

Preserving and Protecting Environment

Bajaj Finserv and its companies are committed to contribute to a clean and sustainable environment by continuously improving its Environmental and Sustainability performance. Bajaj Finserv companies' Code of Ethics and Personal Conduct includes respecting the environment, eliminating waste and conserving resources as working norms.

Bajaj Finserv's Windmills at Aurangabad



As a financial services group, Bajaj Finserv does not have a sizeable consumption of any raw material, nor does it produce any tangible goods. Even as we continue providing financial solutions to serve the needs of people, we nurture a culture of conservation and reduce dependence on natural resources.

Bajaj Finserv companies are committed to positively contributing to a sustainable ecosystem by being conscious of its operational emissions across its subsidiaries and responsible for its environment in which we coexist. Bajaj Finserv companies' Code of Ethics and Personal Conduct includes respecting the environment, eliminating waste and conserving resources.

We report our carbon emissions across the material subsidiaries with public disclosure of our accounting of GHG emissions with an independent assurance. ([Refer GHG Emissions section in the detailed report](#))

To uphold our environment and work towards a green planet, we continue to make our operations more sustainable. We have adopted four major areas to preserve and protect the environment:

Off-setting Environmental Impact

Bajaj Finserv companies' commitment to a sustainable ecosystem is manifested through a number of initiatives which together assist in offsetting the impact of its businesses on the environment. Mentioned below are a few such initiatives:

Net generator of renewable power:

- 138 windmills of the Company with an installed capacity of 65.2 MW generated over 83.4 million units of electricity in FY2023, which is more than the electricity consumed by the Bajaj Finserv companies.
- Additionally, during the year, we have commissioned rooftop solar plants with an installed annual capacity of 650.8 KW.

Protecting the environment

- Bajaj Finance planted over 52,000 trees in FY2023, taking the total count of trees planted to over 0.27 million.



Bajaj Finserv's windmills at Satara.

“ Digital ecosystems play an important role in lowering carbon footprint and empowering people by sharing of data and insights. We are using digitisation to accelerate our sustainability agenda and we believe that, given the scale at which we operate, it will not only benefit our business, but also have far-reaching implications on nature and society. ”



Rakesh Bhatt
Executive Director,
Bajaj Finance Ltd.

Eco-friendly Offices and Practices

The offices where our people conduct daily interactions set the benchmark for Bajaj Finserv and its companies to build on sustainable beliefs and work ethic, including our commitment to a better environment. Its initiatives include:

Making office environmentally friendly:

- Selected and designed offices to facilitate maximum natural light and deployed use of the LED light fittings in offices, thus reducing our energy consumption due to heating and lighting.
- Installed ozone-friendly air conditioners manufactured with R32 refrigerant – that lower carbon emissions and contribution to GHG
- Segregation of dry and wet waste in company office cafeteria and rental common offices which helps in treatment of waste at source and reducing landfill dumping.
- Use of cloud-based virtual servers to increase energy efficiency and data security to improve our energy requirement of data management

Water conservation and treatment:

- Two large offices in Pune have a rainwater harvesting facility, with an aggregate capacity of 14,600 litres.
- Water treatment plant at an office in Pune with the capacity to collect, treat and filter 10,000 liters of raw hard water per day, which is reused for gardening and shared area cleaning.

Operational co-efficiency:

- Conduct meetings and training through digital mediums, reducing impact of employee business travel, reducing impact on the environment and saving time and costs.
- Bajaj Finserv companies' have stopped procurement of one-time use plastic water bottles; plastic garbage bags have been replaced with bio-degradable bags at some of the large offices.
- E-waste policy encompasses safe disposal and

handing over e-waste to certified handlers for proper disposal. During the year, Bajaj Finserv and its companies handed over e-waste of 19.5 MT to registered vendors and received certificate of e-waste disposal from the registered vendor.

- Promoting use of EV in office locations for 2W / 4W by providing access free-of-cost service for charging and parking at the selected office premises by installing EV charging stations.
- Introduced 18 EVs for inter-office shuttle fleet to reduce carbon emission during office operations.
- “ESG idea portal” to promote ideation and opportunities to improve awareness and reduce waste in office operations.
- Carpool service initiated on pilot basis to assist in minimizing organizational emissions with respect to employee commute.
- Installation of sensor-based water fixtures to limit water consumption.

Reducing Paper Consumption

The Group has been at the forefront at digitalising its processes such as e-agreements, digital policy issuances etc which has helped significantly reduce paper consumption, and carbon footprint. For example, at Bajaj Allianz General Insurance Company we conducted more than 26,000 digitalized policies, new and renewals and other documents using applications enabling improved efficiencies in processing and approvals which were 27% more than FY2022. Some of our other initiatives across businesses are:

Customer processes:

- E-agreements and OTP-based agreements across low-ticket and high-volume businesses.
- End-to-end web-based onboarding of customers, intermediaries, agents, etc.
- Paperless loans on e-commerce and wallet platforms, and through tele-binding process for existing customers.
- Migrating all mandatory and voluntary customer communications over email, messaging applications, etc.

Employee processes:

- Adoption of payroll services portal and applications for communicating related information.
- Final settlements and claim management of employees through clearance portals.
- Internal policies shared and accessible through Intranet systems.
- LMS systems for material companies having access to multiple skillset linked learning programs (open to access and mapped learning plan).

Other processes:

- Continue and improve the adoption of electronic purchase orders - a shift from issuance of physical purchase orders and e-invoicing
- Access-controlled printing system which helps reduce paper wastage
- As a step towards further reducing paper consumption across Bajaj Finserv companies,

documents for:

- a. Board and their Committee meetings
- b. Internal review meetings are all transmitted electronically, using a secured web-based application, over last several years.



Products that Preserve and Protect the Environment

- Electric vehicles enable customers to access environment-friendly modes of transport and is an important segment of interest for Bajaj Finserv companies. In this regard: During FY2023, Bajaj Allianz General Insurance Company insured more than 0.2 million Electric Vehicles (EV). Bajaj Finance financed about 15,790 e-Scooters in last 3 years.
- Bajaj Allianz General Insurance Company insured more than 1,800 renewable power generation facilities (comprising a mix of solar, wind and hydro) during the year as compared to about 1,400 in the previous year.
- We continue to provide finance for installing solar power generation facilities.
- During the year, Bajaj Allianz Life Insurance Company launched ‘Sustainability Equity Fund’ through which our customers can invest in socially responsible companies evaluated on ESG norms. The fund is benchmarked to the Nifty 100 ESG Index, and its focus is to invest in selected companies from the investment universe which conduct business in socially and environmentally responsible manner while maintaining governance standards.
- Bajaj Finance has identified an exclusion list of activities and/or end use, for which it shall not lend, as detailed in its Environmental Policy.