its employees as key stakeholders and invests in their development and well-being.

Customers

Refer to Customer Centricity for further details on Customer engagement as a stakeholder and the related grievance mechanisms. We place customer satisfaction at the core of our business strategy and operations.



Materiality Matrix

Our stakeholder matrix shapes our actions and guides us on the path to do business better in alignment with ESG principles. The company completed a materiality exercise under the superintendence of an external/independent third party. The exercise was completed with the assistance of various stakeholders using an ESG lens/perspective. The table below is a continuation of the materiality in greater detail for stakeholders as defined in our BRSR part of the Annual Report.

	Material Risk Identified	Pillars	Stakeholders	Risk Level
1	Operational Eco-Efficiency	Preserving & Protecting Environment	Vendors and Customers	Medium
2	Human Rights	Employee Wellbeing	Employees	Medium
3	Data Privacy & Security	Cyber Security	Employees	High
4	Community Relations	Stakeholder Engagement	Community, Employees, Government Regulators	High
5	Human Capital Development	Employee Wellbeing	Employees	High
6	Promoting Health Safety and well-being	Preserving and Protecting Environment	Government Regulators, Employees, Vendors.	High
7	Diversity Equity & Inclusion	Employee Wellbeing	Employees	High
8	Business Ethics & Transparency	Governance	Regulators	Very High
9	Stakeholder Engagement	Stakeholder Engagement	Regulators, Customers	Very High
10	Corporate Governance	Governance	Government Regulators	Very High
11	Risk Management	Governance	Government Regulators	Very High
12	Innovation & digitisation	Customer Centricity	Customers	Very High
13	Marketing and Selling Practices	Customer Centricity	Customers	Very High
14	Customer Relationship Management	Customer Centricity	Customers	Very High
15	Brand Reputation Management	Stakeholder Engagement	Investors, Government, Regulators	Very High
16	Climate Strategy and Emission Management	Preserving & Protecting Environment	Investors, Government, Regulators, Employees	Very High
17	Sustainable Finance	Financial Inclusion	Investors, Customers	Very High
18	Financial Inclusion	Financial Inclusion	Customers	Very High

Awards



Bajaj Finance

Asia's Best Companies 2024 in the following category: MOST COMMITTED TO ESG.

Digital Enterprise of India – BFSI awarded by The Economic Times CIO Awards.

Great Place to Work (GPTW) – Awarded as Best in Industry under NBFC category.



BAGIC

General Insurance Company of the Year by 27th Asia Insurance Industry Awards.

Digital Transformation Trailblazer Award by Future Care: A Paradigm Shift Through Digital Conference – Nasscom.

Iconic Brands of India by ET Edge.



BALIC

'Best Employer India 2023' & India Best Employers Club for the year 2024 – Kincentric.

BALIC – Our product – ACE has been recognised with the 'Most Innovative Product Award' (Life Insurance Category) – The Navbharat BFSI Summit and Awards 2023.

BALIC – World's Digital Insurance Award 2023 under the Insurer Innovation category for our innovative WhatsApp AI Conversational Platform. – The Digital Insurer.



BALIC: CII – DX Digital Transformation 2023 Awards for

Gold for WhatsApp Platform and Customer 360 Initiative.

Silver for Humanoid Initiative.



Annexures



Annexure 1

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L65923PN2007PLC130075		
2. Name of the Listed Entity	Bajaj Finserv Ltd.		
3. Year of incorporation	2007		
4. Registered office address	Bajaj Auto Ltd. Complex Mumbai - Pune Road, Pune - 411035		
5. Corporate address	6th Floor, Bajaj Finserv Corporate office, off Pune-Ahmednagar Road, Viman Nagar, Pune - 411014		
6. E-mail	investors@bajajfinserv.in		
7. Telephone	020 7157 6064		
8. Website	https://www.aboutbajajfinserv.com/about-us		
9. Financial year for which reporting is being done	2023-24		
10. Name of the Stock Exchange(s) where shares are listed	BSE Ltd. and National Stock Exchange of India Ltd.		
11. Paid-up Capital	₹ 159.55 crore		
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name of the person	Uma Shende	
	Telephone Number	020 7157 6064	
	Email ID	uma.shende@bajajfinserv.in	
13. Reporting boundary	Consolidated basis Collectively referred to as 'BFS Group' (For more details on entities considered for consolidation refer #23 below)		
14. Name of assurance provider	DNV Business Assurance India Private Ltd.		
15. Type of assurance obtained	BRSR Core: Reasonable Assurance BRSR Comprehensive (excluding BRSR Core): Limited Assurance		

II. Products/services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Group
1	Financial and Insurance Services	Non-Banking Finance Company engaged in lending and allied activities	49.81%
2	Financial and insurance activities	Non-life Insurance Business	24.73%
3	Financial and insurance activities	Life Insurance	25.07%

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

S. No.	Product/Service	NIC Code	% of Total Turnover contributed
1	Other Financial activities: Non-Banking Finance Company engaged in lending and allied activities	65,923	49.81%
2	Non-Life Insurance Business	65,120	24.73%
3	Life Insurance	65,110	25.07%



III. Operations

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

Location	Number of Plants [#]	Number of Offices [*]	Total
National	0	5,168	5,168
International	0	2	2

^{*} Includes branches, representative office and corporate offices as at 31st March 2024

[#] Bajaj Finserv Group provides financial services and does not undertake any manufacturing activities

19. Markets served by the entity

a. Number of locations

Location	Number
National (No. of States)	28 States and 6 Union Territories
International (No. of Countries)	1

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

NIL. BFS group of companies do not have any export business operations.

c. Types of Customers

Bajaj Finserv Group provides financial products and services to meet lifecycle needs of its customers.



Finance and Lending

- BFS participates in lending business through its subsidiary – Bajaj Finance Ltd. (BFL). BFL extends its business participation in savings by offering fixed deposits, mutual funds and in distribution of insurance products to its customers.
- BFL operates mortgage business through a subsidiary – Bajaj Housing Finance Ltd., which is engaged in various aspects of housing finance and development. Another BFL subsidiary called Bajaj Financial Securities Ltd. is registered with the SEBI as a stockbroker and depository participant, providing its clients a full suite of investment products and services in an all-in-one digital platform.

Insurance

BFS's insurance participation is through (i) Bajaj Allianz General Insurance Company Ltd. (BAGIC) – general insurance (including health insurance); and (ii) Bajaj Allianz Life Insurance Company Ltd. (BALIC) life insurance and retirement plans (together 'Insurance subsidiaries').

Both are unlisted joint ventures with Allianz SE, one of the world's leading composite insurers with over 130 years of existence and having operations in over 70 countries.

Non-Life insurance

- BAGIC, our non-life insurance subsidiary, is focussed on retail segments (mass, mass affluent and HNI) and commercial segments (SME and MSMEs (Micro, Small & Medium Enterprises)), while maintaining strong position in large corporate and government business.

Life Insurance

- In life insurance, BALIC's strong agency channel and pan-Indian distribution network of 500+ branches, combined with an array of innovative products and features, has enabled it to create a strong retail customer franchise.

Others

- BFS through its subsidiary, Bajaj Finserv Direct Ltd. (BFDL/ Bajaj Markets), attracts new-to-Finserv customers by creating awareness and discovery of the Finserv brand through the digital medium. It also seeks to enhance the digital footprint of Bajaj Finserv through the offering of select digital technology services.
- BFS through its another subsidiary, Bajaj Finserv Health Ltd. (BFHL), a health tech venture, aims to transform healthcare in India by integrating a fragmented healthcare delivery ecosystem with technology and financial services on a digital platform to bring quality healthcare closer to consumers' reach through products, networks and technology. The Company has recently acquired Vidal Health, which offers Health Third Party Administration and other health management services which expands our service offering and provides BFHL with presence across the healthcare payment spectrum.
- For mutual fund and asset management, BFS through Bajaj Finserv Asset Management Ltd., a subsidiary, has commenced its mutual fund operations in FY2024. The company offers competitive products which are based on innovation through usage of data and tech platforms, business models which are future ready as a differentiated investment strategy.
- Bajaj Finserv Ventures Ltd. is another subsidiary of BFS, which is an investment platform for (i) early to mid-stage venture capital investments and (ii) alternate class of assets.

IV. Employees
20. Details as at the end of Financial Year:
I. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	92,079	80,562	87%	11,517	13%
2.	Other than Permanent (E)*	46,921	27,935	60%	18,986	40%
3.	Total employees (D+E)	139,000	108,497	78%	30,503	22%

* Refers to fixed term employees

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Workers*						
1.	Permanent (F)	N.A.	N.A.	N.A.	N.A.	N.A.
2.	Other than Permanent (G)	N.A.	N.A.	N.A.	N.A.	N.A.
3.	Total employees (F+G)	N.A.	N.A.	N.A.	N.A.	N.A.

* Bajaj Finserv Group does not have any workers across its locations

II. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently Abled Employees						
1.	Permanent (F)	44	30	68%	14	32%
2.	Other than Permanent (G)	0	0	0	0	0
3.	Total employees (F+G)	44	30	68%	14	32%

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently Abled Workers*						
1.	Permanent (F)	N.A.	N.A.	N.A.	N.A.	N.A.
2.	Other than Permanent (G)	N.A.	N.A.	N.A.	N.A.	N.A.
3.	Total employees (F+G)	N.A.	N.A.	N.A.	N.A.	N.A.

* Bajaj Finserv Group does not have any workers across its locations

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors*	8	1	12.50%
Key Management Personnel**	3	1	33.33%

* The data pertains to the Company as on 31 March 2024

** Key Managerial Personnel are as defined under section 203(1) of the Companies Act, 2013

22. Turnover rate for permanent employees and workers

Employees	FY2024			FY2023			FY2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	24%	35%	26%	25%	43%	27%	31%	44%	33%
Permanent Worker	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

V. Holding, Subsidiary and Associate Companies (including Joint Ventures)
23. (a) Names of Holding / Subsidiary / Associate companies / Joint Ventures:

Sr. No.	Name of the Holding / Subsidiary / Associate companies / Joint Ventures (A)	Indicate whether holding / subsidiary/ Associate/ Joint Venture	% of shares held by Bajaj Finserv Ltd. as at 31-Mar-2024	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Bajaj Finserv Ltd.	Holding	-	
2	Bajaj Allianz Life Insurance Company Ltd.*	Subsidiary	74.00%	
3	Bajaj Allianz General Insurance Company Ltd.*	Subsidiary	74.00%	
4	Bajaj Finance Ltd.*	Subsidiary	51.34%	
5	Bajaj Housing Finance Ltd.* (100% Subsidiary of Bajaj Finance Ltd.)	Subsidiary	-	
6	Bajaj Financial Securities Ltd. (100% Subsidiary of Bajaj Finance Ltd.)	Subsidiary	-	
7	Bajaj Finserv Direct Ltd. (Balance 19.87% shares are held by Bajaj Finance Ltd.)	Subsidiary	80.13%	
8	Bajaj Finserv Health Ltd.	Wholly-owned subsidiary	100.00%	Refer Note
9	Bajaj Finserv Mutual Fund Trustee Ltd.	Wholly-owned subsidiary	100.00%	
10	Bajaj Finserv Asset Management Ltd.	Wholly-owned subsidiary	100.00%	
11	Bajaj Finserv Ventures Ltd.	Wholly-owned subsidiary	100.00%	
12	Bajaj Allianz Financial Distributor Ltd.	Joint Venture	50.00%	
13	Bajaj Allianz Staffing Solutions Ltd. (100% subsidiary of Bajaj Allianz Financial Distributor Ltd.)	Joint Venture	-	
14	Snapwork Technologies Private Ltd. (Associate of Bajaj Finance Ltd.)		41.50% **	
15	Pennant Technologies Private Ltd. (Associate of Bajaj Finance Ltd.)		26.53%**	No

* Material subsidiary of the Company within the meaning of SEBI Listing Regulations.

** On fully diluted basis

Note:

Keeping in mind that the nature and conduct of the businesses across the Group companies are distinct, to the extent relevant, the Company through its Responsible and Sustainable Business Conduct Policy:

- i. Engages with and enjoins upon its Group companies to participate in the responsible and sustainable business conduct and
- ii. Requires its material subsidiaries to embody a similar policy. Accordingly, the business responsibility initiatives of the subsidiaries and joint ventures could either be similar or distinct depending on the business responsibility initiative under consideration and nature of their respective businesses.

VI. CSR Details

24.	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013:	:	Yes
	(ii) Turnover (in ₹ crore):	:	1,733.91 (Standalone)
	(iii) Net worth (in ₹ crore):	:	6,673.28 (Standalone)

VII. Transparency and Disclosures Compliances

25. 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)	FY2024			FY2023		
		Number of complaints		Remarks	Number of complaints		Remarks
		Filed during the year	Pending resolution at close of the year		Filed during the year	Pending resolution at close of the year	
Communities	Yes	NIL	NIL		NIL	NIL	
Investors (other than shareholders)	Yes	NIL	NIL		NIL	NIL	
Shareholders	Yes	46	NIL		33	NIL	
Employee and workers	Yes	NIL	NIL	N.A.	0	0	N.A.
Customers	Yes	12,547	16	Pending complaints as on 31 March 2024 have been suitably addressed in April, 2024	11951	7	Pending complaints as on 31 March 2023 have been suitably addressed in April, 2023
Value Chain Partners	Yes	NIL	NIL		-	-	
Others (Government & Regulators)	Yes	NIL	NIL		NIL	NIL	

As a principle, in line with their policies, practices and processes, each of the Company in the Group engages with its stakeholders and strives to resolve differences with them in a just, fair, equitable and consistent manner and if warranted takes corrective measures. There are certain policies such as Protection of Policyholders interest, Whistle-blower policy, POSH policy, etc. which are available on our website and mentioned in the Annexure. Additional policies and SOP are part of our internal documents and are not accessible to public, in addition to the policies available on respective company's website, regarding conduct with stakeholders, including grievance mechanisms.

26. 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:

Sr. No.	Material identified issue	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications -positive or negative
1	Climate Change	Risk and Opportunity	<p>Risks</p> <p>Climate change can result in claim frequency / severity (non-life insurance) and mortality (life insurance) being higher than expected. Reputational risk emerges in case the Group is unable to meet the stakeholder expectations on climate related disclosures and initiatives.</p> <p>Opportunities</p> <p>Increased awareness about climate change has accelerated the adoption of environment friendly products such as renewable power, electric vehicles etc., thereby creating an opportunity to finance and insure these class of assets and the eco-system supporting them.</p>	<p>Underwriting policies and procedures are in place to assess and manage the risks. Periodic reviews of underwriting processes are conducted, and its effectiveness is assessed. External models are being used to assess the climate risk concentration across geographies which is used as an input into the underwriting process. Further, reinsurance programmes seek to optimise the retention of risk based on risk retention appetite and capacity of the company. The Group's ESG (Environment, Social & Governance) reporting is now beyond the minimum statutory reporting and is being enhanced year on year.</p>	<p>Negative</p> <p>Unpredictable adverse events can challenge our assumptions and impact profitability. Conforming with environment related standards and expectations could result in increased expenses.</p> <p>Positive</p> <p>Being relatively newer class of assets, the Group's experience and depth of balance sheets could allow it to harness these opportunities.</p>
2	Customer Experience	Risk	<p>Given that the Group provides financial services products and services to millions of customers, any undesirable customer experience could result in the loss of customers or even reputational loss.</p>	<p>Listening to customers and driving continuous transformation to provide them with a frictionless experience is what the Group has always strived for. Ethics, transparency, fair practices, and accountability are deeply ingrained and practiced in daily operations, including in dealing with customers. Customer experience is enhanced by offering products and services which meet the needs of customers, as well as adaptation of innovative technology solutions to provide a seamless and an "on the go" customer journey through its digital platforms. Customer experience is monitored on an ongoing basis through root cause analysis of grievance, monitoring of grievance ratios versus peers and carrying out Net Promoter Score (NPS) and Customer Satisfaction studies (CSAT).</p>	<p>Negative</p> <p>Loss of reputation can result in loss of customer and vice-versa, thereby adversely impacting businesses of the Group.</p> <p>Positive</p> <p>Superior customer experience through interventions such as high level of digitisation, seamless claims settlement process, CSAT, NPS, etc. aid in enhancing customer trust which can positively impact business sourcing.</p>

Sr. No.	Material identified issue	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications -positive or negative
3	Financial Inclusion	Opportunity	The reach of financial products and services is still shallow in India, especially in the mass segment and semi-urban / rural parts of India.	The group's customer reach is achieved through rural distribution networks, adaptation of innovative technology solutions to provide a seamless customer journey through its digital platforms and customised product offering.	Positive Such distribution creates opportunity for the Group to grow in the underpenetrated segments such as rural India, MSME sector, etc.

For further details on materiality for the entity and its responses pertaining to ESG aspects refer to the ESG Report FY2024 available on the company's website.

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.

- PRINCIPLE 1:** Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.
- PRINCIPLE 2:** Businesses should provide goods and services in a manner that is sustainable and safe.
- PRINCIPLE 3:** Businesses should respect and promote the well-being of all employees, including those in their value chains.
- PRINCIPLE 4:** Businesses should respect the interests of and be responsive to all its stakeholders.
- PRINCIPLE 5:** Businesses should respect and promote human rights.
- PRINCIPLE 6:** Businesses should respect and make efforts to protect and restore the environment.
- PRINCIPLE 7:** Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
- PRINCIPLE 8:** Businesses should promote inclusive growth and equitable development.
- PRINCIPLE 9:** Businesses should engage with and provide value to their consumers in a responsible manner.

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs (National Guidelines on Responsible Business Conduct). (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Yes, the Company has a policy covering all the principles named 'Responsible and Sustainable Business Conduct Policy'. The said Policy is approved by the Board. Further, the Policy is reviewed by the management periodically and the changes are put forth the Board for their approval. All our policies are available on our company website with Link: https://www.aboutbajajfinserv.com/investor-relations-policies-and-codes For individual policy and their links refer to the Annexure.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	All policies have been developed based on industry / best practices or as per the regulatory requirements and through appropriate consultation with relevant stakeholders. Further following standards have been adopted by all material subsidiaries: <ul style="list-style-type: none"> ISO 27001: Information Security Management System and Business Continuity Management System ISO 22301: Business Continuity Management System 								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Financial Inclusion <ul style="list-style-type: none"> Bajaj Finance Ltd. to open 100 Micro Finance branches. BAGIC to open 20 branches in tier 2 and 3 towns (outside of top 50 cities where most industry business concentrated). Human Capital Development- Extension of Environment Health & Safety Management System implemented in the Head Office to more such offices in Pune. Environment - Environment restoration through tree plantation. Investments - As committed earlier, more than 90% applicable portfolio of insurance subsidiaries would be assessed for ESG by FY2025.								
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	All the commitments made in FY2023 are completed / on track: <ul style="list-style-type: none"> ~80% of applicable portfolio of insurance subsidiaries has been assessed for ESG as at 31 March 2024. As part of the pilot, Environment Health & Safety (EHS) Manual has been implemented at Head Office in Pune. ISO Certification on 14001:2015 and ISO 45001:2018 has also been completed for this office. As on 31 March 2024 ~76,000 tree plantations completed. 								

Governance, Leadership and Oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer to "Message from the Chairman and the Managing Director" in the ESG report available on the company website. Link (*)								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name	Sanjiv Bajaj							
	Designation	Chairman & Managing Director							
	DIN	00014615							
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. <ul style="list-style-type: none"> The Company and all its material subsidiaries have their own policies, as approved by their respective Boards, the implementation of which is monitored through their empowered executive committee. Such executive committees meet periodically to assess the performance against their business responsibility objectives. Across the group 6 such meetings in aggregate were held during the year. 								



P1 P2 P3 P4 P5 P6 P7 P8 P9

- Further at the group level, a committee comprising senior executives, including from material subsidiaries, meets periodically and provides directional inputs on business responsibility matters.
- The Company's business responsibility performance is reviewed by the Board of Directors on an annual basis. During the year, in a meeting of the Board of Directors an update was provided, and discussions were held on the sustainable and responsive business conduct initiatives across the Group.
- Further, ESG Risks of the Company and its material subsidiaries were also discussed during the year in respective Company's Risk Management Committee of the Board.

10. Details of Review of National Guidelines on Responsible Business Conduct (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	Any other Committee*									Any other**								
As a practice, all the policies of the Company are reviewed periodically or on a need basis by First letter capital Department Heads, Business heads, Senior Management personnel and placed before the Board of Directors as and when required. During this assessment, the efficacy of the policies is also reviewed and necessary changes to policies and procedures are implemented.																		
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Committee of the Board									Any other								
The Company is in compliance with the extant regulations as applicable.																		

* Any Other Committee - Risk Management Committee
 ** Frequency - Any Other - Need Based

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
No. Currently no external assessments are being conducted for the policies. However, we ensure that all the policies are reviewed either by the department heads, relevant committee members and/or the Board members internally as applicable regulatory requirements and provisions contained in the respective policies.	No								

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

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

P1 SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

P2 **PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

P3 **Essential Indicators**

P4 **1. 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 awareness programmes
Board of Directors	1	Apart from BFS and its listed subsidiaries, which carry out familiarisation programmes for its Directors, as required under the SEBI Listing Regulations, even unlisted material subsidiaries on an ongoing basis keep their respective Directors and KMPs abreast on matters relating to the industry, business models, risk metrics, mitigation and management, governing regulations, ESG, information technology including cyber security, their roles, rights and responsibilities and major developments and updates on the Company, etc.	100%
Key Managerial Personnel	1	The BFS Group invests significant time and resources in the training and development of its employees, to help them stay ahead of latest trends and technology. Further, for certain relevant topics periodical awareness programmes are carried out through emails, posters/banners (physical and digital) and other modes of internal communication. Such training/awareness programmes are on array of topics, such as Code of Conduct, Ethics, Cyber Security, Data Privacy, ESG Awareness, Bribery, Corruption and Fraud Prevention, Anti-Money Laundering, Employee Health and Safety, Insider Trading, Prevention of Sexual Harassment, Skill Upgradation, Functional Trainings and etc. During the year, more ~1.00 million hours of logged in trainings were completed by employees on above mentioned topics.	100%

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):

NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Monetary		Has an appeal been preferred? (Yes/No)
			Brief of the Case		
Penalty/ Fine	1 Bajaj Finance Ltd. - Reserve Bank of India (RBI)	8.50 lakh	Reserve Bank of India (RBI) vide order dated 28 September 2023, had imposed a monetary penalty on the Company for non-compliance with the 'Monitoring of Frauds in NBFCs (Reserve Bank) Directions, 2016' issued by RBI. The Company has taken necessary corrective actions in this respect.		No
Settlement	1-9	NIL	NIL	NIL	NIL
Compounding fee	1-9	NIL	NIL	NIL	NIL

P1

P2

P3

P4

P5

P6

P7

P8

P9

Non-Monetary

	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	1-9	NIL	NIL	NIL
Punishment	1-9	NIL	NIL	NIL

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NIL	NIL

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.

BFS Group has zero tolerance towards unethical business practices and prohibits bribery in any form in all its business dealings through various policies, codes and charters.

The Code of Ethics and Personal Conduct (CoEPC) consistently adopted across the Group reiterates our commitment on anti-bribery. All full-time and part-time employees of BFS group companies must adhere to the commitment of integrity and other responsible business conduct principles laid down in CoEPC.

The core policies for anti-money laundering, corruption and bribery, prohibition of child labour, discrimination in any forms are also shared and applicable for our partners and vendors as part of their agreements with Bajaj Finserv Group companies.

Some of these policies, codes and charters are available on the website (refer Annexure).

Further material subsidiaries also have some of additional policies, codes and charters which are available on their respective websites.

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

	FY2024	FY2023	FY2022
Directors	NIL	NIL	NIL
KMPs	NIL	NIL	NIL
Employees	NIL	NIL	NIL

6. Details of complaints regarding conflict of interest:

	FY2024		FY2023		FY2022	
	Number	Remarks	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL	NIL	NIL

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.

No corrective actions pertaining to above mentioned parameters was necessitated by the Group during the year under review.

P1

P2

P3

P4

P5

P6

P7

P8

P9

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

	FY2024	FY2023
Number of days of accounts payables	46	29

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

Parameter	Metrics	FY2024	FY2023
Concentration of Purchases	a) Purchases from trading houses as % of total purchases	N.A.	N.A.
	b) Number of trading houses where purchases are made from	N.A.	N.A.
	c) Purchases from top 10 trading houses as % of total purchases from trading houses	N.A.	N.A.
Concentration of sales	a) Sales to dealers/distributors as % of total sales	N.A.	N.A.
	b) Number of dealers/distributors to whom sales are made	N.A.	N.A.
	c) Sales to top 10 dealers/ distributors as % of total sales to dealer/ distributors	N.A.	N.A.
Share of RPTs in	a) Purchases (Purchases with related parties/Total Purchases)	2.89%	2.27%
	b) Sales (Sales to related parties/Total Sales)	0.11%	0.10%
	c) Loans & advances (Loans & advances given to related parties/Total loans & advances)	0.02%	0.17%
	d) Investments (Investments in related parties/ Total Investments made)	0.23%	0.08%

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

BFS Group strives to influence its value chain partners to participate in the responsible and sustainable business conduct depending upon their means and resources.

BFS Group companies carry out awareness / training programmes for its value chain partners (especially agents and other intermediaries), depending on the business needs, stakeholder feedback and regulatory requirements covering various topics. For example, our insurance subsidiaries provide specialised training to their agents which cover various topics such as Code of Conduct, ethics, professional conduct, anti-money laundering, functional and skill upgradation trainings that were knowledge-based. The sessions also include and cover topics such as 'Did you Know' series about products, processes, FAQs, new product launches, know your compliances, existing products, ready-reckoners, sample illustrations, etc.

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.

BFS and Group companies have zero tolerance towards unethical business practices and ensures adherence to relevant principles including in relation to conflict of interest.

The Company has a separate Code of Conduct for Directors and Senior Management (CoC) which provides that 'Directors and Senior Management shall observe the highest standards of ethical conduct and integrity and shall work to the best of their ability and judgement'.



P1 The said CoC also requires them to not to engage in any material business relationship or activity, which
P2 conflicts with their duties towards the Company. A declaration for the Directors and Senior Management’s
 affirmation to the said CoC is communicated to all stakeholders by the Chairman & Managing Director,
 through the Annual Report.

P3 Further a declaration is signed by the Directors during their appointments / reappointments as
 P4 an undertaking to the Code of Conduct and disclosures to all possible conflicts of interest and
 related activities.

P5 In addition to the above, the BFS Group CoEPC covers potential areas where conflict of interest may be
 P6 encountered. It also provides specific guidelines on avoiding and dealing with conflicts of interest and
 the requirement to disclose potential conflicts of interest by employees. Further, BFS and its material
 P7 companies have policies on related party transactions, which require all the transactions to be at arm’s-
 length price which are available on their company website or over internal networks for ease of access and
 P8 knowledge dissemination amongst the Key Management Personnel.

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

Essential Indicators

- 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.

	FY2024	FY2023	Details of improvements in environmental and social impacts
R&D	N.A.	N.A.	Please refer the below note
Capex	N.A.	N.A.	

BFS Group is engaged in financial services businesses. The capital expenditure incurred by the companies involve adoption of systems and processes which involve Information technology and digitalisation.

Multiple processes have been streamlined to enable entire business cycle to improve on their customer servicing by switching to an online mode from a traditional offline setup. Customer interaction is facilitated using technologically (Automation linked digitalisation) towards reducing paperwork and reduction in operational costs that otherwise would have been incurred in physical interactions. Moreover, the Group continues to invest in EVs (Electric Vehicles) and rooftop solar plants, EV charging stations with other potential solutions aimed at reducing its environmental carbon footprint.

- Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

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

No

BFS group companies provide financial products and services, and thus neither has a sizeable consumption of any raw material nor produces any tangible goods. Its activities are limited to providing financial solutions to serve the needs of the people. However, the Group nurtures a culture of conservation of resources and encourages innovations that aid in reducing the dependence on natural resources. We have initiated programmes across the group companies for the consumables we procure such as paper (printing paper), cleaning material etc.

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

Given the nature of the business, BFS group companies have limited scope to use recycled material as processed inputs.

BFS group companies disposes e-waste through registered vendors and has obtained certificate of disposal from these vendors.

During the year e-waste and battery waste of 102.41 Metric Tonnes has been treated in scientific and eco-friendly manner by certified vendors for safe disposal.

P1 During the year, as a pilot, we have tracked our waste oil from DG Set for our Head Office. 1.175 metric
P2 tonnes of waste oil has been disposed with assistance of a certified recycler as part of our sustainability policies and processes.

P3 Further, as part of continuous effort for waste management and recycling, at our Head Office we have
 P4 initiated an organic waste converter machine which recycled organic waste and produced 2.72 Metric Tonnes of compost.

- 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

Given the nature of our business, the Extended Producer Responsibility is not applicable to our businesses.

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?**

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
			N.A.		
Given the business operations of BFS group, there are no products or services offered by the entity that qualify for Life Cycle Perspective/Assessments (LCA).					

- 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.**

Name of Product/ Service	Description of the risk/concern	Action Taken
None other than those identified in Q.26 of “Section A – General Disclosures” above.		

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

Indicate input material	Recycled or re-used input material to total material	
	FY2024	Action Taken
Given the business operations of BFS group, the same is 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:**

	FY2024			FY2023		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
E-waste	-	66.58	-	-	19.50	-
Plastics (including packaging)	Given the business operations of BFS group, the same is not significant					
Hazardous Waste (mt)	-	1.17	-	-	-	-
Other waste (battery waste)	-	35.83	-	-	-	-

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

Refer essential indicator 3 of this principle.

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

Essential Indicators

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

Category	% of employees covered by										
	Total	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities*	
	(A)	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	80,562	80,562	100%	80,562	100%	N.A.	N.A.	80,562	100%	80,562	100%
Female	11,517	11,517	100%	11,517	100%	11,517	100%	N.A.	N.A.	11,517	100%
Total	92,079	92,079	100%	92,079	100%	11,517	100%	80,562	10%	92,079	100%
Other Than permanent employees**											
Male	27,935	3,103	11%	3,103	11%	N.A.	N.A.				
Female	18,986	672	4%	672	4%	18,986	100%		N.A.		
Total	46,921	3,775	8%	3,775	8%	18,986	100%				

* Wherever required under regulations, Day care facilities are provided

** Being fixed term employees

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

Category	% of workers covered by*										
	Total	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	(A)	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other Than permanent Workers											
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

* Bajaj Finserv Group does not have any workers across its locations

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

	FY2024	FY2023
Cost incurred on well-being measures as a % of total revenue of the company	0.11%	0.11%

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

Benefits*	FY2024			FY2023		
	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	100%	N.A.	Yes	100%	N.A.	Yes
Gratuity	100%	N.A.	Yes	100%	N.A.	Yes
ESI	100%	N.A.	Yes	100%	N.A.	Yes
NPS	100%	N.A.	Yes	100%	N.A.	Yes
Super Annuation	100%	N.A.	Yes	100%	N.A.	Yes

* These benefits are provided to all the employees who are eligible and have opted for the said retirement benefits.

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:

As a principle the Company through its Employee Charter and Human Rights Statement prohibits discrimination against any person with disability in any matter related to employment as per the Right of Person with Disabilities Act, 2016 and Transgender persons (Protection of Rights) Act 2019.

Corporate offices of the Group companies have ramps for easy movement and wheelchair accessible restrooms for especially abled people.

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

The Company through its Employee Charter and Human Rights Statement prohibits discrimination against any person with disability in any matter related to employment as per the Right of Person with Disabilities Act, 2016 and Transgender persons (Protection of Rights) Act 2019.

As enshrined in the 'Responsible and Sustainable Business Conduct Policy', the Company provides remuneration and equal opportunities at the time of recruitment as well as during employment irrespective of age, sex, colour, caste, disability, marital status, ethnic origin, race, religion, sexual orientation, disease (viz. HIV/Aids) or any other status of individuals, thereby presenting an opportunity to excel and grow best suited to the individual's suitability and ability to perform the related work.

Employee Charter and Human Rights Statement is available on our website (refer annexure).

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

Gender	Permanent employees			
	FY2024		FY2023	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	99%	78%	99%	71%
Female	98%	54%	97%	54%
Total	99%	77%	99%	69%

P1 **6. Is there a mechanism available to receive and redress grievances for the following categories**
P2 **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)
P3 Permanent Workers	N.A.
P4 Other than Permanent Workers	N.A.
P5 Permanent Employees	Yes.
P6 Other than Permanent Employees	BFS Group creates a culture which is fair, open and transparent and where employees can openly present their views. BFS Group transparently communicates its policies and practices such as company plans, compensation, performance metrics, performance pay grids/calculation, career enhancements, compliance etc. BFS Group enables employees to work without fear of prejudice, gender discrimination and harassment. It has zero tolerance towards any non-compliance of these principles.
P7	A formal grievance mechanism is available to employees to report or raise their concerns confidentially and anonymously, and without fear of any retaliation, along with mechanism to consult on ethical issues through the explicit means provided by CoEPC, Whistle Blower Policy, Prevention of Sexual Harassment Policy and other policies/charters as detailed in the annexures.

P8 **7. Membership of employees and worker in association(s) or Unions recognised by the listed**
P9 **entity**

Category	FY2024			FY2023		
	Total employees /workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective Category (C)	No. of employees / workers in respective category, who are part of association (s) or Union (D)	% (D/C)
Total Permanent Employees	The Company does not have any employee trade union and not in any collective bargaining agreement, although it allows all employees to exercise the lawful right to 'freedom of association'.					
Male						
Female						
Total Permanent Workers						
Male	N.A.					
Female						

8. Details of training given to employees:

Category	FY2024					FY2023				
		On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Male	80,562	55,039	68%	72,578	90%	61,075	33,157	88%	49,631	81%
Female	11,517	7,725	67%	10,431	91%	7,645	1,581	89%	5,912	79%
Total	92,079	62,764	68%	83,009	90%	68,720	34,738	88%	54,405	81%

Further, for Health and Safety, BFS Group trains its employees on safety protocols by conducting periodic trainings on fire safety and evacuation drills. During the year fire audits and drills were conducted as part of Safety measures across the offices. Periodical awareness programmes are carried out through emails, posters/ banners (physical and digital) and other modes of internal communication.

P1 As part of the pilot, during the year Environment Health & Safety (EHS) Manual has been implemented at
P2 Head Office in Pune. ISO Certification on 14001:2015 and ISO 45001:2018 has also been completed for this office.

P3 The Group companies also initiated exhaustive employee engagement campaigns like "#Stay Healthy
P4 #Stay Safe" to imbibe and encourage employees to adopt healthy and safety measures - eating healthy, staying hydrated, using stairs, maintaining right posture, etc.

P5 Various campaigns and collaterals were released to spread awareness among the employees on the
P6 pandemic precautions and safety compliances.

P7 **9. Details of performance and career development reviews of employees:**

Category	FY2024*			FY2023*		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Male		100%			100%	
Female		100%			100%	
Total		100%			100%	

* Performance appraisal was conducted during the year for all the eligible employees as per policy

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,

Further, as part of the pilot, during the year Environment Health & Safety (EHS) Manual has been implemented at Head Office in Pune. ISO Certification on 14001:2015 and ISO 45001:2018 has also been completed for this office. Further, extension of EHS Management System implemented in the Head Office to more such offices in Pune is planned in FY2025.

BFS Group also trains its employees on safety protocols by conducting periodic trainings on fire safety and evacuation drills. Periodical awareness programmes are carried out through emails, posters/banners (physical and digital) and other modes of internal communication.

The Group companies also initiated exhaustive employee engagement campaigns like "Forward Karo Care" and "Circle of Care" to imbibe and encourage employees to adopt healthy and safety measures - eating healthy, staying hydrated, using stairs, maintaining right posture, etc. Various campaigns and collaterals were released to spread awareness among the employees on the pandemic precautions and safety compliances.

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

BFS Group provides financial services and does not undertake any manufacturing activity and hence this is not applicable for us.

However, the Company has designed and adopted EHS manuals and procedures to cover environmental aspects and health and safety risks that the facility / property can control and directly manage. Further for those that it does not directly control or manage but over which it can be expected to have an influence an Environment, Health and Safety Manual has been prepared and shared amongst the EHS leaders and champions for further knowledge sharing and awareness through dissemination.

There are no product risks but there are those related to the provision of services like ergonomics in work as well as those associated with the operation of utilities, indoor air quality, lift / elevator safety, fire safety procedures, personnel protective equipment, signages, etc.

Further, our risk assessment also periodically covers incidents that have been noted and immediate steps are taken to mitigate the associated risks.

During the year, no such instances have been noted which necessitated further action. The applicable processes have been briefly described in 'a' above



P1 **c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**
 P2 Not applicable, as BFS Group does not have any workers.

P3 **d) Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)**
 P4 Yes,

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

Safety Incident/Number	Category	FY2024	FY2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
Total recordable work-related injuries	Employees	NIL	NIL
No. of fatalities	Employees	NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.
 Refer 10 (a) above.

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

	FY2024			FY2023		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL		NIL	NIL	
Health & Safety	NIL	NIL		NIL	NIL	

14. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)

Health and safety practices	BFS Group strives to keep the workplace environment safe, hygienic and humane, upholding the dignity of the employees. Offices across the Group are internally assessed periodically through surveys, audits, etc. for various aspects of health and safety measures and related working conditions.
Working Conditions	As part of pilot implementation for the EHS Management System at Head office in Pune, an external assessment was conducted for health and safety practices and working conditions against which an ISO 14000:2015 and ISO 45001:2018 certification was achieved.

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

None

Leadership Indicators

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

Yes.
 All Group companies extend various support and compensatory package in the event of death of permanent employees. Each Company has their own programme and some of these include full month's pay with recovery waivers, iCare fund release, Group Term Life insurance assured amounts, etc.

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

BFS Group strives to influence its partners in the value chain to participate in the responsible and sustainable business conduct depending upon their means and resources. Having said that, there are multiple measures to ensure that statutory dues have been deducted and deposited by them which include contractual commitments, obtaining evidence of payment, review / audit of value chain partners, seeking confirmations of compliance, etc., which depend on the nature of product / services rendered. For example, material subsidiaries on an annual basis select a sample of value chain partners to review their processes and controls, which includes their compliance for deduction and payment of statutory dues.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY2024	FY2023	FY2023	FY2023
Employees	NIL	NIL	NIL	NIL
Workers	N.A.	N.A.	N.A.	N.A.

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

Yes.
 The BFS Group invests significant time and resources in the training and development of its employees, help them stay ahead of latest trends and technology. With such trainings, most employees are skilled and tend to be employable upon retirement/termination.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	BFS group expects all its value chain partners to follow extant regulations, including health and safety practices and working conditions.
Working Conditions	

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.

In absence of any significant risks / concerns, no need for corrective action plan has been necessitated.

P1 **PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**

P2 **Essential Indicators**

P3 **1. Describe the processes for identifying key stakeholder groups of the entity**

P4

Individual or group concerned or interested with or impacted by the activities of the businesses and vice versa, now or in the future are identified as key stakeholder by the Group Companies. Based on this, the key stakeholders are shareholders and investors, customers, government and regulators, value chain partners, employees and the society. The Group understands the impact of its policies, decisions, products and services and associated operations on the stakeholders. In line with its policies, practices and processes, the Group engages with its stakeholders and strives to resolve differences with them in a just, fair, equitable and consistent manner, and if warranted takes corrective measures. The Group also engages with relevant stakeholders for enhancing the sustainable and responsible business practices.

P5

P6

P7

P8

P9

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholder and Investor	No	Multiple channels – physical and digital including quarterly investor presentations, press releases and communications through stock exchanges, participation in investor conferences, one on one investor meetings etc.	Frequent and need based	To inform about the performance, major developments and other relevant updates regarding the Company and Group
Customer	No	Multiple channels – physical and digital.	Frequent and need based	Servicing throughout the lifecycle of the customer and addressing queries / grievances that the customer may have Intimation of new offerings, etc.
Government and Regulators	No	Multiple channels – physical and digital.	Need based	To provide timely recommendations/ feedback on draft policies, representations before regulators and associations for advancement and improvement of financial services industry in India including enhancement of penetration of financial services.
Value chain Partner	No	Multiple channels – physical and digital including in-person meetings, emails, performance discussions, trainings, company policy/ process communication, periodical meets/ conferences, etc.	Frequent and need based	To enhance the access and understanding of relevant and financial products and services of the Group.
Employees	No	Multiple channels – physical and digital.	Daily	To create a thriving, safe and inclusive workplace for its employees and providing merit-based opportunities for professional development and growth.

P1

P2

P3

P4

P5

P6

P7

P8

P9

Whether identified as Vulnerable & Marginalised Group (Yes/No)

Channels of communication

Frequency of engagement

Purpose and scope of engagement including key topics and concerns raised during such engagement

Society	Yes	Multiple channels – physical and digital.	Frequent and need based	To promote social welfare activities for inclusive growth, fair and equitable development and well being of society through our business functioning. Awareness of financial services performance & offerings.
---------	-----	---	-------------------------	--

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.

The Group companies to the extent considered necessary and permitted by regulations, ensure transparent communication and access to relevant information about its decisions that impact relevant stakeholders, keeping in mind the need to protect confidential competitive plans and information. Engagement with stakeholders is a continuous process, as part of the Group's business activities. The Board of Directors are updated on various developments arising out of such engagement and they provide their guidance / inputs on such matters. Through various committees, the Board and the KMP are provided regular updates on feedback received from stakeholders, these include, but are not limited to:

- The Risk Management Committee of the Board
- The Board approved ESG Committee.

The engagement is generally driven by the responsible business functions, with senior executives also participating based on the need of the engagement.

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.

Continuous engagement with stakeholders helps in aligning expectations, thereby enabling the Group to better serve its stakeholders. The Company personnel interact with various stakeholders to understand the involvement and relevance of ESG topics, their impact and expectations from the Group. Based on such interactions, the Group has over the last few years enhanced its reporting on business responsibility and has also started certain new initiatives. The Group believes that it is still learning the evolving aspects of ESG and lays significant importance to such interactions. For example, our BFS HO has initiated a pilot to implement a EHS project for environment, health and safety activities.

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

BFS Group companies through their CSR policies have taken up various initiatives and activities for the benefit of different segments of the society, with focus on the marginalised, poor, needy, deprived, under-privileged and differently abled persons.



P1 **PRINCIPLE 5: Businesses should respect and promote human rights**

P2 **Essential Indicators**

P3 **1. Employees and workers who have been provided training on human rights issues and policy (ies) of the entity, in the following format:**

Category	FY2024			FY2023		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	92,079	90,005	98%			Refer note below
Other than Permanent	NIL	NIL	NIL	NIL	NIL	NIL
Workers						
Permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other than Permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

Note: From FY 2024 the BFS Group has separately started recording the information in respect of training on human rights issues and has accordingly been reported.

Our commitment to employees' rights is enshrined in the Employee Charter- Human Rights Statement of the respective Company - which sets out what employees can reasonably expect from the company (Employee Rights) and the responsibilities and qualities that are expected from them while performing their duties (Employee Responsibilities).

It also lays down the principles of equal opportunity and non-discrimination, anti-corruption and bribery, prohibition of forced and child labour, transparency, safe healthful and harassment-free workplace, amongst others.

BFS Group companies uses various mediums to create awareness on ESG initiatives (including human rights) for its employees through use of social media as well as internal communication channels- Intranets, HR bulletins, Video Snippets, etc.

P5 **2. Details of minimum wages paid to employees and workers, in the following format:**

Category	FY2024				FY2023					
	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)
Permanent Employees										
Male	80,562	147	0.20%	80,415	99.80%	65,193	22	0.10%	65,171	99.90%
Female	11,517	6	0.10%	11,511	99.90%	8,147	2	0.10%	8,145	99.90%
Other than Permanent Employees										
Male	27,935	785	2.80%	27,150	97.20%	16,712	885	5.30%	15,827	94.70%
Female	18,986	318	1.70%	18,668	98.30%	9,974	331	3.30%	9,643	96.60%

P1 **3. Details of remuneration/ salary/ wages, in the following format**

P2 **a) Median remuneration/wages:**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (In ₹ Cr)	Number	Median remuneration/ salary/ wages of respective category (In ₹ Cr)
Board of Directors (BoD)*	7	0.44	1	0.60
Bord of Directors Executive (CMD)	1	31.67	0	
Key Managerial Personnel	1	12.76	1	0.70
Employees other than BoD and KMP	97,705	0.06	15,088	0.05

* All Non-Executive Directors are entitled to same sitting fees and commission. Differences in remuneration arise because of the number of meetings attended as per their memberships of different committees

P5 **b) Gross wages paid to females as % of total wages paid by the entity, in the following format:**

	FY2024	FY2023
Gross wages paid to females as % of total wages	9.10%	8.50%

P7 **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

P8 **5. Describe the internal mechanisms in place to redress grievances related to human rights issues?**

While BFS Group aims to not have a situation that leads to any grievance; should such a situation arise, BFS Group has a well-defined Grievance redressal mechanism for its employees. A formal grievance mechanism is available to all employees, to report or raise their concerns confidentially and anonymously, without fear of any retaliation. The Group regards respect for human rights as one of its fundamental and core values and strives to support, protect and promote human rights to ensure that fair and ethical business and employment practices are followed.

BFS Group believes that every workplace shall be free from violence, harassment, intimidation and / or any other unsafe or disruptive conditions, either due to external or internal threats. Accordingly, BFS Group has aimed to provide reasonable safeguards for the benefit of employees at the workplace, while having due regard for their privacy and dignity.

BFS Group also has zero tolerance towards and prohibits all forms of slavery, coerced labour, child labour, human trafficking, violence or physical, sexual, psychological or verbal abuse. As a matter of policy, BFS Group does not hire any employee or engage with any agent or vendor against their free will.

Across the Group, Designated Ethics Officer at each the companies deals with the issues of the respective Company. BFS Group Employees must promptly report any violation of this Code to their Manager and to the Ethics Officer.



P1 **6. Number of Complaints on the following made by employees and workers:**

	FY2024			FY2023		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
P5 Sexual Harassment	38	5	The pending cases as on 31 March 2024 will be resolved as per respective Company's policy.	14	1	The pending cases as on 31 March 2023 are in process of resolution as per respective Company's policy.
P6 Discrimination at workplace	NIL	NIL		NIL	NIL	
P7 Child Labour	NIL	NIL		NIL	NIL	
P8 Forced Labour/ Involuntary Labour	NIL	NIL		NIL	NIL	
P9 Wages	NIL	NIL		NIL	NIL	
Other human rights related issues	NIL	NIL		NIL	NIL	

P1 **7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY2024	FY2023
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	38	14
Complaints on POSH as a % of female employees/workers	0.31%	0.17%
Complaints on POSH upheld	21	10

P1 **8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases?**

A formal grievance mechanism is available to all employees to report or raise their concerns confidentially and anonymously, without fear of retaliation, along with mechanism to consult on ethical issues through the explicit means provided by CoEPC, employee charter, disciplinary action committee reviews, Whistle Blower and vigil mechanism policies. BFS Group prohibits retaliation against any employee who reports in good faith any suspected or potential violation of the Code of ethics and professional conduct of the Company which includes aspects of discrimination and harassment.

It is the duty of every Employee to report instances of possible CoEPC violations that they are aware of.

At BFS Group, sharing a concern about the code honestly and in good faith, even if it turns out to be unfounded – is never an excuse for any kind of retaliation. The BFS Ethics Officers will ensure CoEPC investigations are conducted in a fair and confidential manner and that there will not be any adverse impact on Employees who highlight possible CoEPC violations in good faith. BFS also prohibits retaliation for using any of BFS's complaint reporting procedures, if made in good faith, or for filing, testifying, assisting or participating in any investigation conducted by a government enforcement agency.

P1 **9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

The Group appreciates the inherent, universal, indivisible, inalienable and interdependent nature of human rights. The Group strives to percolate these values, through its policies, at all levels in the Group. The company has included ESG specific clauses which covers the general human rights parameters in the vendor contracts.

P1 **10. Assessments for the year**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
P3 Child labour	The Group follows the relevant laws as applicable.
P4 Forced/involuntary labour	
P5 Sexual harassment	
P6 Discrimination at workplace	
P7 Wages	
P8 Others – please specify	
P9	

P1 **11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.?**

No corrective actions pertaining to Question 9 was necessitated by the Group during the year under review.

Leadership Indicators

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

There have been no significant human rights grievances / complaints warranting modification / introduction of business processes.

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

N.A.

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?

As a principle the Company through its Employee Charter and Human Rights Statement prohibits discrimination against any person with disability in any matter related to employment as per the Right of Person with Disabilities Act, 2016 and Transgender persons (Protection of Rights) Act 2019.

4. Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Refer note below.
Discrimination at workplace	
Child Labour	
Forced Labour/ Involuntary Labour	
Wages	
Others – please specify	

Note: The vendor agreements are aligned with all legal and regulatory compliance requirement as determined by business and law of the land. The Group expects and strives to influence its value chain partners to adhere to the same values, principles and business ethics upheld by the Group in all their dealings. No specific assessment in respect of value chain partners has been carried out other than certain elements covered in annual review of processes and controls of select sample of value chain partners by material subsidiaries.

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

No corrective actions pertaining to Question 4 was necessitated by the Group during the year under review.


P1 PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment
P2 Essential Indicators
P3 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	Unit of measurement	FY2024	FY2023
From Renewable sources			
Total electricity consumption (A)	Gigajoules	2,566	1,446
Total fuel consumption (B)	Gigajoules	0	0
Energy consumption through other sources (C)	Gigajoules	0	0
Total energy consumed from renewable sources (A+B+C)		2,556	1,446
From Non-renewable sources			
Total electricity consumption (D)	Gigajoules	212,465	167,664
Total fuel consumption (E)	Gigajoules	55,402	49,552
Energy consumption through other sources (F)	Gigajoules	-	-
Total energy consumption from non-renewable sources (D+E+F)	Gigajoules	267,867	217,216
Total energy consumed (A+B+C+D+E+F)		270,423	217,216
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)		2.45	2.65
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/ Revenue from operations adjusted for PPP)		54.87	59.06
Energy intensity in terms of physical output		N.A.	N.A.
Energy intensity (optional) – the relevant metric may be selected by the entity		N.A.	N.A.

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.

Yes. DNV Business Assurance India Private Limited

P6 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.

N.A.

P1 3. Provide details of the following disclosures related to water.

Parameter	FY2024	FY2023
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater/desalinated Water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	-	-
Total volume of water consumption (in kilolitres)**	870,931	704,829
Water intensity per rupee of turnover (Water consumed/turnover)	7.89	8.59
Water intensity (optional)-the relevant metric may be selected by the entity		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	176.74	190.39
Water intensity in terms of physical output	N.A.	N.A.
Water intensity (optional) – the relevant metric may be selected by the entity	N.A.	N.A.

* The water consumption is based on the Central Ground Water Authority (CGWA) estimate for water consumption which determines the water availability is at 45 litres per head per working day for offices. The consumption pattern at couple of large offices in the group also approximates to 45 litres per head per working day.

The intensity is based on average workforce in permanent employees and working days being calculated at 231 days.

P6 4. Provide the following details related to water discharged*

Parameter	FY2024	FY2023
Water discharge by destination and level of treatment (in kilolitres)		
(i) Surface water	-	-
No treatment -	-	-
With treatment – please specify level of treatment	-	-
(ii) Groundwater	-	-
No treatment -	-	-
With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
No treatment -	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	-	-
No treatment -	-	-
With treatment – please specify level of treatment	-	-
(v) Others	-	-
No treatment -	-	-
With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

* Given the nature of business operations of the BFS Group, water discharge is not being monitored and therefore not reported

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

No

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

Parameter	Please specify unit	FY2024	FY2023
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)		N.A.	
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others-Please specify			

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.

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

Parameter	Unit	FY2024	FY2023
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	6,057	14,843
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	42,089	36,793
Total Scope 1 and Scope 2 emissions per rupee of turnover *	Per crore of Consolidated Total Revenue from operations	0.44	0.63
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted Purchasing Power Parity (PPP): Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP	Per crore rupee of turnover adjusted Purchasing Power Parity	9.77	13.94

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.

Yes, DNV Business Assurance India Private Limited

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

The Group has undertaken various projects on environmental sustainability such as ecological restoration, waste management and clean energy projects. 138 windmills of the Company with installed capacity of 65.2 MW generated over 90.4 million units of electricity, which is more than the electricity consumed by the BFS Group. The Group is a net generator of renewable power.

In addition, there are rooftop solar plants installed capacity of 757KWh which has generated 0.7 million units in FY2024.

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

Parameter	FY2024	FY2023
Total waste generated (in metric tonnes)		
Plastic waste (A)	0	0
E-waste (B)	66.58	19.50
Bio-medical waste (C)	0.01	0
Construction and demolition waste (D)	0	N.A.
Battery waste (E)	35.83	NIL
Radioactive waste (F)	0	N.A.
Other Hazardous waste. Please specify, if any (G) DG Set Oil	1.17	NIL
Other Non-hazardous waste generated (H). Please specify if any (Break-up by composition i.e. by materials relevant to the sector)	0	0
Total (A+B+C+D+E+F+G+H)	103.59	19.50

Parameter	FY2024	FY2023
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	0	0
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	0.02	0.01
Waste intensity in terms of physical output	N.A.	N.A.
Waste intensity (optional) - the relevant metric may be selected by the entity	N.A.	N.A.
For each category of waste generated, total waste recovered through recycling-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	103.58	19.50
(ii) Re-used	0	0
(iii) other recovery operations	0	0
Total	103.58	19.50
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	0	0

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

Yes, DNV Business Assurance India Private Limited

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

Given the nature of the business, there is no usage of hazardous and toxic chemicals by the Group companies.

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

No

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

N.A.

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

Based on the nature of business, the Group is following applicable environmental norms as per the required guidelines in India for necessary compliance.

Leadership Indicators

1. 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:

Name of the area: N.A.

Nature of operations: N.A.

Water withdrawal, consumption, and discharge in the following format

	Parameter	FY2024	FY2023
P1	Water withdrawal by source (in kilolitres)	-	-
P2	(i) Surface water	-	-
P3	(ii) Groundwater	-	-
P4	(iii) Third party water	-	-
P5	(iv) Seawater/desalinated Water	-	-
P5	(v) Others	-	-
	Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	-	-
P6	Total volume of water consumption (in kilolitres)	-	-
P7	Water intensity per rupee of turnover (Water consumed / turnover)	-	-
P8	Water intensity (optional) – the relevant metric may be selected by the entity	-	-
P8	Water discharge by destination and level of treatment (in kilolitres)	-	-
P9	(i) Into Surface water	-	-
	No treatment -	-	-
	With treatment – please specify level of treatment	-	-
	(ii) Into Groundwater	-	-
	No treatment -	-	-
	With treatment – please specify level of treatment	-	-
	(iii) Into Seawater	-	-
	No treatment -	-	-
	With treatment – please specify level of treatment	-	-
	(iv) Sent to third parties	-	-
	No treatment -	-	-
	With treatment – please specify level of treatment	-	-
	(v)Others	-	-
	No treatment -	-	-
	With treatment – please specify level of treatment	-	-
	Total water discharged (in kilolitres)	-	-

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

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

Parameter	Unit	FY2024	FY2023
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	28,753	18,747
Total Scope 3 emissions per rupee of turnover	Per crore of Consolidated Total Income	0.26	0.23
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		N.A.	N.A.

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

Yes, DNV Business Assurance India Private Limited

3. 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.

N.A.

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

Responsible waste treatment or disposal is an area of focus for our group. We have implemented a systematic process for collecting, segregating of different type of waste at source across the premises and as a pilot implemented an organic waste management process at Head Office in Pune. An organic waste converter – composting machine is being used to process organic waste collected from the premises as part of waste to wealth initiative waste into smaller, decomposable particles. This process results in nutrient rich compost, providing a circular and self-sufficient solution.

Our facility generated ~2.72 Metric Tonnes of nutrient-rich compost for FY2024. The compost is used in gardening area of Bajaj Finserv Head Office premises, promoting sustainable practices for available green spaces with the building.

Also there is an active rainwater harvesting facility at the Head Office. Through the season an average of over ~2000 KL was reused in maintaining green spaces in the office premises.

5. Does the entity have a business continuity and disaster management plan?

Yes.

All material subsidiaries have Business Continuity Plan (BCP, strategies and framework) which is also compliant with applicable regulatory requirements. BCP envisages the disruptive events, their probability and impact on business operations which is assessed through business impact analysis. These aim to eliminate or minimise any potential disruption to critical business operations. The BCP includes Disaster Recovery procedures to quickly recover from an emergency.

A Business Continuity Plan (BCP) envisages likely disruptive events, their probability and impact on business operations. These are assessed through business-impact analysis to counter threats and challenges pertaining to information security, cyber security, and fraud.

The Group companies are compliant with the following:

- ISO 27001:2013 Information Security Management System
- ISO 22301:2012 Business Continuity Management System

Annual BCP drills are conducted to ensure that the BCP is effective given the current nature of business processes, infrastructure, personnel, etc. For more details, refer Section on Other Disclosures (*) in material companies Annual Reports.

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

Given the nature of the business, there has been no significant adverse impact to the environment.

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

NIL



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.
- 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.

Sr. No.	Name of the Trade and Industry Chambers / Associations	Company Name	Reach of Trade and Industry Chambers / Associations (State / National)
1	Confederation of Indian Industry	BFS, BAGIC, BALIC	International
2	World Economic Forum	BFS	International
3	General Insurance Council	BAGIC	National
4	Indo German Chamber of Commerce		International
5	Council for Insurance Ombudsmen	BAGIC, BALIC	National
6	Insurance Information Bureau of India	BALIC	National
7	Life Insurance Council	BALIC	National
8	Internet and Mobile Association of India	BFDL	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.

Name of authority	Brief of the case	Corrective action taken
No corrective action was necessitated by the Group during the year under review		

Leadership Indicators

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

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

BFS Group maintains regular engagement with the Government agencies and regulators and stands committed to providing timely and accurate information, suggestions and recommendations, feedback on draft policies, etc., as and when required. It keenly participates in putting forward views on the setting of new industry standards or regulatory developments pertaining to the financial services industry.

While making recommendations, in line with our policy, we attempt to balance the interest of various stakeholders. The senior executives of BFS Group engage with RBI, SEBI, IRDAI and other regulators on a periodic basis or as and when required. This enables the BFS Group to understand their areas of focus and concerns.

All interactions with the Government and regulators are done by authorised officials of the respective company. BFS is a member of World Economic Forum and Confederation of Indian Industries (CII), through which it actively engages in policy advocacy.

BFS and its subsidiaries are members of various trade and industry chambers, associations, councils and such other collective platforms ('forums'). We proactively contribute to the discussions and resolutions within the scope of these forums. Refer section Stakeholder Engagement.

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.

During the year there were no projects which required Social Impact Assessment as per applicable laws.

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

N.A.

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

The Bajaj Group Companies have various mechanisms to receive and redress feedback from of various stakeholders.

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

Amt ₹ In crore	FY2024	FY2023
Directly sourced from MSMEs/small producers	8.43%	9.80%
Sourced directly from within the district and neighbouring districts	N.A.	N.A.

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

Location	FY2024	FY2023
Rural	1.60%	1.20%
Semi-urban	7.70%	8.00%
Urban	24.40%	25.00%
Metropolitan	66.40%	65.80%

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
N.A.	

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

Sr. No.	State	Aspirational District*	₹ in crore
1	Rajasthan	Sirohi	0.92
2	Maharashtra	Gadchiroli	0.07
3	Odisha	Dhenkanal	0.34
4	Odisha	Rayagada	0.41
5	Chhattisgarh	Bastar	0.50
6	Jharkhand	Ranchi	0.98
7	Uttarakhand	Hardwar	0.02

* Amount allocated to the aspirational district is for the complete MOU period of the project/s and not for the year under consideration.



- P1 **3.** (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)
- P2 (b) From which marginalised /vulnerable groups do you procure?
- P3 (c) What percentage of total procurement (by value) does it constitute?
- P4 Not Applicable

P5 **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.**

Sr. No	Intellectual Property based on traditional knowledge	Owned / Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
				Not Applicable

P8 **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.**

Name of authority	Brief of the Case	Corrective action taken
	No corrective actions pertaining to above mentioned parameters was necessitated by BFL Group during the year under review	

P9 **6. Details of beneficiaries of CSR Projects:**

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable & marginalised groups
1	Child	1.25 million	100
1.1	Education	0.47 million	100
1.2	Health	0.15 million	100
1.3	Physical & Intellectual Disability	0.18 million	100
1.4	Prevention of Mortality	0.43 million	100
1.5	Protection	0.02 million	100
2	Youth	0.25 million	100
2.1	Livelihood Initiatives	0.12 million	100
2.2	PWD Skilling	0.01 million	100
2.3	Skilling for Employment	0.11 million	100
2.4	Skilling for Self -Employment / Enterprise	0.01 million	100
	Total Beneficiary*	1.50 million	100

* The beneficiaries are estimated for full project period and not for the financial year under consideration.

Beneficiaries are from vulnerable and marginalised groups, as all the CSR initiatives and activities taken up at the various work centres and locations benefit different segments of the society, with focus on the marginalised, poor, needy, deprived, under-privileged and differently abled persons. For more details on the CSR initiatives undertaken during the year, Section Empowering society in the ESG Report available on company website.

P1 **PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner**

P2 **Essential Indicators**

P3 **1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

P4 Timely and appropriate customer grievance redressal is imperative. In fact, we aim to reduce the grievances learning from our experiences, through root cause analysis. The Group's dealings with its customers are professional, fair and transparent. BFS Group has a robust customer/policy holders services governance framework and same are enumerated under the section of Customer centricity.

P5 **2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information**

P6 Transparency and fairness in dealings with customers is followed across the Group. None of the products withhold any relevant information needed by the customers to make informed decisions.

P8 **3. Number of consumer complaints in respect of the following:**

P9 Some of the initiatives in this regard are:

	FY2024			FY2023		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data Privacy	NIL	NIL	None	NIL	NIL	None
Advertising						
Cyber- security						
Restrictive Trade practices						
Unfair Trade practices						
Others	12,547	16	Pending complaints as on 31 March 2024 have been suitably addressed in April 2024	10,551	7	Pending complaints as on 31 March 2023 have been suitably addressed in April 2023

Some of the initiatives in this regard are:

- The BFS Group companies, through their charters, policies etc., communicate customer rights, company commitments, grievance redressal mechanism and ombudsman scheme, as applicable. These emphasise our commitment to fair practices by maintaining transparency in products and services offered.
- Dedicated customer complaint reduction units are in place, to review the grievance redressal mechanism under oversight of the Boards of respective material subsidiaries.
- Customer grievances are also reviewed with focus on identification of root cause, corrective action plans and customer service initiatives.
- Detailed customer grievance handling mechanism is further enumerated under section Customer centricity of the Report as well as on respective company websites.

P1 **4. Details of instances of product recalls on account of safety issues.**

	Number	Reasons for recall
P2 Voluntary recalls		
P3 Forced recalls		N.A.

P4 **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.**

P5 Yes,
P6 Each of the material subsidiaries in the Group has adopted an information security framework to establish, implement, monitor and constantly improve its information security posture. We focus on privacy of customer information and data security. The material subsidiaries of the Company are compliant with ISO 27001:2013 Information Security Management System. They also comply with the applicable regulatory framework and guidelines (viz. RBI's Master Direction – Information Technology Framework for the NBFC Sector, IRDAI's Guidelines on Information and Cyber Security for Insurers, etc).

P7 In case of material subsidiaries, IT Security related projects and operations are reviewed by a committee, under oversight of Board of respective companies. These committees meet at least on a half-yearly frequency. Dedicated teams manage cyber security programme and operations for digital initiatives. For more details refer Information security, cyber security and fraud controls of the ESG report or the Risk Framework as details in the Annual Reports under Section of Other Disclosures for Bajaj Finserv Ltd. and the material companies.

P8 **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.**

No penalties/regulatory action has been levied or taken on the above-mentioned parameters.

7. Provide the following information relating to data breaches:

- a) Number of instances of data breaches: NIL
- b) Percentage of data breaches involving personally identifiable information of customers: NIL
- c) Impact, if any, of the data breaches: NIL

Leadership Indicators

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

BFS Group companies envisage to be an Omnipresent financial services provider company that enabling its existing and new customer to engage, transact and be serviced online to offline and vice versa.

Information relating to various financial services provided by the BFS Group is available on the Company's website, <https://www.aboutbajajfinserv.com/about-us>

In addition, the Group companies actively use various social media and digital platforms to disseminate information on its products suite. Alternatively, website navigation to the other companies is available from Bajaj Finserv Homepage (Link: <https://www.aboutbajajfinserv.com/>)

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

As a responsible corporate citizen, it is imperative to not just do business with customers, but also educate them and make them more aware of what could be good or bad for them, frauds, addressing their questions on financial products, etc. Each Group company has a mechanism to inform customers on usage of products offered. Continuous and contextual communication across the customer lifecycle through - press releases, yearly customer engagements, company website and blogs, social media campaigns, use of video content, on- ground activities, participation in insurance awareness programmes – GIC, Product awareness Campaigns, awareness campaigns during the pandemic, webinars, feature based audio-visual content for ease of understanding, etc. have helped us educate and create awareness amongst our customers and society at large.

P1 **3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

P2 Tech-led seamless customer experiences have been the hallmark of our businesses. Each business is unique and so is its approach towards enhancing customer experience. But the core objectives that tie them together stay the same – simplification of processes, ease of use and quick and appropriate response. The importance of information security, cyber security and fraud controls cannot be over-emphasised in this technological age. The need for robust control over these areas find a dominant place in our information technology framework. These controls obviate disruptions and security threats endangering loss of customer data and disruption in business operations.

P6 In line with the IRDAI regulation, the insurance subsidiary companies shall give two-month advance notice in newspaper before re-allocation or closure of branch office and the same also published on the website.

P8 All material subsidiaries have business continuity strategy and framework which is also compliant with applicable regulatory requirements. Business Continuity Plan (BCP) envisages the likely disruptive events, their probability and impact on business operations which is assessed through business impact analysis.

All material subsidiaries have business continuity strategy and framework which is also compliant with applicable regulatory requirements. Business Continuity Plan (BCP) envisages the likely disruptive events, their probability and impact on business operations which is assessed through business impact analysis

The Business Continuity Plan (BCP) are regularly assessed through business-impact analysis to counter threats and challenges pertaining to information security, cyber security, and fraud. The BFS Group material companies are compliant with the following:

- ISO 22301:2012 Business Continuity Management System
- ISO 27001:2013 Information Security Management System

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,

Transparency and fairness in dealings with customers is followed across the Group. None of the products withhold any relevant information needed by the customers to make informed decisions.

The BFS Group companies through their charters, policies, etc. communicate the customer rights, company commitments, grievance redressal mechanism and ombudsman scheme, as applicable which emphasise our commitment to fair practices by maintaining transparency in products and services offered.

Yes. The material subsidiaries carry out various surveys on regular basis for continuous listening to customers and driving continuous transformation to provide them a frictionless experience.

Annexure 2

Independent Assurance Statement

Introduction

DNV Business Assurance India Private Limited ('DNV'), has been commissioned by Bajaj Finserv Limited (Corporate Identity Number L65923PN2007PLC130075, hereafter referred to as 'BFS' or 'the Company') to undertake an independent assurance of the Company's disclosures in Business Responsibility and Sustainability Report (hereafter referred as 'BRSR'). The disclosures include the 9 core attributes of BRSR as per Annex I of SEBI circular dated 12 July 2023 and the rest non-financial quantitative disclosures in BRSR (Annexure II of SEBI circular dated 12 July 2023).

Reporting standard/framework

The disclosures have been prepared by BFS in reference to:

- BRSR Core - Framework for assurance and ESG disclosures for value chain as per SEBI (Securities and Exchange Board of India) Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023.
- BRSR reporting guidelines (Annexure II) as per SEBI Circular No. SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated May 10, 2021, and incorporated Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated July 11, 2023.
- Greenhouse Gas Protocol: *A Corporate Accounting and Reporting Standard*.

Assurance Methodology/Standard

This assurance engagement has been carried out in accordance with DNV's VeriSustain™ protocol (v6.0), which is based on our professional experience and international assurance practice, and the international standard in Assurance Engagements, ISAE 3000 (revised) - *Assurance Engagements other than Audits or Reviews of Historical Financial Information*. DNV's VeriSustain™ Protocol has been developed in accordance with the most widely accepted reporting and assurance standards. Apart from DNV's VeriSustain™ protocol (v6.0), DNV team has also followed ISO 14064-3 - *Specification with guidance for the verification and validation of greenhouse gas statements* to evaluate indicators wrt. Greenhouse gases disclosures.

Intended User

The intended user of this assurance statement is the Management of Bajaj Finserv Limited ('the Management').

Level of Assurance

- Reasonable Level of assurance for the 9 core attributes of BRSR (Ref: Annexure I of SEBI circular)
- Limited Level of assurance for the rest non-financial quantitative disclosures of BRSR report (Ref: Annexure II of SEBI circular).

Responsibilities of the Management of BFS and of the Assurance Provider

The Management of BFS has the sole responsibility for the preparation of the BRSR and is responsible for all information disclosed in the BRSR Core and BRSR Report. The company is responsible for maintaining processes and procedures for collecting, analyzing and reporting the information and also, ensuring the quality and consistency of the information presented in the Report. BFS is also responsible for ensuring the maintenance and integrity of its website and any referenced BRSR disclosures on their website.

In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company.

Scope, Boundary and Limitations

Scope

The scope of our engagement includes independent

- Reasonable level of assurance of 'BRSR 9 Core Attributes' (Ref: Annexure I of SEBI Circular) and
- Limited level of assurance for the rest non-financial quantitative disclosures in BRSR (Ref: Annexure II of SEBI circular) for Financial Year (FY) 2023-24 as listed below-
 - Section A: General Disclosures- 20-a, b, 21, 22, 25
 - Section C: Principle Wise Performance Disclosure-
 - Principle 1: Essential Indicator 1, 6

- Principle 3: Essential Indicator 1-a, 2, 5, 8, 9, 13
- Principle 5: Essential Indicator 1, 2, 6, 7
- Principle 6: Essential Indicator 1,3,7,9* ; Leadership Indicator 2**
- Principle 8: Essential Indicator 5; Leadership Indicator 6
- Principle 9: Essential Indicator 3,7

*Total water consumption is derived from "National Building Code (NBC) - Bureau of Indian Standards (BIS), 2016 - Estimation of Water Requirement for Drinking and Domestic Use". "45 litres per person per working day". **Scope 3 GHG emissions are reported for Categories 1, 6 and 9 as per GHG Protocol.

Boundary of our assurance work:

Boundary covers the performance of BFS and its 9 subsidiaries & 2 Joint Ventures as mentioned below and having operations in India and falling under the direct operational control of the Company's Legal structure.

- Bajaj Allianz Life Insurance Company Limited (BALIC)
- Bajaj Allianz General Insurance Company Limited (BAGIC)
- Bajaj Finance Limited (BFL)
- Bajaj Finserv Direct Limited (BFDL)
- Bajaj Housing Finance Limited (BHFL)
- Bajaj Financial Securities Limited (BFSL)
- Bajaj Finserv Ventures Limited (BFVL)
- Bajaj Finserv Asset Management Limited (AMC)
- Bajaj Finserv Health Limited (BFHL/EBH)
- Bajaj Allianz Financial Distributor Limited (BAFDL) -JV
- Bajaj Allianz Staffing Solutions Limited (BASSL) -JV

Based on the agreed scope with the Company, the boundary of verification covers the operations of BFS and its subsidiaries across all locations in India.

Limitation(s):

We performed a reasonable level of assurance for the BRSR Core indicator and limited level of assurance for the rest non-financial quantitative BRSR indicators based on our assurance methodology DNV's VeriSustain™ protocol (v6.0).

The assurance scope has the following limitations:

- The assurance engagement considers an uncertainty of ±5% based on materiality threshold for estimation/measurement errors and omissions.
- DNV has not been involved in evaluation or assessment of any financial data/performance of the company. DNV opinion on specific BRSR Core indicators (ref- for total revenue from operations; Principle 3, Question 1(c) of Essential Indicators for Spending on measures towards well-being of employees and workers - cost incurred as a % of total revenue of the company; Principle 8, Question 4 of Essential Indicators, Principle 1, Question 8 of Essential Indicators and Principle 1, Question 9 of Essential Indicators) relies on the third party audited data. DNV does not take any responsibility of the financial data reported in the audited financial reports of the Company.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of assurance.
- Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.
- The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
- The assessment does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.
- The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.
- Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.
- The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.
- The assurance engagement is based on the assumption that the data and information provided by the Company are complete, sufficient and authentic.

Assurance process

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of BFS and its subsidiaries. For limited level of verification, we adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company's business and its key stakeholders. We carried out the following activities:

BRSR Core Indicators - Reasonable level of Assurance	Rest non-financial quantitative disclosures in BRSR Report - Limited Level of Assurance
Reviewed the disclosures under BRSR Core, encompassing the framework for assurance consisting of a set of Key Performance Indicators (KPIs) under 9 ESG attributes. The format of BRSR Core is used as a basis of reasonable level of assurance	Reviewed the disclosures under BRSR reporting guidelines. Our focus included general disclosures, management processes, principle wise performance (essential indicators, and leadership indicators) and any other key metrics specified under the reporting framework. The BRSR reporting format used a basis of limited level of assurance.
Evaluation of the design and implementation of key systems, processes and controls for collecting, managing and reporting the BRSR Core indicators	Understanding the key systems, processes and controls for collecting, managing and reporting the non-financial quantitative disclosures in BRSR report.
Assessment of operational control and reporting boundaries	Walk-through of key data sets. Understand and test, on a sample basis, the processes used to adhere to and evaluate adherence to the reporting principles.
Seek extensive evidence across all relevant areas, ensuring a detailed examination of BRSR Core indicators. Engaged directly with internal stakeholders to gather insights and corroborative evidence for each disclosed indicator.	Collect and evaluate documentary evidence and management representations supporting adherence to the reporting principles.
Interviews with selected senior managers responsible for management of disclosures and review of selected evidence to support environmental KPIs and metrics disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.	Interviews with the senior managers responsible for management of disclosures. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.
DNV audit team conducted on-site audits for data testing and also, to assess the uniformity in reporting processes and also, quality checks at different locations of the Company. Sites for data testing and reporting system checks were selected based on the %age contribution each site makes to the reported indicator, complexity of operations at each location (high/low/medium) and reporting system within the organization. Sites selected for audits are listed in Annexure-II.	DNV audit team conducted on-site audits for corporate offices and sites. Sample based assessment of site-specific data disclosures was carried out. We were free to choose sites for conducting our assessment.
Conduct a comprehensive examination of key material aspects within the BRSR Core framework supporting adherence to the assurance based on applicable principles plus specified data and information.	Reviewed the process of reporting as defined in the assessment criteria.

In both the cases, DNV teams conducted the:

- Verification of the data consolidation of reported performance disclosures in context to the Principle of Completeness.
- Verification of the consolidated reported performance disclosures in context to the Principle of Completeness as per DNV's VeriSustain™ protocol (v6.0) for reasonable level verification for the disclosures.

Conclusion

Reasonable level of Assurance- BRSR 9 Core Attributes

Based on our review and procedures followed for reasonable level of assurance, DNV is of the opinion that, in all material aspects, the BRSR 9 Core Attributes (as listed in Annexure I of this statement) for FY 2023-24 are reported in accordance with reporting requirements outlined in BRSR Core (Annexure I of SEBI Circular dated 12 July 2023).

Limited Level of Assurance- BRSR Reporting Format

On the basis of the assessment undertaken, nothing has come to our attention to suggest that the BRSR disclosures of Bajaj Finserv Limited as mentioned under section 'Scope' do not properly adhere to the reporting requirements as per BRSR reporting guidelines (Annexure II of SEBI Circular) for FY 2023-24.

Statement of Competence and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO IEC 17029:2019 - Conformity assessment - General principles are requirements for validation and verification bodies, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct¹ during the assurance engagement and maintain independence wherever required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. During the reporting period i.e. FY 2023-24, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement for internal use of Bajaj Finserv Limited. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process. To the best of our knowledge, we did not provide any services to Bajaj Finserv Limited in the scope of assurance for the reporting period that could compromise the independence or impartiality of our work.

Purpose and Restriction on Distribution and Use

This assurance statement, including our conclusion has been prepared solely for the exclusive use and benefit of management of the Company and solely for the purpose for which it is provided. To the fullest extent permitted by law, DNV does not assume responsibility to anyone other than the Company for DNV's work or this assurance statement. The usage of this assurance statement shall be governed by the terms and conditions of the contract between DNV and BFS and DNV does not accept any liability if this assurance statement is used for an alternative purpose from which it is intended, nor to any third party in respect of this assurance statement. No part of this assurance statement shall be reproduced, distributed or communicated to a third party without prior written consent.

For DNV Business Assurance India Private Limited

Parab, Ankita Digitally signed by Parab, Ankita Date: 2024.06.20 16:52:20 +05'30'	Kakaraparth i, Venkata Raman Digitally signed by Kakaraparthi, Venkata Raman Date: 2024.06.20 17:22:35 +05'30'
Ankita Parab Lead Verifier, Sustainability Services, DNV Business Assurance India Private Limited, India.	Kakaraparthi Venkata Raman Assurance Reviewer, Sustainability Services, DNV Business Assurance India Private Limited, India.
Assurance Team : Anjana Sharma , Chandan Sarkar , Anamika Kumari , Himanshu Babbar 20/06/2024, Mumbai, India.	

DNV Business Assurance India Private Limited is part of DNV - Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnv.com

¹ DNV Corporate Governance & Code of Conduct - <https://www.dnv.com/about/in-brief/corporate-governance.html>

Annex I

Verified Data

Sr. No.	Attribute	Parameter	Unit of Measures	Assured Values
1	Green-house gas (GHG) footprint Greenhouse gas emissions may be measured in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard*	Total Scope 1 emissions	MT of CO2e	6057
		Total Scope 2 emissions	MT of CO2e	42089
		Total Scope 1 and Scope 2 emission intensity per rupee of turnover	MT CO2e/ Revenue from operations in ₹ Cr	0.44
		Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	MT CO2e/ Revenue from operations in ₹ Cr adjusted to PPP	9.77
		Total Scope 1 and Scope 2 emission intensity in terms of physical output	MT CO2e/ Consolidated Total Loan Portfolio in ₹ Cr	-
2	Water footprint	Total water consumption**	KL	870931
		Water consumption intensity	KL/ Revenue from operations in ₹ Cr	7.89
			KL / Revenue from operations in ₹ Cr adjusted for PPP	176.74
		Water intensity in terms of physical output	KL/ Consolidated Total Loan Portfolio in ₹ Cr	-
		Water Discharge by destination and levels of Treatment	KL	Not reported
3	Energy footprint	Total energy consumed	Giga Joules (GJ)	2,70,423
		% of energy consumed from renewable sources	In % terms	0.95
		Energy intensity	GJ/ Revenue from operations in ₹ Cr	2.45
			GJ/ Revenue from operations in ₹ Cr adjusted for PPP	54.87
4	Embracing circularity - details related to waste management by the entity	Battery waste	MT	35.83
		E-waste	MT	66.58
		Other Hazardous Waste	MT	1.17
		Biomedical Waste	MT	0.010
		Total	MT	103.59
		Waste intensity per rupee of turnover from operations	MT/ Revenue from operations in ₹ Cr	0
		Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	MT / Revenue from operations in ₹ Cr adjusted for PPP	0.02
		Waste intensity	MT/ Consolidated Total Loan Portfolio in ₹ Cr	-
		Total waste recovered through recycling, re-using or other recovery operations		
		(i) Recycled	MT	103.58
		(ii) Re-used	MT	-
		Total	MT	-
		Total waste disposed by nature of disposal method		
		(i) Incineration	MT	-
		(ii) Landfilling	MT	-
Total	MT	-		

5	Enhancing Employee Wellbeing and Safety	Spending on measures towards well-being of employees and workers - cost incurred as a % of total revenue of the company	In % terms	0.11%
		Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites)	Number of Permanent Disabilities	Nil
			Total recordable work-related injuries	Nil
			Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Nil
			No. of fatalities	Nil
6	Enabling Gender Diversity in Business	Gross wages paid to females as % of wages paid	In % terms	9.1%
		Complaints on POSH	Total Complaints on Sexual Harassment (POSH) reported	38
			Complaints on POSH as a % of female employees / workers	0.31%
			Complaints on POSH upheld	21
7	Enabling Inclusive Development	Input material sourced from following sources as % of total purchases -and from within India	Directly sourced from MSMEs/ small producers (In % terms - As % of total purchases by value)	8.43%
			Directly sourced from within India	-
		Job creation in smaller towns - Wages paid to persons employed in smaller towns (permanent or non-permanent /on contract) as % of total wage cost	Location	
			Rural	1.6%
			Semi-urban	7.7%
Urban	24.4%			
Metropolitan	66.4%			
8	Fairness in Engaging with Customers and Suppliers	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events	In % terms	Nil
		Number of days of accounts payable	(Accounts payable *365) / Cost of goods/services procured	46
9	Open-ness of business	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties	Purchases from trading houses as % of total purchases	NA
			Number of trading houses where purchases are made from	NA
			Purchases from top 10 trading houses as % of total purchases from trading houses	NA
			Sales to dealers / distributors as % of total sales	NA
			Number of dealers / distributors to whom sales are made	NA
			Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA
			Share of RPTs (as respective %age) in	
			Purchases	2.89%
			Sales	0.11%
			Loans & advances	0.02%
			Investments	0.23%

Note:

*Emission factors used and their references, assumptions considered are mentioned in the 'GHG Inventory Report', 2024 prepared by Bajaj Finserv Group, which is applicable to BFS. Calculation of Scope 1 GHG emissions are based on conversion factors, emission factors considered in 2006 IPCC Guidelines for National Greenhouse Gas Inventories, IPCC sixth assessment report. Scope 2 GHG emissions for Indian operations are calculated based on the Grid

Electricity EF - Central Electricity Authority, Govt. of India, CO₂ baseline database for Indian Power Sector, version 19, December 2023 EF considered (including RES & Captive power injection into grid) is 0.716 kgCO₂ per kWh. For purchased electricity non grid with HSD as source of energy generation emission factor 0.70 tCO₂/MWh is considered. https://cea.nic.in/wp-content/uploads/baseline/2024/04/User_Guide_Version_19.0.pdf
 For fuel rate average consideration, https://ppac.gov.in/uploads/page-images/1711513222_b64a426eac364980b78.pdf accessed on date 27th March 2024, is referred.

**Total water consumption is derived from "National Building Code (NBC) - Bureau of Indian Standards (BIS), 2016 - Estimation of Water Requirement for Drinking and Domestic Use"- "45 litres per person per working day".

Annex II

Sites selected for audits

Sr. no.	Site	Location
1.	Corporate offices of BFS	Pune
2.	Offices/Branches- on-site visits	BFL offices- Finserv House, Pune Goregaon, Mumbai Thane, Mumbai Salt Lake, Kolkata Somajigunda, Hyderabad Residency road, Bangalore Brookfield, Bangalore BHFL offices- Goregaon, Mumbai HO, Pune BAGIC- Mumbai- Prabhadevi, Andheri Pune- Bajaj House HO, Bajaj Finserv Hyderabad office Kolkata- Mani Square Bangalore - Rajajinagar BALIC- Mumbai- Sion, Andheri Pune- Pune (BFS) Hyderabad office Kolkata- Kolkata 1 Bangalore - Bangalore-1, Rajajinagar
3.	Offices/Branches- (with in-person meeting with data owners during on-site visits to the offices mentioned in Sr. No. 2)	BFL offices- Mumbai- 50000472, Chembur- FD, Andheri- 50000468, Dadar, Thane- Thane FD, Thane off roll, New Bhiwandi Pune- PTP, Mantri, Weikfield A & B, Wakdewadi additional- Pune Nashik Bangalore- 50000085, Whitefield, NR trident, KR Puram, New Sahakarnagar, Rajajinagar, Prestige Building Hyderabad- Somajiguda, Banjarahills, Begumpet, Kothapet Kolkata- Rash Behari, Habra, Dankuni BHFL offices- Mumbai -Andheri, Thane, Mira road, Andheri 3rd BFSL- Pune, HO BAGIC- Mumbai- Borivali, Fort, Panvel, Vashi, Banca Sion, Sion, Ghatkopar, Thane, Kalyan Pune- Marvel Edge, PCMC, Pune RO Sangli, Satara, Solapur, Kolhapur, Jalgaon, Nashik, Aurangabad, Ahmednagar, Vardhaman Hyderabad- Warangal, Karimnagar, Mahabubnagar Kolkata- Rajarhat, New Market, Siliguri Bangalore - Hebbal, Hubli, Mangalore BALIC- Mumbai- Fort, Borivali, Thane, Vashi, Prabhadevi, Pune- Pune-1, Baner (Aundh), Pune (P00), Pune-BFS, Kolhapur, Nashik Hyderabad- Warangal, Karimnagar, Mahabubnagar Kolkata- Howrah 1, Burdwan, Kolkata (K91). Kolkata (UUK) Bangalore - Bangalore-2, Marathalli, Residency Road Marathalli, Residency Road Mysore (Karnataka), Mangalore (Karnataka), Hubli

4.	Remote Audits	<p>BFL offices- Chennai- Raheja Towers, Spencer Plaza, Egmore Delhi-East office, South office, Janakpuri (5B/3), New Delhi office</p> <p>BHFL offices- Thane- Thane Additional, Kalyan, Virar, Virar additional Nagpur Nashik Aurangabad Pune- Baner, Chinchwad, NIBM, NIBM additional, Sinhgad road, Wagholi, Wakdewadi, Wakdewadi additional</p> <p>BAGIC- Chennai- Arumbakkam 5th Floor and 6th Floor, Madurai, Pondicherry, Coimbtore Delhi- Motinagar, CP, Nehru Palace</p> <p>BALIC- Rajasthan- Jaipur, Jodhpur, Chittorgarh Delhi- Delhi 1, Pitampura, Moti Nagar, Jasola, Lajpat Naga</p>
----	---------------	---



Independent Verification Statement

Introduction

DNV Business Assurance India Private Limited ('DNV') has been commissioned by the management of Bajaj Finserv Limited (Corporate Identity Number L65923PN2007PLC130075) to carry out a verification of its Greenhouse Gas ('GHG') emissions data of Bajaj Finserv Limited (hereafter mentioned as 'BFS' and 'the Company') and its 9 subsidiaries & 2 Joint Ventures (collectively mentioned as 'BFS Group') for the period 1st April 2023 to 31st March 2024 (FY 2023-24). BFS has prepared its GHG data in bespoke spreadsheets based on the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard with the emission factors sourced from the Intergovernmental Panel on Climate Change's (IPCC) Sixth Assessment Report, The UK Department for Environment, Food and Rural Affairs (Defra) Central Electricity Authority, Govt. of India and India GHG Program, 2014.

DNV has carried out this customized verification engagement in accordance with DNV's VeriSustain™ protocol (v6.0). Apart from DNV's VeriSustain™ protocol (v6.0), DNV team has also followed ISO 14064-3 - *Specification with guidance for the verification of GHG emissions*. The verification was carried out during the period February 2024 - June 2024 by a team of qualified sustainability and GHG assessors.

Intended User

The intended user of this verification statement is the Management of Bajaj Finserv Limited ('the Management').

Level of Verification

- Reasonable Level of verification for Scope 1 & 2 GHG emissions and
- Limited Level of verification for the Scope 3 GHG emissions (Categories 1, 6 and 9)

Responsibilities of the Company and DNV

The Management of the Company is responsible for the collection, analysis, aggregation, calculations and presentation of data and information related to its GHG assertions and also responsible for ensuring the maintenance and integrity of its website and any referenced disclosures on their website.

In performing this verification assessment, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion. We disclaim any liability or co-responsibility for any decision a person or entity would make based on this verification statement.

Scope, Boundary and Limitations of Verification

Scope

The scope of work agreed includes the following:

- Verification of GHG Scope 1 and Scope 2 emissions data from various activities for FY 2023-24 for reasonable level of verification
 - Scope 1 emissions due to combustion of fossil fuels and other emissions, such as
 - Combustion of high-speed diesel (HSD) for diesel generators
 - Fuel consumed by company-owned vehicles.
 - HFC releases from air conditioners
 - CO₂ released due to use of CO₂-based fire extinguishers
 - Scope 2 emissions due to purchased electricity from national grids in India and purchase of electricity from other sources
- Verification of GHG Scope 3 emissions data from various activities for FY 2023-24 for limited level of verification
- Other Indirect GHG emissions (Scope 3 emissions) arising from value chain covering three categories as per the Greenhouse Gas Protocol's Corporate Value Chain (Scope 3) Accounting. Categories reported are-
 - C1: Purchased Goods and Services- procurement of office supplies
 - C6: Business Travel- air, road & train travel, hotel stay and guest house stay
 - C9: Downstream transportation and distribution- relocation, freighting courier

Boundary

Boundary covers the performance of BFS and its 9 subsidiaries & 2 Joint Ventures mentioned below; have operations in India that fall under the direct operational control of the Company's Legal structure.

1. Bajaj Allianz Life Insurance Company Limited (BALIC)
2. Bajaj Allianz General Insurance Company Limited (BAGIC)
3. Bajaj Finance Limited (BFL)
4. Bajaj Finserv Direct Limited (BFDL)
5. Bajaj Housing Finance Limited (BHFL)
6. Bajaj Financial Securities Limited (BFSL)
7. Bajaj Finserv Ventures Limited (BFVL)
8. Bajaj Finserv Asset Management Limited (AMC)
9. Bajaj Finserv Health Limited (BFHL/EBH)
10. Bajaj Allianz Financial Distributor Limited (BAFDL) JV
11. Bajaj Allianz Staffing Solutions Limited (BASSL) JV

Based on the agreed scope with the Company, the boundary of verification covers the operations of BFS Group across all locations in India.

Limitation(s):

- The verification engagement considers an uncertainty of ±5% based on materiality threshold for estimation/measurement errors and omissions.
- DNV has not been involved in evaluation or assessment of any financial data/performance of the company and its subsidiaries.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of verification.
- Data outside the operations specified in the verification boundary is excluded from the verification, unless explicitly mentioned otherwise in this statement.
- The verification engagement is based on the assumption that the data and information provided by the Company are complete, sufficient and authentic.
- No external stakeholders were interviewed as part of this verification engagement.

Verification Methodology:

We planned and performed our verification work to obtain the evidence we considered necessary to provide reasonable & limited level of verification. In case of limited level of verification, we adopted a risk-based approach towards selection of samples for assessing the robustness of the underlying data management system, information flow and controls.

We carried out the following activities:

- Desk review of the Scope 1, Scope 2 and Scope 3 emissions activity and associated data for the period - 1st April 2023 - 31st March 2024 captured in bespoke spreadsheets.
- Review of the standard operating procedures ('SOPs') for GHG Management System as well as the Company's GHG data management processes used to generate, aggregate, and report the GHG data, as well as assessment of the completeness, accuracy and reliability of the data.
- Reviews of GHG data aggregation system in place including formats, assumptions, as well as associated emission factors and calculation methodologies.
- Sampling of activity data for verification in line with the requirements for verification.
- Onsite visits to corporate office and selected branches/sites in India as listed out in Annexure II for verifying the identified activities and emission sources and related evidence at the site level on a sample basis.
- Interaction with key managers and data owners to review data systems related to the GHG inventory including reviews of emission factors and assumptions used in calculation methodology.

Conclusion

Reasonable level of verification- Scope 1 & 2 GHG emissions

On the basis of our verification methodology and scope of work agreed upon, DNV is of the opinion that, in all material aspects, the reported Scope 1 & 2 GHG emissions as brought out below and in Annexure I are materially correct and fair representation of Scope 1 & 2 GHG emissions of BFS Group for the reporting period.

Limited Level of verification- Scope 3 GHG emissions

On the basis of our verification methodology and scope of work agreed upon, nothing has come to our attention to suggest that the GHG emissions as brought out below and in Annexure I are not materially correct and is not a fair representation of the Scope 3 GHG emissions of BFS Group for the reporting period.

In both cases, some data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors and the errors have been corrected.

GHG Emissions for BFS Group

Scope details	Total GHG Emissions (tCO ₂ e) for FY 2023-24
Scope 1 Direct GHG emissions (Scope 1 emissions) covering combustion of high-speed diesel (HSD) for diesel generators, fuel consumed by company-owned vehicles, HFC releases from air conditioner, CO ₂ released due to use of CO ₂ -based fire extinguishers	6057
Scope 2 Indirect GHG emissions (Scope 2 emissions) covering consumption of purchased electricity for its facilities and units (from national grid in India and other sources)	42,089
Scope 3 other Indirect GHG emissions (Scope 3 emissions) covering <ul style="list-style-type: none"> • C1: Purchased Goods and Services- procurement of office supplies • C6: Business Travel- air, road & train travel, hotel stay and guest house stay • C9: Downstream transportation and distribution- relocation, freighting courier 	28,753
Total Scope 1, Scope 2 & Scope 3 Emissions	76,899

Note:

1. Emission factors used and their references, assumptions considered are mentioned in the 'GHG Inventory Report', 2024 prepared by Bajaj Finserv Group, which is applicable to BFS Group.
2. Calculation of Scope 1 GHG emissions are based on conversion factors, emission factors considered in 2006 IPCC Guidelines for National Greenhouse Gas Inventories, IPCC sixth assessment report and GHG protocol cross sector emission factors.
3. Scope 2 GHG emissions for Indian operations are calculated based on the Grid Electricity EF - Central Electricity Authority, Govt. of India, CO₂ baseline database for Indian Power Sector, version 19, December 2023 EF considered (including RES & Captive power injection into grid) is 0.716 kgCO₂ per kWh. For purchased electricity non grid with HSD as source of electricity generation, emission factor 0.70 tCO₂/MWh is considered. https://cea.nic.in/wp-content/uploads/baseline/2024/04/User_Guide_Version_19.0.pdf
4. For fuel rate average consideration, https://ppac.gov.in/uploads/page-images/1711513222_b64a426eac364980b78.pdf accessed on date 27th March 2024, is referred.
5. Calculation of Scope 3 GHG emissions are based on emission factors considered in India GHG Program <https://indiaghg.org/transport-emission-factors-> for train and road transport, for hotel stay & guest houses- <https://ecommons.cornell.edu/server/api/core/bitstreams/220e2386-fac7-4985-8825-a901176b161f/content>

Statement of Competence and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO IEC 17029:2019 - Conformity assessment - General principles are requirements for validation and verification bodies, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct¹ during the verification engagement and maintain independence wherever required by relevant ethical requirements. During the reporting period i.e. FY 2023-24, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data except for this Verification Statement for internal use of Bajaj Finserv Limited. DNV maintains complete impartiality toward stakeholders interviewed during the verification process. To the best of our knowledge, we did not provide any services to Bajaj Finserv Limited in the scope of verification for the reporting period that could compromise the independence or impartiality of our work.

¹ DNV Corporate Governance & Code of Conduct - <https://www.dnv.com/about/in-brief/corporate-governance.html>

Purpose and Restriction on Distribution and Use

This verification statement, including our conclusion has been prepared solely for the exclusive use and benefit of the management of the Company and solely for the purpose for which it is provided. To the fullest extent permitted by law, DNV does not assume responsibility to anyone other than the Company for DNV's work or this verification statement. The usage of this verification statement shall be governed by the terms and conditions of the contract between DNV and BFS and DNV does not accept any liability if this statement is used for an alternative purpose from which it is intended, nor to any third party in respect of this verification statement. No part of this verification statement shall be reproduced, distributed or communicated to a third party without prior written consent.

For DNV Business Assurance India Private Limited

Parab, Ankita Digitally signed by Parab, Ankita Date: 2024.06.20 16:52:20 +05'30'	Kakaraparth i, Venkata Raman Digitally signed by Kakaraparthi, Venkata Raman Date: 2024.06.20 17:22:35 +05'30'
Ankita Parab Lead Verifier, Sustainability Services, DNV Business Assurance India Private Limited, India.	Kakaraparthi Venkata Raman Verification Reviewer, Sustainability Services, DNV Business Assurance India Private Limited, India.
Assurance Team : Anjana Sharma , Chandan Sarkar , Anamika Kumari , Himanshu Babbar 20/06/2024, Mumbai, India.	

DNV Business Assurance India Private Limited is part of DNV - Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnv.com

Annexure I

GHG Emissions for BFS Group

Total GHG Emissions (tCO2e) for FY 2023-24	Scope details		
	Scope 1 Direct GHG emissions*	Scope 2 Indirect GHG emissions**	Scope 3 other Indirect GHG emissions ***
BFS	38.75	1661.58	101.73
BHFL	377.32	2128.20	949.89
BFSL	19.80	779.84	104.26
BAGIC	179.58	4616.89	3078.59
BALIC	920.59	6217.24	7217.65
BFL_CF	4387.48	25038.90	12666.80
BFL_AF	0	960.92	1571.28
EBH	98.60	494.44	98.19
AMC	35.38	57.78	2878.60
BFDL	0.01	133.26	0.37
BFVL	0	0	85.87
BFS Group	Total Scope 1, Scope 2 & Scope 3 Emissions		
	6057	42089	28753

*Scope 1 Direct GHG emissions (Scope 1 emissions) covering combustion of high-speed diesel (HSD) for diesel generators, fuel consumed by company-owned vehicles, HFC releases from air conditioner, CO₂ released due to use of CO₂-based fire extinguishers

** Scope 2 Indirect GHG emissions (Scope 2 emissions) covering consumption of purchased electricity for its facilities and units (from national grid in India and other sources)

*** Scope 3 other Indirect GHG emissions (Scope 3 emissions) covering

- C1: Purchased Goods and Services- procurement of office supplies
- C6: Business Travel- air, road & train travel, hotel stay and guest house stay
- C9: Downstream transportation and distribution- relocation, freighting courier

Annexure II

Sites selected for audits

Sr. no.	Site	Location
1.	Corporate offices of BFS	Pune
2.	Offices/Branches- on-site visits	<p>BFL offices- Finserv House, Pune Goregaon, Mumbai Thane, Mumbai Salt Lake, Kolkata Somajigunda, Hyderabad Residency road, Bangalore Brookfield, Bangalore</p> <p>BHFL offices- Goregaon, Mumbai HO, Pune</p> <p>BAGIC- Mumbai- Prabhadevi, Andheri Pune- Bajaj House HO, Bajaj Finserv Hyderabad office Kolkata- Mani Square Bangalore - Rajajinagar</p> <p>BALIC- Mumbai- Sion, Andheri Pune- Pune (BFS) Hyderabad office Kolkata- Kolkata 1 Bangalore - Bangalore-1, Rajajinagar</p>
3.	Offices/Branches- (with in-person meeting with data owners during on-site visits to the offices mentioned in Sr. No. 2)	<p>BFL offices- Mumbai- 50000472, Chembur- FD, Andheri- 50000468, Dadar, Thane- Thane FD, Thane off roll, New Bhiwandi Pune- PTP, Mantri, Weikfield A & B, Wakdewadi additional- Pune Nashik Bangalore- 50000085, Whitefield, NR trident, KR Puram, New Sahakarnagar, Rajajinagar, Prestige Building Hyderabad- Somajiguda, Banjarahills, Begumpet, Kothapet Kolkata- Rash Behari, Habra, Dankuni</p> <p>BHFL offices- Mumbai -Andheri, Thane, Mira road, Andheri 3rd</p> <p>BFSL- Pune, HO</p> <p>BAGIC- Mumbai- Borivali, Fort, Panvel, Vashi, Banca Sion, Sion, Ghatkopar, Thane, Kalyan Pune- Marvel Edge, PCMC, Pune RO, Pune (BFS), Sangli, Satara, Solapur, Kolhapur, Jalgaon, Nashik, Aurangabad, Ahmednagar, Vardhaman Hyderabad- Warangal, Karimnagar, Mahabubnagar Kolkata- Rajarhat, New Market, Siliguri Bangalore - Hebbal, Hubli, Mangalore</p> <p>BALIC- Mumbai- Fort, Borivali, Thane, Vashi, Prabhadevi, Pune- Pune-1, Baner (Aundh), Pune (P00), Pune-BFS, Kolhapur, Nashik Hyderabad- Warangal, Karimnagar, Mahabubnagar Kolkata-</p>

		Howrah 1, Burdwan, Kolkata (K91). Kolkata (UUK) Bangalore - Bangalore-2, Marathalli, Residency Road Marathalli, Residency Road Mysore (Karnataka), Mangalore (Karnataka), Hubli
4.	Remote Audits	<p>BFL offices- Chennai- Raheja Towers, Spencer Plaza, Egmore Delhi-East office, South office, Janakpuri (5B/3), New Delhi office</p> <p>BHFL offices- Thane- Thane Additional, Kalyan, Virar, Virar additional Nagpur Nashik Aurangabad Pune- Baner, Chinchwad, NIBM, NIBM additional, Sinhgad road, Wagholi, Wakdewadi, Wakdewadi additional</p> <p>BAGIC- Chennai- Arumbakkam 5th Floor and 6th Floor, Madurai, Pondicherry, Coimbtore Delhi- Motinagar, CP, Nehru Palace</p> <p>BALIC- Rajasthan- Jaipur, Jodhpur, Chittorgarh Delhi- Delhi 1, Pitampura, Moti Nagar, Jasola, Lajpat Naga</p>

Corporate Policies

Codes and Policies:

The following are the Codes and Policies which is accessible through our company website with Link: <https://www.aboutbajajfinserv.com/investor-relations-policies-and-codes>.

Sr. No	NGRBC - Principle wise Policies	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Responsible and Sustainable Business Conduct Policy	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	Prevention of Sexual harassment at workplace (Prevention, Prohibition & Redressal)	✓		✓		✓				
3	Disciplinary action and grievance redressal	✓		✓		✓				
4	Fair practices code	✓			✓					✓
5	Vigil mechanism / Whistle Blower Policy	✓		✓		✓				
6	Corporate Social Responsibility (CSR) Policy	✓			✓				✓	
7	Policy on Materiality of and dealing with Related Party Transactions	✓								
8	Code of Ethics and Personal Conduct	✓		✓						
9	Employee Charter – Human Rights	✓		✓	✓					✓
10	Remuneration Policy	✓		✓		✓				
11	Code of Conduct for Directors and Senior Management	✓								
12	Board Evaluation Criteria	✓								
13	CII Code of Conduct	✓		✓						

Material Companies:

Other than the policies placed on the Company's website certain policies of the Company are internal documents and are not accessible to the public. The NGRBC policy and practices are followed by all the material subsidiaries wherever applicable to the company through their policies and accompanying processes. Publicly accessible policies of material subsidiaries are available on their respective websites:

1. BFL: <https://www.aboutbajajfinserv.com/finance-investor-relations-policies-and-codes>
2. BHFL: <https://www.bajajhousingfinance.in/policies-and-documents>
3. BAGIC: <https://www.bajajallianz.com/about-us/corporate-policy.html>
4. BALIC: <https://www.bajajallianzlife.com/about-us.html>



Mapping United Nations Sustainable Development Goals (UNSDG)

We have mapped our initiatives under the BRSR principles to the United Nations Sustainable Development Goals

Principle 1 :

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



Principle 2 :

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



Principle 3 :

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



Principle 4 :

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



Principle 5 :

Businesses should respect and promote human rights.



Principle 6 :

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



Principle 7 :

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



Principle 8 :

Businesses should promote inclusive growth and equitable development.



Principle 9 :

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





Bajaj Finserv Limited

Regd. Office: Bajaj Auto Limited complex, Mumbai - Pune Road,
Pune - 411 035, Maharashtra, India.

Tel: +91 20 7150 5700 | Fax: +91 20 7150 5792

www.aboutbajajfinserv.com/about-us/