

Business Responsibility and Sustainability Report (BRSR)^

The SEBI circular SEBI/HO/CFD/CMD-2/P/CIR/2021/562 has stated that with effect from the financial year 2022-2023, filing of BRSR shall be mandatory for the top 1,000 listed companies (by market capitalization) and shall replace the existing BRR. Filing of BRSR is voluntary for the financial year 2021-22. As a proactive measure to adapt to changing regulatory requirements, we have attempted to map our existing ESG information with the requirements of BRSR. In addition to BRSR, we are also reporting Business Responsibility Report (BRR) as per mandates.

Section A - General Disclosures

I. Details of the listed entity

Corporate Identity number:	L65993TN1978PLC007576
Name of the Listed Entity:	Cholamandalam Investment and Finance Company Limited
Year of incorporation:	17 th August, 1978
Registered office address:	“Dare House”, No.2, N.S.C. Bose Road, Parrys, Chennai – 600001
Corporate address:	“Dare House”, No.2, N.S.C. Bose Road, Parrys, Chennai – 600001
E-mail:	investors@chola.murugappa.com
Telephone:	044 - 4090 7172
Website:	www.cholamandalam.com
Financial year for which reporting is being done:	01.04.2021 - 31.03.2022
Name of the Stock Exchange(s) where shares are listed:	National Stock Exchange (NSE) and Bombay Stock Exchange (BSE)
Paid-up Capital:	₹ 164.21 crores
Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	<ol style="list-style-type: none"> 1. DIN (if applicable): 07337155 2. Name: Mr. Ravindra Kumar Kundu 3. Designation: Executive Director 4. Telephone number: 044 - 4090 7172 5. E-mail id: kundur@chola.murugappa.com
Reporting boundary:	All verticals of the Company’s operations excluding its subsidiaries Cholamandalam Securities Limited (CSEC), Cholamandalam Home Finance Limited (CHFL), and Payswiff Technologies Private Limited

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
i	Financial Services – Lending	The company provides Vehicle Finance (VF), Home Loans (HL), Loan Against Property (LAP), Small Business and Personal Loans (SBPL) and Consumer and Small Enterprises Loans (CSEL).	97.3%

^ Management report

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
i	Vehicle Finance	K649	74.7%
ii	Loan against Property	K649	15.9%
iii.	Home Loans	K649	5.9%
iv.	Small Business and Personal Loans (SBPL), Consumer and Small Enterprises Loans (CSEL), Small and Medium Enterprises Loans (SME)	K649	0.8%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	1145	1145
International	0	0	0

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of states)	28 states, 3 UTs
International (No. of countries)	0

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

NA

c. A brief on types of customers

Chola's products focus on first time borrowers (FTB) and new to credit customers (NTCC) ensuring financial inclusion of sections of society including micro business owners. The types of customers based on the product which the company offers are:

- Vehicle Financing: Focus on transport entrepreneurs, first time borrowers (FTB) and new to credit customers (NTCC); predominantly in geographies with limited presence of organized financiers,
- Loan against Property: Focus on lending to small businesses against the collateral of self-occupied residential property at affordable ROI
- Affordable Housing: Focus on underserved customers in tier III, IV, V, VI cities to enable them to achieve their dream of entering a better home, minimal documentation
- SME Loans: Support people such as vegetable owners, flour mill owners and micro business owners who don't have conventional documentation to grow the business

IV. Employees

18. Details as at the end of Financial Year:

a. Employees (including differently abled):

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	9125	8856	97%	269	3%

b. Differently abled Employees:

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	23	23	100%	0	0%

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	1	11%
Key Management Personnel	3	1	33%

20. Turnover rate for permanent employees

	FY 2021-22		
	Male	Female	Total
Permanent Employees	15.3 %	18.5%	15.4%

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

21. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
	The company Cholamandalam Investment and Finance Company Limited has three subsidiaries and 2 associate companies as on 31.03.2022			

S.No.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility
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				initiatives of the listed entity? (Yes/No)
1	Cholamandalam Securities Limited	Subsidiary	100%	No
2	Cholamandalam Home Finance Limited	Subsidiary	100%	No
3	Payswiff Technologies Private Limited	Subsidiary	73.84%	No
4	White Data Systems India Private Limited	Associate	30.87%	No
5	Vishvakarma Payments Private Limited	Associate	21%	No

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in Rs.): ₹ 10,048.29 crores

(iii) Net worth (in Rs.): 11,708 crores

VI. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2021-22	
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year
Communities	Yes https://www.cholamandalam.com/files/media/business-responsibility-policy-mar2022.pdf	0	0
Investors (other than shareholders)	Yes https://www.cholamandalam.com/files/media/business-responsibility-policy-mar2022.pdf	0	0
Shareholders	Yes https://www.cholamandalam.com/files/media/business-responsibility-policy-mar2022.pdf	1	1
Employees and workers	Yes The company has in place a policy for prevention of sexual harassment in line with the requirements of the Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH Act). This has been referred from AR FY22 page no. : 35	0	0
Customers	Yes	812	812

Value Chain Partners	Yes https://www.cholamandalam.com/files/media/business-responsibility-policy-mar2022.pdf	0	0
Other (please specify)			

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Financial Inclusion	O	To fulfil Chola's corporate vision to enable customers to enter a better life		Positive Implication
2	Corporate Governance (Transparency and Disclosures)	O	Ethical governance is central to Chola's values and way of doing Business		Positive Implication
3	Data Privacy and Cyber Security	R	To ensure protection of customers' personal data and privacy and compliance with applicable regulations	Chola has secured 100% of customers' data in 1,100+ branches and have deployed the latest multi-layer protection technology company – wide, including encryption tools to protect stakeholders' personal information against breaches of privacy. The Company has supported employees with awareness and training programs in order to maintain cyber privacy and security.	Negative Implication
4	Regulatory Compliance	R	Ensures adherence to all applicable	Compliance plays a key role in responsible lending and Chola strives to ensure complete adherence to regulatory requirements. The company adheres with the guidelines of the IFC on ESG based lending and takes care to support responsible businesses.	Positive Implication

			regulations and monitoring of upcoming regulations		
5	Employee Growth and Development	O	Catalyzes employee potential to enable professional and personal growth		Positive Implication
6	Employee Wellbeing (Health and Safety)	O	Enables employees to develop health as a personal asset and emphasizes Chola as an organization that prioritizes employee wellbeing		Positive Implication
7	Customer Support and Satisfaction	O	To be the preferred choice for customers' financial needs		Positive Implication
8	Geographical Expansion	O	Enables greater financial inclusion of Indians across the country		Positive Implication
9	Human Rights	O	Ensures respect for individual rights and minimizes discrimination on		Positive Implication

			grounds of demographic and social differences		
10	CSR	O	The Chola brand is leveraged as a force for good to support community development		Positive Implication
11	Branding and Reputation	O	Enhances credibility and trust among diverse stakeholders, emphasizes Chola's reputation as an ethically managed business		Positive Implication
12	Climate Change (emissions, renewables/energy efficiency)	R	This has implications for managing impact on the climate and is key to transitioning to a carbon neutral business	The new office buildings of Chola will necessarily follow sustainable design and architecture principles and be LEED certified green buildings. The company has also entered the business of financing electric vehicles.	Negative Implication
13	Operational Eco-Efficiency and Waste	O	Represents responsible operations and management of waste in compliance with regulations		Positive Implication

14	Diversity and Inclusiveness	O	Reiterates Chola's commitment to social inclusion and merit-based engagement of employees, customers, suppliers etc.		Positive Implication
15	Local Employment	O	Ensures financial inclusion and enables a sensitive understanding of customers' socio-cultural context and needs		Positive Implication

Section B: Management and process disclosures

Disclosure Questions	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. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

the Board? (Yes/No)									
c. Web Link of the Policies, if available	https://www.cholamandalam.com/company-policies.aspx								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.			ISO 30408:2016			ISO 9001:2015 Quality Management System			

<p>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</p>	<p>Ensure 0% data breaches in customer data protection</p>	<p>Increase EV loan disbursements by 5% YOY from 2023-2025</p>	<p>To achieve and sustain Zero accident culture through Chola's road safety awareness initiatives and programs</p> <p>Implement digitization solutions for enhanced learning and development purposes.</p>			<p>Achieve green building status for corporate office by 2023</p> <p>Replace 100% of CFL lighting with LED systems at all Chola operations by 2025</p> <p>Reduce water consumption across Chola operations through efficient water flow solutions</p>		<p>Attain ISMS certification by the year 2025</p>
<p>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case</p>	<p>Performance will be shared in FY23 report</p>							

the same are not met.									
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements:									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<ul style="list-style-type: none"> 1. DIN (if applicable) 07337155 2. Name Mr. Ravindra Kumar Kundu 3. Designation Executive Director 4. Telephone number 044 - 4090 7172 5. E-mail id kundur@chola.murugappa.com 								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

10. Details of Review of NGRBCs by the Company:

	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	Board Committee									Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Internal Steering Committee									Quarterly								
	P1		P2		P3		P4		P5		P6		P7		P8		P9	

<p>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.</p>	<p>No The Company has in place an internal task force which evaluates the working of this policy.</p>
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Section C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators			
1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:			
Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	3	Chola ESG Strategy awareness (BRSR Principle 1-9)	67%
Key Managerial Personnel	7	Chola ESG Strategy awareness (BRSR Principle 1-9)	100%
Employees other than BoD and KMPs	49	Employees of Chola undergo various training programmes throughout the year. Various trainings were undertaken during the year such as Prevention of Sexual Harassment at the Workplace (Principle 5), CIFCL Code of Conduct (Principle 1), Know Your Customer guidelines, sales training, ISO 9001:2015 (Principle 3). Other trainings included induction programmes for new recruits,	28%

		modules on soft skills, programmes on mental and physical well-being, amongst several others (Principle 3).	
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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):

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.

There were no fines or penalties being imposed during FY22.

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.

The policy extends to the company, its subsidiaries and its business associates. The company’s commitment to ethical and lawful business conduct is a fundamental shared value of the board of directors, the senior management, and all employees of the company. The company adopts highest governance standards, and its employees adhere to the robust “Code of Conduct and Ethics Policy”. The employees are also required to comply with relevant legal, regulatory, and internal compliance requirements in letter and spirit.

Web link: <https://www.cholamandalam.com/company-policies.aspx>

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

	FY 2021-22
Directors	Nil
KMPs	Nil
Employees	Nil
Workers	Nil

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

	FY 2021-22
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0

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.

There were no complaints received during FY22 therefore no correction action plan has been undertaken.

Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with each partner) under the awareness programmes
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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. **Please refer Code of Conduct for Directors and Senior Management. (**

<https://www.cholamandalam.com/files/media/code-of-conduct-board-senior-management-mar2022.pdf>)

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

Essential Indicators		
1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively		
	FY 2021-22	Details of improvements in environmental and social impacts
R&D		<p>Under SME Chola is currently digitising the bill discounting process where in the old process it was taking a copy of all the bills that it was discounting however in the new process only a softcopy of the bill is needed and the same needs to be uploaded on the new LOS portal and the same can be discounted online though a seamless flow of bills from the Anchor to Chola operations for disbursement. The new digital process will reduce atleast 3500 prints/copies per month.</p> <p>The new LOS system was provided by a vendor named as Themepro Technologies Pvt Ltd.</p> <p>There are 2 primary sources of digitisation that have taken place.</p> <p>a. Use of technology and tabs to capture socio-economic and eye health related information of the beneficiaries</p> <p>b. Use of TVs to digitise IEC at the vision centres.</p> <p>C. 5% of total budget has been allocated to digitize the process to reduce the paper wastage.</p> <p>Under SBPL Chola has digitised the customer onboarding and credit underwriting process. Also, it has digitised IMD</p>
Capex	1.56 crores (14.46%)	

		<p>collection through QR codes instead of collecting it through demand drafts.</p> <p>Digitalization has a positive environmental impact as well as it increases efficiency by reducing errors, paper and time.</p> <p>The new LOS system was provided by a vendor named as Hotfoot Pvt Ltd</p>
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2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) If yes, what percentage of inputs were sourced sustainably?

No. The company is in the process of putting in place procedures for sustainable sourcing.

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

NA

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

No

Leadership Indicators

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

NA

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

NA

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

Indicate input material	Recycled or re-used input material to total material
	FY 2021-22
	NA

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

	FY 2021-22		
	Re-used	Recycled	Safely disposed
Plastics (including packaging)	NA		
E-waste	NA		

Hazardous Waste	
Other Waste (Cotton waste)	

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

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

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

Essential Indicators											
1. a. Details of measures for the well-being of employees:											
Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	8856	8856	100%	8856	100%	8856	100%	8856	100%		
Female	269	269	100%	269	100%	269	100%	269	100%		
Total	9125	9125	100%	9125	100%	9125	100%	9125	100%		
2. Details of retirement benefits, for Current FY.											
Benefits		No. of employees covered as a % of total employees				Deducted and deposited with the authority (Y/N/NA)					
PF		100%				Yes					
Gratuity		100%				Yes					
ESI		100%				Yes					
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. Yes, we do provide ramps and wheelchair facilities in a few locations of Chola branches. In alignment with the Rights of Persons Act, we intend to improve accessibility across all Chola branches.											

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

Yes. We have implemented equal opportunity policy across all our operating facilities in accordance with the Rights of Persons with Disabilities Act, 2016. The policy is available to all our employees through the company portal.

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

Permanent Employees						
Gender	Total number of people returned after parental leave in FY22 (A)	Total Number of people who took parental leave in FY22 (B)	Return to work rate (A/B)	Total Number of people retained for 12 months after returning from parental leave (C)	Total number of people returned from parental leave in prior FY (D)	Retention rate (C/D)
Male	23	23	100%	23	23	100%
Female	9	9	100%	9	9	100%
Total	32	32	100%	32	32	100%

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes. We follow whistle blower policy
Other than Permanent Employees	Yes. We follow whistle blower policy

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

Category	FY 2021-22		
	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 Permanent Employees	9125	0	0%
- Male	8,856	0	0%
- Female	269	0	0%

8. Details of training given to employees:

Category	FY 2021-22	
	On Health and safety measures	On Skill upgradation

	Total (A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Employees					
Male	8856	1122	12%	2008	22%
Female	269	32	11%	53	19%
Total	9125	1154	12%	2061	22%

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

Category	FY 2021-22		
	Total (A)	No. (B)	% (B/A)
		No. (B)	% (B/A)
Employees			
Male	8856	7938	89.63%
Female	269	233	86.61%
Total	9125	8171	89.54%

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. Chola aims to inculcate a culture of 'behaviour safety' across the business operations through a strengthened occupational health and safety management system. This will enable better safety practices and emergency preparedness and response among employees.

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

Chola uses employee feedback and walk-through approach across all locations to identify work-related hazards and risks on a regular basis

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

Yes

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

Yes

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

Safety Incident/Number	Category	FY 2021-22 Current Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0
Total recordable work-related injuries	Employees	0
No. of fatalities	Employees	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0

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

Chola has given safety in workplace the utmost importance. It upholds the highest standards of health, safety and wellbeing for its employees. The company has a dedicated Environment Health and Safety team that focuses on this aspect. At the workplace, Chola has made it mandatory for all its employees to wear a helmet while commuting to office. The employees are covered under health and accident insurance. It is also made sure that a doctor is available all the time to cater to any incidents in the office. Moreover, the head office is located in a certified Green building. Therefore, safety measures are taken in the office premises like sign boards on electrical devices, emergency exit marking, and fire extinguishers. The employees are also provided with regular safety awareness programs.

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

	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	NA
Health & Safety	0	0	NA

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	0%
Working Conditions	0%

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

There has been no concern or significant risk arising from health & safety practices and working conditions, hence, no corrective action taken.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of
 (A) Employees (Y/N) - Yes
 (B) Other than Permanent Employees (Y/N). - No

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

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

	FY 2021-22
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	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
Employees - Group Medical Policy	1686 employees availed medical benefits (Certain Employee / dependent have got treated Multiple times) Total no of admitted claim 2660 which including Dependent admissions. Out of 1686 employees – 43 employees had Accident admission	
Employees – Group Term Insurance	18 employees (demised) Details are as follows 11 Covid cases, 4 Cardiac, 2 Health cases & 1 accident	6 family members

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

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	100%
Working Conditions	100%

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

There has been no risk arising from assessment of value chain partners carried out on health and safety practices and working conditions. Hence, no corrective action has been taken.

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

Essential Indicators
<p>1. Describe the processes for identifying key stakeholder groups of the entity. Chola engages with its stakeholders through various formal and informal communication channels. The key stakeholders who have a significant impact on the business operations of Chola are determined based on these engagements.</p> <p>2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.</p>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Digital platforms and applications; In - person engagement	Periodic	<ul style="list-style-type: none"> • Product customization and personalization • Consistently enable better lives for a larger number and diverse segments of Indians • Ensure protection of personal information • Consistent improvement in customer satisfaction
Local communities	Yes	Corporate social responsibility initiatives	Periodic	<ul style="list-style-type: none"> • Improved quality of life via improved health and • access to education and skill development • Preservation of natural resources and environment • Disaster relief (as required) • Supporting cultural heritage
NGO partners	No	Corporate social responsibility initiatives	Periodic	Managerial support and capacity building

Investors	No	Press releases and publications; Investor conferences; Annual General Meeting; Stock exchange announcements; Website disclosures; Through RTA(Registrar and Transfer Agent)	Periodic	<ul style="list-style-type: none"> • Financial performance • Business updates • ESG Performance
Regulators	No	Mandatory compliance reports; In person meetings	Periodic	<ul style="list-style-type: none"> • Statutory compliance requirements: governance, social, environmental • Filing online returns through FIDC/SICCI/SIHPA (Finance Industry Development Council/Southern India Chamber Of Commerce And Industries/South India Hire Purchase Association)
Banks	No	In person and online meetings and visits	Periodic	<ul style="list-style-type: none"> • Transparent financial transactions • Timely repayment of debt
Employees	No	Internal communication platforms; E-learning platforms and capability development programs; Engagement; Employee connect tool and	Periodic	<ul style="list-style-type: none"> • Continuous value creation • Fulfilment of company's vision, mission and achieving sustainability objectives • Professional capacity building

		personalized help desk		
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Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.
 At Chola, the company leverages various formal as well as informal channels communication to engage its stakeholders with the board. These encompass digital means as well as Corporate Social Responsibility (CSR) initiatives, statutory report, learning and development platforms and events for internal communications.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.
 Yes. The key ESG material issues of Chola have been identified from consultation with stakeholders. Activities and implementation plans have been set in place as measures to mitigate the risk arising from these material issues.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.
 Chola’s vehicle finance and home loan business offers a highly diversified range of products in diverse rural, semi – urban and urban geographies ensuring financial inclusion of especially those who are disadvantaged, vulnerable and marginalized. Chola believes that affordable and appropriate access to financial services is a key driver of economic growth, poverty alleviation and prosperity. Hence, Chola provides finance for home loans, acquisition of new assets for economic upliftment as well as for working capital/ vehicle maintenance, and financing insurance to protect their assets and life.

The Company has set up 80% of its branches in Tier-III, Tier-IV, Tier V and Tier-VI towns ensuring financial inclusion of vulnerable sections of the society who are also first time buyers and first time users.

Chola’s efforts has also been recognized by HUDCO (Housing and Urban Development Corporation Limited) as the “Best Performing Primary Lending Institution (PLIs) under PMAY (U) – Credit Linked Subsidy Scheme (CLSS)” for the year 2021-2022 for its efforts towards facilitating a home for customers through the Pradhan Mantri Awas Yojana — Housing for All (Urban). This has enabled Chola to take formal credit system to the under-served markets thereby helping our customers enter better life.

Further to this, Chola also has a Corporate Social Responsibility Committee in place which works on strategies to include expectations of different stakeholders including customers &

communities who are at the bottom of the social pyramid. The company initiates various projects through their CSR initiatives for the upliftment of the stakeholders. The major focus areas of CSR at Chola include:

- Healthcare
- Holistic development of commercial vehicle crew members
- Access to education & rural sports.
- WASH (Water, Sanitation and Hygiene)
- Environmental sustainability
- Rural development
- Promoting arts, culture and heritage

Principle 5: Businesses should respect and promote human rights

Essential Indicators					
1. Employees who have been provided training on human rights issues and policy(ies) of the entity, in the following format:					
Category	FY 2021-22				
	Total (A)	No. of employees / workers covered (B)		% (B / A)	
	Employees				
Permanent	9125	1873		20%	
2. Details of minimum wages paid to employees, in the following format:					
Category	Total (A)	FY 2021-22			
		Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)
		Employees			
Permanent	9125	-	-	9125	100%
Male	8865	-	-	8865	100%
Female	269	-	-	269	100%
3. Details of remuneration/salary/wages, in the following format:					
		Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (in INR)		Number	Median remuneration/ salary/ wages of respective category (in INR)
Board of Directors (BoD)	7	Median – 18.6 lakhs		1	18.3 Lakhs

Key Managerial Personnel	2	Median – 247.94 lakhs	1	149.08 Lakhs
Employees other than BoD and KMP	8853	Median – 6.54 Lakhs	265	6.37 Lakhs

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

Yes.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues. An MIS on customer complaints is circulated to the customer grievance redressal committee ("the committee").

The committee under the chairmanship of Executive Director reviews the customer complaints on a quarterly basis.

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

	FY 2021-22	
	Filed during the year	Pending resolution at the end of year
Sexual Harassment	Nil	Nil
Discrimination at workplace	Nil	Nil
Child Labour	Nil	Nil
Forced Labour/Involuntary Labour	Nil	Nil
Wages	Nil	Nil
Other human rights related issues	Nil	Nil

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

Yes. The whistle blower policy, the Fair practices Code and Code of Conduct policy includes the terms that no harm will be caused to the complainant in case of discrimination and harassment cases. The mechanism provides for adequate safeguards against victimization of directors / employees/ customers who avail of the mechanism and also for appointment of an ombudsperson who will deal with the complaints received.

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

Yes

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
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Child labour	100% assessment has been carried out As a part of Recruitment policy, Chola does not engage child labour in any of its branches. The same is verified by the labour inspectors during audit visits.
Forced/involuntary labour	100% assessment has been carried out Chola's disciplinary actions does not have any provision to award punishment / penalty to employees. Also, there has been no situation wherein employees were asked to work involuntarily
Sexual harassment	100% assessment has been carried out Company has a policy on Sexual Harassment at the workplace and it is reviewed by complaints committee periodically. For the year 2021-22 and as per Annual Report of the company, no complaints/referral referrals were received by the Committee.
Discrimination at workplace	100% assessment has been carried out As a part of Recruitment policy, Chola does not discriminate either on Sex or caste or otherwise. If person fulfils the qualification/knowledge/skill requirement required by the role, the candidate would be considered irrespective of sex or caste.
Wages	100% assessment has been carried out Company is complying with Wages payable as per the Minimum Wages Act, 1948 and complying with wages being notified by the State Governments. There is a mechanism also in place to check on wages paid on a monthly basis. As Company's wage period is monthly as per Payment of Wages Act, 1936, wages to employees are being paid on last working day of the calendar month. This aspect is being inspected by labour authorities periodically.
Others – please specify	

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

There were no significant risks identified from the assessments conducted at the Chola branches. Hence, no corrective action has been taken.

Leadership Indicators

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

There has been no grievance or complains received for human rights violation. The Company is of the belief that it has upheld the basic principles of human rights in all its dealings. The company has implemented a Code of Conduct for all its employees, senior management and BoD.

2. Details of the scope and coverage of any Human rights due diligence conducted.
The assessment was conducted across the business operations of Chola covered a wide range of human rights issues including child labour, forced labour, harassment, discrimination and wage.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?
Yes, we do provide ramps and wheelchair facilities in a few locations of Chola branches. In alignment with the Rights of Persons Act, we intend to improve accessibility across all Chola branches.

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	100%
Discrimination at workplace	100%
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Wages	100%
Others – please specify	

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

There has been no risk arising from assessment of value chain partners carried out on human right issues. Hence, no corrective action has been taken.

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

Essential Indicators

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

Parameter	FY 2021-22
Total electricity consumption (in GJ)	44,014
Total fuel consumption (in GJ)	3,594
Energy consumption through other sources (C)	-
Total energy consumption (A+B+C) excluding aux consumption (in GJ)	47,608
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	4.69 GJ/INR crores

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.

No

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.

No

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

Parameter	FY 2021-22
Water withdrawal by source (in kilolitres)	
(i) Surface water	
(ii) Groundwater	
(iii) Third party water (<i>Municipal Water Supply</i>)	31,858
(iv) Seawater / desalinated water	
(v) Others (<i>Rainwater Harvesting structures</i>)	
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	31,858
Total volume of water consumption (in kilolitres)	31,858
Water intensity per rupee of turnover (Water consumed KL / turnover)	3.17

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.

No

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

No

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

Parameter	Please specify unit	FY 2021-22
NOx	MT/m3	NA
Sox	MT/m3	NA
Particulate matter (PM)	MT/m3	NA
Persistent organic pollutants (POP)	-	NA

Volatile organic compounds (VOC)	-	NA
Hazardous air pollutants (HAP)	-	NA
Others – please specify		NA

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.

No

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

Parameter	Unit	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	<i>Metric tonnes of CO2 equivalent</i>	267
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	<i>Metric tonnes of CO2 equivalent</i>	9659
Total Scope 1 and Scope 2 emissions per rupee of turnover	Tonne CO2 per INR crores	0.97

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.

No

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

Yes, Chola has taken steps towards enhanced energy efficiency in order to minimize emissions of greenhouse gases into the atmosphere. Chola also actively creates awareness about energy within the organization and among its customers. The company runs a green awareness campaign at all its branches and continuously collaborates with its IT teams to circulate e – mailers to customers carrying information about energy efficiency and sustainability. Chola has also made it mandatory for all its new office buildings to be LEED certified green buildings. The company has also started financing electric vehicle loans as a step towards creating a green and clean future.

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

Parameter	FY 2021-22
Total Waste generated (in metric tonnes)	
Plastic waste (A)	
E-waste (B)	26.880
Bio-medical waste I	-

Construction and demolition waste (D)	-
Battery waste <i>I</i>	-
Radioactive waste (F)	-
Other Hazardous waste. Please specify, if any. (G)	-
1. Grease	
2. Used Oil	
3. ETP Sludge	
4. Dry ink waste	
5. Waste containing oil	
Other Non-hazardous waste generated (H) . <i>Please specify, if any.</i> (Break-up by composition i.e., by materials relevant to the sector)	5.7 (Carton, White Paper, Colour Paper, New paper, Plastics, Tissues, Paper Cups, Mixed Paper, Metal Waste)
Total (A+B + C + D + E + F + G + H)	32.58
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)	
(i) Recycled	5.7
(ii) Re-used	-
(iii) Other recovery operations	-
Total	5.7
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)	
Category of waste	
(i) Incineration	-
(ii) Landfilling	-
(iii) Other disposal operations	-
Total	-

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

No

9.

a. Briefly describe the waste management practices adopted in your establishments.

Chola is cognizant of the impact of the environmental impact of improper management of e-waste and has adopted a strong e-waste management practice to minimize adverse outcomes. It strives to make sure that e-waste is disposed of in the most scientific way, that the recycling organization has a valid permit and follows the required protocols laid down by regulatory bodies.

With a view to conserving paper, the company has transitioned all paper – related processes to a digital platform and carry out minimal manual documentation. Implementation of new LOS software has helped save at least 3500 prints per month.

Additionally, Chola also promote the use of recycled paper and has taken several steps across the organization that allow for more efficient paper usage. The measures adopted include a transition to ‘double side printing mode’, using single side printed wastepaper to create stationery products like note pads etc. Additionally, all Chola facilities are advised to replace the use paper cups with stainless steel / ceramic cups, in order to reinforce our efforts and manage waste.

b. 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.

NA

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not applicable as there are no operations near above-mentioned zones.			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
No EIA undertaken in FY 2021-22					

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

Yes, Based on the nature of business, Chola is in compliance with applicable environmental norms.

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

Leadership Indicators

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

Parameter	FY 2021-22
From renewable sources	
Total electricity consumption (in GJ) (A)	-
Total fuel consumption (B)	-
Energy consumption through other sources I	-
Total energy consumed from renewable sources (A+B+C) (in GJ)	
From non-renewable sources	
Total electricity consumption (in GJ) (D)	44,014
Total fuel consumption I (in GJ)	3,594
Energy consumption through other sources (F)	-
Total energy consumed from non-renewable sources (D+E+F)	44,014

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.

No

2. Provide the following details related to water discharged:

	FY 2021-22
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Water discharge by destination and level of treatment (in kilolitres)	
(i) To Surface water	NA
- No treatment	
- With treatment – please specify level of treatment	
(ii) To Groundwater	NA
- No treatment	
- With treatment – please specify level of treatment	
(iii) To Seawater	NA
- No treatment	
- With treatment – please specify level of treatment	
(iv) Sent to third parties	NA
- No treatment	
- With treatment – please specify level of treatment	
(v) Others	NA
- No treatment	
- With treatment – please specify level of treatment	
Total water discharged (in kilolitres)	NA

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.

No

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

NA

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

(i) Name of the area:

(ii) Nature of operations:

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

Parameter	FY 2021-22
Water withdrawal by source (in kilolitres)	
(i) Surface water	

(ii) Groundwater	
Total volume of water withdrawal (in kilolitres)	
Total volume of water consumption (in kilolitres)	
Water intensity per rupee of turnover (KL Water consumed / INR Crore turnover)	
Water discharge by destination and level of treatment (in kilolitres)	
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.

No

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

Parameter	Unit	FY 2021-22
Total Scope 3 emissions	<i>Metric tonnes of CO2 equivalent</i>	2,883 (Scope 3 emissions consist of business travel)
Total Scope 3 emissions per rupee of turnover	Tonne CO2 per INR crores	0.3

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.

No

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

6. 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:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative

1	Sustainable Financing	Chola's efforts are on sustainable financing with a target to support the cause of a greener environment through initiating electric vehicle financing and attempting to increase loan disbursements to electrical vehicles. https://www.cholamandalam.com/esg.aspx	
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7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Yes, Chola has established a robust Disaster Recovery as well as Business Continuity Plans which has enabled the company to run critical functions efficiently. The business continuity team is responsible to carry out activities to ensure continuity of business. The team organises a drill once every 6 months and required training programs are conducted as a measure for the employees to be prepared in times or emergency / crises.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?
Given the nature of the business, there has been no adverse impact to the environment

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.
0%. The value chain partners have been assessed for human rights issues, working conditions and health & safety.

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.		
Cholamandalam Investment and Finance Company Limited is a part of 4 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.		
S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry	National
2	Finance Industry Development Council	National
3	Finance Companies' Association (India)	National
4	South India Hire Purchase Association	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
Not Applicable		

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
Yes. Representations had been submitted to the Government and regulatory authorities on various matters for the improvement of public good on areas relating to governance and administration, economic reforms, inclusive development policies and sustainable business principles.					

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.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA since there was no SIA conducted for FY22					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
NA						

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

The company carries out a needs assessment after the project has been implemented. The grievance of the community is received through this practice. The company takes a suitable action to redress the issues of the community at the end of the assessment.

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

	FY 2021-22
Directly sourced from MSMEs/ small producers	NA
Sourced directly from within the district and neighbouring districts	NA

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
NA	

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

S. No.	State	Aspirational District	Amount spent (In INR)
1	Telangana	Adilabad	98 Lacs
2	Bihar	Aurangabad	Rs. 4.75 lacs
3	Bihar	Muzaffarpur	Rs. 4.75 lacs
4	Chhattisgarh	Korba	Rs. 4.75 lacs
5	Telangana	Adilabad	Rs. 4.75 lacs
6	Telangana	Visakhapatnam	Rs. 4.75 lacs
7	Telangana	Warangal Rural	Rs. 4.75 lacs

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

No

(b) From which marginalized /vulnerable groups do you procure?

NA

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

Chola will start reporting on this indicator from next year (FY23).

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

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

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Cancer Treatment for Children	31	23%
2	Swachh Poondi	135	71%
3	Rahi Eye Health Program	72800	7%
4	Shachha Telengana	26240	60%
5	Art in Education	299	55%
6	Gift of Life	209	39%
7	Maternal Health	167	100%
8	MHV Assam	19597	63%
9	SISH	415781	69%
10	AMMARH	67224	59%
11	MPC	1568	13%
12	VAH	32836	70%

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

Essential Indicators
<p>1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.</p> <p>Chola has a multi – level grievance redressal system to address disputes registered by customers, that adheres to the requirements of the RBI’s Ombudsman Scheme.</p> <p>The mechanism is as follows:</p> <p>Level 1: written requests from registered email ids if grievance is not satisfactorily resolved, escalate to level 2</p> <p>Level 2: Approach grievance redressal officer via telephone or in writing. Escalate to level 3 if redressal is unsatisfactory</p>

Level; 3: Approach Principal Nodal Officer. If grievance is not resolved within 1 month of registering the complaint, the regional office of DNBS - RBI in Chennai maybe approached
 Level 4: RBI Ombudsman may also be approached if grievance is not resolved to customer's expectation within 1 month of registering the complaint

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

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

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

	FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	
Advertising	0	0	
Cyber-security	0	0	
Delivery of essential services	0	0	
Restrictive Trade Practices	0	0	
Unfair Trade Practices	7	0	
Other (Product related)	805	0	

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	NA	
Forced recalls	NA	

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

Yes, Chola's IT policy and related framework for data privacy and security are formulated to minimize risks associated with customers' privacy and cyber security.

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.

Since there were no issues relating to advertising, cyber security and data privacy of customers and penalty / action taken by regulatory authorities, there were no corrective actions taken. However, Chola's Cyber & Brand threats are being monitored and managed by Xvigil a digital intelligence platform. Threat indicators are being live monitored and reviewed. True positive alerts will undergo legal and take-down actions.

Cyber and Brand threats monitoring include:

Fake Applications

- # Sensitive Data Escape
- # Fake Customer Care Number
- # Fake Social Media Pages
- # Dark Web Discussions
- # Domain Misusing

Leadership Indicators

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

The information on the products can be accessed on the Chola website, the Chola app, and other associated brand website like the company's Customer Facing application and GaadiBazaar platform.

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

The customers are made aware about the product usage through a list of Do's and Don'ts which is given on the Chola website. The list specifies on the steps that a customer should take in situations when there is a malpractice or a fraud. They are also made aware of the process on how a customer can know about their loan period, the EMI amount and the ways in which they can repay it. Feedback on SMS is also requested from customers on the service provided to them by Chola. Chola strives to practice responsible lending and informs its customers about the same through various modes of formal and informal communication channels.

The list of Do's and Don't's is as follows:

DO's

- Always use strong password (combination of "Cap letters, Small letters, Numbers and Special Chars) to prevent easy guessing and brute force password attacks
- Change your passwords periodically
- While browsing and sharing sensitive information like card number, PAN number etc., ensure your website address begin with "https" and look for the padlock symbol which indicates that the connection is secure
- Use Anti-Virus Software and update it regularly to prevent your device from virus / malware infection
- Never share your user / account credentials (user name and password) with anyone
- muLock your mobile and tablet devices, when not in use or when you are stepping away from the equipment
- Use different password for different websites to control risk from password hacks
- When in doubt, access websites by manually typing the URL (website address) instead of accessing the website by clicking the URL that you may have received in an email or SMS text.

DON'T'S

- Don't / Avoid responding to any pop-up ads that may come up on your screen
- Don't / Avoid accessing websites through Public Wi-Fi or Open / Free Wi-Fi
- Don't ever provide your personal and sensitive information over a telephone call. Kindly note that Cholamandalam will never ask your personal and sensitive information over phone or email
- Don't click on links in emails that you receive from unknown sources, it may have originated from phishing domains and could steal your sensitive information like username, password, and browser cookies
- Don't close your browser window without logout or sign-out, your session may be hijacked when logout is not done properly
- Don't set your password / PIN by that uses commonly known data about you like your Date Of Birth, Address, Name / Initials etc.

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

The customers are informed about any disruption/discontinuation of essential services like server maintenance on the Chola website.

4.

a. 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.

Yes. The detailed description of products is provided on the website under the section of products and services.

b. 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. CRM team carries it out. Customer satisfaction trend (CSAT) is monitored basis inflow and query to complaint percentages. Further, we also monitor the transactional CSAT for customer calls that land on the inbound tollfree number basis a SMS that goes out at the conclusion of the call asking for satisfaction levels. At present, our transactional CSAT stands at 94%.

5. Provide the following information relating to data breaches:

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

Zero

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

Zero