

Stakeholder Engagement

Bajaj Finserv's key stakeholders include shareholders and investors, customers, government and regulators, value chain partners, employees and the society. Through periodic interactions, the Bajaj Finserv companies actively address their expectations and concerns. Further, Bajaj Finserv and its companies are dedicated to upholding and protecting stakeholders' interests and ensuring compliance with all applicable laws pertaining to human rights.



Engaging with Stakeholders Responsibly

The key stakeholders of Bajaj Finserv companies are shareholders and investors, lenders and depositors, value chain partners, customers, employees, society, as well as the government and regulators. As a responsible corporate, we, at Bajaj Finserv, are committed to effectively addressing their expectations and concerns. We hold periodic and event-based interactions with all our stakeholders for this purpose.

We have steadfastly dedicated ourselves to upholding and protecting the human rights of all our stakeholders. We ensure sustained compliance with all applicable laws pertaining to human rights. In FY2023, Bajaj Finserv companies did not receive any complaint relating to violation of human rights.

Shareholders and Investors

Leading with integrity and invoking the trust of stakeholders, listed entities of Bajaj Finserv maintain one of the highest standards of business information disclosures. These companies communicate with shareholders and investors in several ways, including quarterly investor presentations, press releases and communications through stock exchanges, participation in investor conferences, etc. Additionally, senior executives of our unlisted material subsidiaries (Bajaj Allianz General Insurance Company and Bajaj Allianz Life Insurance Company in case of Bajaj Finserv and Bajaj Housing Finance in case of Bajaj Finance) also participate in the investor call and address their queries, underlining the importance of these engagements. The Stakeholders Relationship Committee of the respective Boards addresses the grievances of investors. During the year, the Group received thirty-three shareholder and investor complaints, of which none are pending for resolution as on March 31, 2023.

Value-chain Partners

Bajaj Finserv companies strive to influence partners in the value-chain to participate in responsible and sustainable business conduct depending upon their means and resources. We believe that mutual and inclusive growth of our value-chain partners is necessary to foster trust and manage potential risks through interactions with value chain partners. Each subsidiary has various partners such as vendors, business associates etc., with whom they have an ongoing engagement in the form of in-person / online meetings, emails, performance discussions, trainings, company policy/process communication etc. Additionally, each company conducts periodical meets/conferences for some of its value-chain partners.

Each of the Companies in the Group conducts awareness and training programs for their value chain partners (especially agents and other intermediaries), depending upon business needs, stakeholder feedback and regulatory requirements relating to code of conduct, anti-money laundering, fraud prevention,



Stakeholders at a Bajaj Finserv Meet

health and safety, prevention of sexual harassment, whistle blower mechanism, other functional trainings, etc.

For example, Bajaj Finance continues its annual meet “Samvaad - Dialogues to Success” to strengthen relationship with its value chain partners to address any concerns and reach mutual beneficial solutions. In FY2023, post COVID Samvaad was organized in person by Bajaj Finance for 7 days; over 490 retailers participated and interacted live with the senior management physically. On the other hand, Bajaj Allianz Life Insurance Company provided specialized training to its agents which included functional and skill upgradation training that was knowledge based.

The material companies have also established a monitoring framework for its agents to review their performance and take suitable action in terms of warning, penalty, and termination for deviations. This is achieved through contracting, engagement and following Board-approved policies and codes. Further, each of them has a monitoring framework to review performance and take suitable action in terms of warning, penalty, and termination for deviations.

Government and Regulators

Bajaj Finserv and its subsidiaries continually monitor their legal and regulatory compliances, and provide timely and accurate information, as required. The Bajaj Finserv and its subsidiaries actively participate in interactive engagement with government authorities and regulators, be it offering suggestions and recommendations or feedback on draft policies. Regular exchange of views on setting up new industry standards or regulatory developments pertaining to the financial services industry through forums and

leadership interaction are undertaken throughout the year. These interactions enable us to understand the areas of focus and concern and align our disclosures and improve our transparency with our important stakeholders. Our participation in the public and regulatory policy development process encompasses providing suggestions on draft notifications, and interactions with various bodies / regulators on matters significant to industry and society at large. The Bajaj Finserv and its subsidiaries through their multiple interaction across leadership level also share recommendations and suggestions, from time to time, to various regulators in the larger interest of the industry.

Bajaj Finserv is one of the financial conglomerates which is monitored by the Inter-Regulatory Forum (IRF), comprises of representatives from the IRDAI, SEBI, RBI, NHB, and PFRDA¹. As part of the monitoring process, an annual meeting is held by the IRF with the Bajaj Finserv Group wherein the IRF is updated on the practices at the Bajaj Finserv Group pertaining to compliances, risk management, capital adequacy, and grievance management, business development, etc. From the respective regulators' side, their expectations on any identified issues and challenges, if any, in the conduct of respective companies are discussed, including their expectations from Bajaj Finserv companies.

When providing our views or feedback, we always attempt to objectively balance the interests of various stakeholders. All interactions with government bodies and regulators like SEBI, RBI, IRDAI are conducted only by authorized senior officials of the group companies.

The Bajaj Finserv and its subsidiaries are members of various trade and industry chambers, associations, councils, and other collective platforms or forums. Bajaj Finserv and its material subsidiaries proactively participate in the discussions and contribute to the resolutions within the scope of these forums. Frequent engagement with Government agencies and regulators is planned to remain steadfastly committed in providing timely and accurate information, suggestions, and recommendations, discuss and close areas of focus and concerns, feedback on draft policies, etc. For instance, Bajaj Finserv is a member of the World Economic Forum and CII, through which it actively engages in policy advocacy. These engagements are overseen by Sanjiv Bajaj, Chairman & Managing Director of the Company, and the President of CII, from May 2022.

Customers

Refer "[Customer centricity](#)" section on page 32.

Employees

Refer "[Human capital management](#)" section on page 35.

Society

Refer "[Empowering society](#)" section on page 25.

¹ PFRDA : Pension Fund Regulatory and Development Authority



Employees at a workshop

Stakeholder Communication

Campaigns on sustainable practices are shared on multiple media sources for our internal stakeholders (such as employees) and external stakeholders (such as Community, Regulators, Shareholders, Investors, Vendor and partners).

We further leverage the use of technology (social media, channels of digital media to increase footprint) to improve our communication and information outreach for building awareness around activities being implemented by the Group companies on ESG.

Various creatives were used to promote the message of (SaveEarth, SaveWater, SaveElectricity, SaveTrees, SaveWater, StopPollution, ReducePlastics, etc.) under the campaign - #LiveSustainably across the Group companies through the use of social media, internal employee device screen savers, displays across office spaces, etc. The campaign also promoted and encouraged the members to take a pledge to live sustainably, thus positively driving the future agendas

PURE LIFE **BAJAJ FINANCE**

6 COMMON CAUSES OF HORMONAL IMBALANCE IN WOMEN

- STRESS**: An overproduction of the stress hormones cortisol will negatively affect other hormones like progesterone.
- HORMONAL PHASES**: Puberty, Pregnancy, Menopause. While they are all natural, they seriously impact our body chemistry and its balance.
- DISEASES**: As our body is a finely tuned machine, any changes or "defects" in it affects our hormonal balance as well.
- DIET**: Our diet can be a huge factor when it comes to hormonal imbalance. What we eat influences our internal hormone production greatly.
- MEDICATION**: Medication is one of the common causes of hormonal imbalance.

#SheMatters

#ThePlaceToBe

#BFLCares **BAJAJ FINSERV**

A PLACE WHERE WELLBEING IS EQUALLY VALUED - PURE LIFE

We give equal importance to our business growth and employees' physical and mental wellbeing.

- 1to1 Connect**: 24x7 Tele Counselling, Face to Face Sessions, 3500+ Employees Covered through Engagement
- Gratitude Wall**: Gratitude Wall for Employees to recognize 'Act of Kindness' by others (Engagement - 800+)
- Annual Health Check-Up**: 10,000+ Employees Covered, Unique check-up plans for women
- PureLife Ambassadors**: 30+ Employees recognized as PureLife Ambassadors (employees who follow a healthy lifestyle)
- Marathon**: 1200+ Employees participated in Bajaj Allianz Pune Half Marathon
- Webinars**: 4 webinars on different health topics covering 800+ employees
- Engagement**: Weekly health articles and snippets with 5% engagement
- Desk Exercises**: Daily desktop notifications reminding employees to relax, take breaks, de-stress, desk exercise

BAJAJ FINANCE LIMITED **#ThePlaceToBe**

ESG **Allianz** **BAJAJ** **CONVULS**

EXCHANGE PETROL FOR PEDALS

At BAJAJ, our employees' health is of paramount importance, hence, we promote their wellbeing, we are happy to introduce Cycle to Work initiative. A special cycle shed has been initiated - Open to all Changing Station of our HQ Office.

Benefits:

- Maintain your Health
- Mental Well-being
- Save on Fuel Cost & Reduces Carbon Footprint

Precautions to be Taken:

- Always wear your Headgear
- Wear Reflective Material
- Stay Off the Sidewalks
- Use Dedicated Bike Lanes

Let's join the movement and cycle for the environment and our health.

BAJAJ **Allianz** **CONVULS**

"As Bajaj Allianz General Insurance, we have always believed and lived up to our true business values of doing good and being there for people in their darkest hour of need. Our primary intention has always been to make a difference in the lives of the citizens of our country. Our people, our customers, our partners, and the communities we operate in, define us and makes us complete. We are duty-bound to honour the trust of our customers by running our organisation ethically, transparently and responsibly whilst making a real difference to our community and society through a series of philanthropic initiatives.

I am excited to share with you that we have formed an Environment, Social and Governance (ESG) team who'd be responsible to build and drive this ecosystem of being an organization with a purpose to serve our people and planet. I'd like to also introduce you to Mr. Ashish Dole, who'd lead the ESG initiatives together with a steering committee and will work closely with other Bajaj Finserv Group companies representatives.

With this, I'm happy to announce our first ever ESG Report for the fiscal year 2021-22. The report would give you a complete insight on our functionality in the areas of Environment, Social and Governance including major highlights of the last financial year."

CLICK TO READ THE ESG REPORT

*Strictly for internal circulation.

ESG **Allianz** **BAJAJ** **LIFE GOALS. DONE.**

CAR POOL TEAMS GROUP

As an Environmental, Social and Governance (ESG) initiative, we are happy to announce the Car pool platform on MS team for all our *Pune offices' employees

- Mitigate the congestion
- Save on commuting cost
- Reduce Carbon Footprint

Follow road safety guidelines: Ensure that the vehicles are in proper condition & insured

Be courteous to your fellow colleague: This is a non-commercial activity

Please refer to attached documents for the process

BAJAJ FINSERV LIMITED

ThinkSmart **Allianz** **BAJAJ** **LIFE GOALS. DONE.**

The BAJAJ Idea Platform

ESG ENVIRONMENTAL SOCIAL GOVERNANCE

As a focus on embedding and establishing Environmental, Social and Governance (ESG) frameworks, we are introducing the ESG idea portal in Smart One - Think Smart.

Ideas can be but not limited to:

- ENVIRONMENT**: Energy and Water Efficiency, Waste Management, Eco-friendly products and services
- SOCIAL**: Diversity & Inclusion Contribution to the Community, Workplace Health & Safety
- GOVERNANCE**: Code of Conduct and Business Principles, Cyber Security, Compliance Systems

Click here to submit your revolutionary ideas on the Think Smart portal and stand a chance to win rewards

Please refer to the attached PDF for the process

For any queries, write to Thinksmart@bajajallianz.co.in

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