

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L65993TN1978PLC007576
2	Name of the Listed Entity	Cholamandalam Investment and Finance Company Limited
3	Year of incorporation	17 August, 1978
4	Registered office address	Chola Crest, C54-55 & Super B-4, Thiru-Vi-Ka Industrial Estate, Guindy, Chennai - 600032.
5	Corporate address	Chola Crest, C54-55 & Super B-4, Thiru-Vi-Ka Industrial Estate, Guindy, Chennai - 600032.
6	E-mail	investors@chola.murugappa.com
7	Telephone	044 - 4090 7172
8	Website	www.cholamandalam.com
9	Financial year for which reporting is being done	April 1, 2023 – March 31, 2024
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and BSE Limited
11	Paid-up Capital	168 Crores
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	DIN: 07337155 Name: Mr. Ravindra Kumar Kundu Designation: Executive Director Telephone number: 044 - 4090 7172 E-mail id: kundur@chola.murugappa.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures under this report are made on standalone basis for Cholamandalam Investment and Finance Company Limited.
14	Name of assurance provider	M/s. Sundaram & Srinivasan, Chartered Accountants
15	Type of assurance obtained	BRSR reasonable assurance has been provided on BRSR core indicators

II. Products/services

16. 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, Home Loans, Loan Against Property, Secured Business and Personal Loans Consumer and Small Enterprises Loans and Small and Medium Enterprises Loans.	94.75%

17. 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)	Financial Services (Lending) - Vehicle Finance, Home Loans, Loan Against Property, Secured Business and Personal Loans, Consumer and Small Enterprises Loans, and Small and Medium Enterprises Loans (SME).	K649	94.75%

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

Location	Number of plants	Number of offices	Total
National	0	1,387	1,387
International	0	0	0

19. Markets served by the entity:**a. Number of locations**

Locations	Number
National (No. of States)	26 States / 6 Union Territories
International (No. of Countries)	0

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

Not Applicable

c. A brief on types of customers

The company primarily focuses on retail customers comprising first time borrowers (FTB), new to credit customers (NTCC), unserved and the underserved, and micro business owners thereby ensuring financial inclusion and economic upliftment. Following are the types of customers based on products:

- a. Vehicle Financing: Focus on transport entrepreneurs, FTB and NTCC predominantly in geographies with limited presence of banks and other organized financiers
- b. Loan against Property: Focus on lending to small business entrepreneurs against the collateral of self-occupied residential property, commercial office property etc.,
- c. Affordable Housing: Self-Construction Loans, Loans for Purchase of Resale Flat/Independent Houses, Loans for Purchase of New Flat/Independent House, Loans for Mixed-Use (Residential with small commercial unit), Home-Extension Loans, Balance Transfer of Existing Loans from other financiers
 - i. focus on underserved customers in tier III, IV, V, VI cities to enable them to achieve their dream of owning a home
 - ii. customers from unorganized segments who receive their salaries in cash
 - iii. women borrowers
- d. Secured Business & Personal Loans: Funding to the under-served self-employed non-professional customers (eg. grocery shop, dairy owners, unskilled labourers, low salaried/cash salaried workers).
- e. Small & Medium Enterprise Loans: business loans created exclusively for small and medium enterprises to grow and diversify their business by funding to Micro, Small and Medium Enterprises (MSME) customers through various products like Term Loan against property as collateral, Equipment Finance as against Machinery as Collateral, Supply Chain Finance for purchase & sales of Inventory to their customers. This supports SME customers for their working capital needs. The company has also forayed into Leasing thereby enhancing the loan offerings to the borrowers as per their requirement.
- f. Consumer & Small Enterprise Loans: offers personal loans, business loans and professional loans through unsecured lending to retail customers including NTCC through partnership business to support lower income segment people, salaried, self employed and proprietorships/partnerships etc.

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	38,235	37,164	97%	1,071	3%
2.	Other than permanent (E)	6	5	83%	1	17%
3.	Total employees (D+E)	38,241	37,169	97%	1,072	3%
Workers						
4.	Permanent (F)					
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

Not Applicable

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	18	17	94%	1	6%
2.	Other than permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D+E)	18	17	94%	1	6%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Not Applicable				
5.	Other than permanent (G)					
6.	Total differently abled workers (F+G)					

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors#	6	1	16.67 %
Key Management Personnel	2	1	50%

#includes executive director, who is also the KMP of the company.

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	32.87%	23.92%	32.61%	18.30%	16.20%	15.36%	15.3%	18.5%	15.4%
Permanent Workers	Not Applicable								

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23. (a) Names of holding / subsidiary / associate companies / joint ventures**

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 initiatives of the listed entity? (Yes/No)
1	Cholamandalam Financial Holdings Limited	Holding	-	No
2	Cholamandalam Securities Limited	Subsidiary	100%	No
3	Cholamandalam Home Finance Limited	Subsidiary	100%	No
4	Payswiff Technologies Private Limited*	Subsidiary	74.68%	No
5	Vishvakarma Payments Private Limited	Associate	21%	No

*For the purpose of preparation of Financial Statements under IND AS, the company is treated as joint venture applying principles of IND AS 28.

VI. CSR Details**24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes****(ii) Turnover (in ₹) - ₹ 18,845.22 Cr****(iii) Net worth (in ₹) - ₹ 19,556.51 Cr****VII. Transparency and Disclosures Compliances****25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes https://www.cholamandalam.com/files/business-responsibility-policy	0	0	--	0	0	--
Investors (other than shareholders)	Yes https://www.cholamandalam.com/files/business-responsibility-policy	0	0	--	0	0	--
Shareholders	Yes https://www.cholamandalam.com/files/business-responsibility-policy	4	0	--	6	0	--
Employees and workers	Yes https://www.cholamandalam.com/files/whistle-blower-policy	1	0	--	0	0	--
Customers	Yes https://www.cholamandalam.com/contact-us/grievance-redressal	1,308	50*	--	747	0	--
Value Chain Partners	Yes https://www.cholamandalam.com/files/business-responsibility-policy	0	0	--	0	0	--
Other (please specify)		Not Applicable					

*all the cases have been closed as of April 2024

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

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

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 the company'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 the Company'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	The company has secured 100% of its customers' data in 1380+ 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 regulations and monitoring of upcoming regulations.	The company conducts its business with highest level of compliance of all regulatory and legal norms and does not carry out any activities which are in breach of the regulatory requirements. Compliance plays a key role in responsible lending and the company strives to ensure complete adherence to the regulatory requirements.	Positive Implication
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 the company as an organization that prioritizes employee wellbeing		Positive Implication

	Positive Implication	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7	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 grounds of demographic and social differences		Positive Implication
10	CSR	O	The company's 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 the company'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 company has proactively undertaken several measures due to which the new office buildings of the company will necessarily follow sustainable design and architecture principles and be LEED (Leadership in Energy and Environmental Design) certified green buildings.	Positive Implication
13	Operational eco- efficiency and emission Waste	O	Represents responsible operations and management of waste in compliance with the applicable regulations		Positive Implication
14	Diversity and Inclusiveness	O	Reiterates the company'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

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the National Guidelines on Responsible Business Conduct (NGRBC) Principles and Core Elements.

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 the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web link of the Policies, if available	https://www.cholamandalam.com/investors/company-policy								
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
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Ensure 0% data breaches in customer data protection	Increase EV loan disbursements by 5% YOY from 2023-2025	To achieve and sustain Zero accident culture through the company's road safety awareness initiatives and programs. Implement digitization solutions for enhanced learning and development purposes.			Achieve green building status for corporate office by 2024. Replace 100% of CFL lighting with LED systems at all operations by 2025. Reduce water consumption across the company operations through efficient water flow solutions			Attain ISMS certification by the year 2025

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	0% breach in data security in FY 2023-24	EV disbursement target of 5% improvement Y-o-Y was achieved and exceeded. ₹ 298.41 cr disbursed in FY 24, while ₹ 115 Cr was disbursed in FY 23.	To achieve zero accident culture e-modules are assigned to all the employees and road safety mailers are circulated periodically.			Green building status will be achieved in 2024; 100% of branches were fitted with water aerators			Stage 1 audit completed for ISO 27001 in applicable Information Technology domains

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

I am pleased to present the BRS report of Cholamandalam Investment and Finance Company Limited, committed to drive positive change in the society and environment. The range of solutions offered by the company includes Vehicle Finance, Home Loans, Loan Against Property, Secured Business and Personal Loans, Consumer and Small Enterprises Loans and Small and Medium Enterprises Loans.

The company recognises that it has the dual responsibility of ensuring sustainable finance and protect the environment in its day-to-day activities.

Additionally, the company has transitioned itself to digital processes to reduce paper wastage and embraced energy-efficient lighting fixtures and electronic equipments to conserve energy. Water-saving measures have also been adopted to optimise the usage of water.

Chola is fully dedicated to promote Environmental, Social and Governance (ESG) practices. The company has incorporated ESG principles into its operations and are committed in creating a sustainable future for all.

Ravindra Kumar Kundu
Executive Director

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Ravindra Kumar Kundu Executive Director DIN: 07337155
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, the company has a committee of the board to monitor various aspects of social, environmental and governance responsibilities of the Company. The company's business responsibility performance is reviewed by the CSR Committee and board of directors on a periodic basis. During the year, the CSR committee/board discussed and reviewed the update on the sustainable and responsive business conduct initiatives. In addition, the risk management committee also assesses internal/external risks pertaining to sustainability as identified

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									Quarterly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Steering Committee									Quarterly								

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
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.	No, the company has in place an internal task force which evaluates the working of this policy.								

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

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

Section C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

Principle 1: Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable**Essential Indicators****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	5	The company ESG strategy awareness (BRSR Principle 1-9)	100%
Key Managerial Personnel	5	The company ESG strategy awareness (BRSR Principle 1-9)	100%
Employees other than BoD and KMPs	50	Employees of the company undergo various training programmes throughout the year. Trainings undertaken during the year includes Induction data as 5 Lights, ESG (Principle 1 & 6), Business Continuity Plan (Principle 2), Mental Health, Defensive driving (Principle 3), POSH (Principle 5), Fair Practice Code, KYC guidelines (Principle 7)	70%
Workers	Not Applicable		

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred (Yes/No)
Penalty / Fine	Nil				
Settlement					
Compounding fee					
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred (Yes/No)
Imprisonment	Nil				
Punishment					

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not applicable

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

Yes, the company has an anti-bribery policy in place. 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/investors/company-policy>

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 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs		
Employees		
Workers		

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

	FY 2023-24	FY 2022-23
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	Not Applicable *	Not Applicable *

*Considering the nature of business of the entity, cost of goods sold/services procured cannot be ascertained & hence the said ratio cannot be computed.

9. Open-ness of business

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

Parameter	Metrics	FY 24	FY 23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	NA	NA
	b. Sales (Sales to related parties / Total Sales)	NA	NA
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.24%	0.17%
	d. Investments (Investments in related parties / Total Investments made)	12.61%	14.90%

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
NA	NA	--

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/code-of-conduct-board-senior-management>

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**

	FY2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	Not Applicable		
Capex	3.05 (0.28%)	8.30 crores	Replacement of all the CFL's to LED's across all our operations
	0.20 (0.02%)		Solar panels are incorporated for head office premises.
	8.99 (0.84%)		Energy Saving and reduction of carbon foot print must be weighed carefully, wherever applicable, before making a procurement decision, so we procure electronics based on the star rating
	0.11 (0.01%)		Water Treatment
	0.46 (0.04%)		EV vehicles for employees
	0.78 (0.07%)		In our quest to be a technology-led _financial services leader, Chola's digital initiatives focus on elimination of friction at process and data level for all participants across the product value chain – customers, employees, and ecosystem partners. For customers this includes digital processes that deliver seamless user experience across personal and _financial profile portions of customer journey, offer a paperless flow during onboarding, and provide a wide array of digital options for disbursement & payment processing.
	0.13 (0.01%)		Water and light sensor- reduce company's environmental footprint and to decarbonize

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

Yes, the company have procedures in place for sustainable sourcing

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

Yes, the company has a policy for sustainable sourcing, that covers recycled A4 sheets for its head office and central processing unit.

In FY 24, 100% of A4 sheets used at these locations were sourced sustainably.

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 (Hazardous waste and (d) other waste.

Not Applicable

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 - No

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
Not Applicable					

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.

Name of Product / Service	Description of the risk / concern	Action Taken
Not Applicable		

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 2023-24	FY 2022-23
Not Applicable		

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 2023-24			FY 2022-23		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastics (including packaging)	Not Applicable			Not Applicable		
E-waste						
Hazardous Waste						
Other 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
Not Applicable	

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	37,164	28,620	77%	25,401	68%	NA	NA	37,164	100%	4	0.01%
Female	1,071	806	75%	733	68%	806	75%	NA	NA	6	0.02%
Total	38,235	29,426	77%	26,134	68%	806	2%	37,164	97%	10	0.03%
Other than Permanent Employees											
Male	5	5	100%	0	0%	0	0%	0	0%	0	0%
Female	1	1	100%	0	0%	0	0%	0	0%	0	0%
Total	6	6	100%	0	0%	0	0%	0	0%	0	0%

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

Category	% of workers 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 Workers											
Male	Not Applicable										
Female											
Total											
Other than Permanent Workers											
Male	Not Applicable										
Female											
Total											

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.48%	0.43%

2. Details of retirement benefits, for Current FY and Previous FY:

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
PF	100%	Not Applicable	Yes	100%	Not Applicable	Yes
Gratuity*	100%		Yes	100%		Yes
ESI*	100%		Yes	100%		Yes
Others – please specify	-	-	-	-	-	-

*Applicable for eligible employees

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. the premises / offices of the entity are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016. Branches in Tier III, Tier IV, Tier V and Tier VI cities may not always have such facilities as all our branches are rented facilities.

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. The company has implemented equal opportunity policy across all its operating facilities in accordance with the Rights of Persons with Disabilities Act, 2016. The policy is available to all our employees through the company's intra-net portal.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	94.1%	90.9%	NA	NA
Female	77.7%	78.5%	NA	NA
Total	85.97%	84.74%	NA	NA

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 Workers	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	Yes. The company has a whistle blower policy which <i>inter-alia</i> lays down the process to be followed for dealing with concerns / complaints raised under vigil mechanism. https://www.cholamandalam.com/files/whistle-blower-policy
Other than Permanent Employees	

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (C / D)
Total Permanent Employees	Nil					
Male						
Female						
Total Permanent workers	Not Applicable					
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	37,164	8,626	23%	10,339	28%	12,814	4,184	33%	7,265	57%
Female	1,071	442	41%	226	21%	434	150	35%	175	40%
Total	38,235	9,068	24%	10,565	28%	13,248	4,334	33%	7,440	56%
Workers										
Male	Not Applicable									
Female										
Total										

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	37,164	11,492	31%	12,814	7,953	62%
Female	1,071	391	37%	434	233	54%
Total	38,235	11,883	31%	13,248	8,186	62%
Workers						
Male	Not Applicable					
Female						
Total						

*eligible employees are covered under performance and career development review

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 of such system?**

Yes, the company 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?

The company 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)

Not Applicable

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 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	0	0
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	0	0
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	Not Applicable	Not Applicable

*Including in the contract work force

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

The company 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, the company 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, 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 and workers:

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	0	0	--	0	0	--
Health & Safety	0	0	--	0	0	--

14. Assessments for the year:

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

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 - Yes

(B) Workers - Not Applicable

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

A clause to ensure compliance with statutory acts have been made mandatory as part of the engagement agreements executed with value chain partners (material vendors).

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Nil	Nil	Nil	Nil
Workers	Not Applicable			

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?

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

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

The company engages with its stakeholders through various formal and informal communication channels. The key stakeholders who have a significant impact on the business operations of the company includes customers, local communities, NGO partners, Investors, Regulators, Banks and Employees.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
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

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
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	<ul style="list-style-type: none"> 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"> Updating the financial performance Business updates ESG performance Understanding shareholders expectations
Regulators	NA	Mandatory compliance filings; 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	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 program Employee connect tool and personalized help desk	Periodic	<ul style="list-style-type: none"> Continuous value creation Fulfilment of company's vision, mission and achieving sustainability objectives Professional capacity building

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The company leverages various formal as well as informal channels of 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 the company have been identified in consultation with various 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.

The company's vehicle finance and home loan business offer 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. The company believes that affordable and appropriate access to financial services is a key driver of economic growth, poverty alleviation and prosperity. Hence, the company 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 90% of its branches in Tier-III, Tier-IV, Tier V and Tier-VI towns ensuring financial inclusion. With reference to Reserve Bank of India circular (RBI-circular no RBI/2016-17/60 dated 1 September, 2016) the company has 250+branches in the under-banked districts identified by RBI.

Further to this, the company 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 are:

- Health Care,
- Water & Sanitation,
- Education,
- Arts & Culture,
- Sports,
- Rural Development,
- Environmental Sustainability,
- Research and Development,
- Road Safety.

Principle 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	38,235	10,622	28%	13,248	5,248	40%
Other than permanent	0	0	0	0	0	0
Total	38,235	10,622	28%	13,248	5,248	40%
Workers						
Permanent	Not Applicable					
Other than permanent						
Total						

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	No. (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	38,235	-	0	38,235	100%	13,248	-	0	13,248	100%
Male	37,164	-	0	37,164	100%	12,814	-	0	12,814	100%
Female	1,071	-	0	1,071	100%	434	-	0	434	100%
Other than Permanent	6	-	0	6	100%	8	-	0	8	100%
Male	5	-	0	5	100%	6	-	0	6	100%
Female	1	-	0	1	100%	2	-	0	2	100%
Workers										
Permanent	Not Applicable									
Male										
Female										
Other than Permanent										
Male										
Female										

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹ in crores)	Number	Median remuneration/ salary/ wages of respective category (₹ in crores)
Board of Directors (BoD)	5	0.37	1	0.33
Key Managerial Personnel	1	3.36	1	2.06
Employees other than BoD and KMP	11,796	0.07	389	0.06
Workers	Not Applicable			

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	2.84%	3.33%

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.

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

The company is committed to providing a safe and positive work environment. The company has in place the diversity policy, policy on prevention of sexual harassment at workplace and whistle blower policy to redress grievances related to human rights.

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

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Filed during the year	Pending resolution at the end of year		Filed during the year	Pending resolution at the end of year	
Sexual Harassment	Nil	Nil		Nil	Nil	
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						
Wages						
Other human rights related issues						

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

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees / workers	NA	NA
Complaints on POSH upheld	NA	NA

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

Concerns on discrimination and harassment are dealt with confidentiality. The whistle blower policy and policy on prevention of sexual harassment at workplace includes a mechanism that provides for adequate safeguards against victimization of employees, customers, directors who avail of the mechanism.

9. Do human rights requirements form part of your business agreements and contracts?

Yes

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100% assessment has been carried out As a part of Recruitment policy, the company 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 The company'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 The company has in place a policy on prevention of sexual harassment at the workplace and it is reviewed by internal complaints committee periodically. During FY24, no complaints/referrals were received by the Committee.
Discrimination at workplace	100% assessment has been carried out As a part of Recruitment policy, the Company does not discriminate either on sex or caste or otherwise. If a person fulfils the qualification/knowledge/skill requirement required for the role, the candidate would be considered without any discrimination.
Wages	100% assessment has been carried out The 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	Nil

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

There were no significant risks identified from the assessments conducted at the 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.

None. There has been no grievance or complaints received by the company 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 Board of Directors.

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

The assessment was conducted across the business operations of a wide range of human rights issues including 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, the company has ramp/wheelchair facility in Head Office, central processing unit and in few branches. In line with the Rights of Persons with Disabilities Act, the company is taking appropriate steps and measures to improve access to differently able visitors across all our main 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	100%

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 significant risk / concerns arising from assessment. 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 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (in GJ) (A)#	34.2	0
Total fuel consumption (in GJ) (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	34.2	0
From non-renewable sources		
Total electricity consumption (D)	71,497.37	57,539
Total fuel consumption (E)*	5,076.04	2,606
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	76,573.41	60,145
Total energy consumed (A+B+C+D+E+F)	76,607.61	60,145
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) GJ/INR	3.98	4.63

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

Parameter	FY 2023-24	FY 2022-23
From non-renewable sources		
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	93.72234	107.9962
Energy intensity in terms of physical output	Not Applicable	Not Applicable
Energy intensity (optional) – the relevant metric may be selected by the entity		

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

Yes, Sundaram & Srinivasan, Chartered Accountants has provided reasonable assurance on BRSR.

#Chola started using renewable energy from Feb'24 onwards only

*The diesel consumption for Genset in shared premises is treated as part of rent and cannot be quantified

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 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	--	--
(ii) Groundwater	--	--
(iii) Third party water (Municipal Water Supply)	--	--
(iv) Seawater / desalinated water	--	--
(v) Others	--	--
<i>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</i>	--	--
Total volume of water consumption (in kilolitres)	--	--
Water intensity per rupee of turnover (Water consumed KL / turnover)		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	--	--
Water intensity in terms of physical output	--	--
Water intensity (optional) – the relevant metric may be selected by the entity	--	--

Water usage is limited to human consumption only and the Company has installed tap aerators to reduce water consumption. We aim to and are committed to continue to manage water consumption and withdrawal in a judicious manner.

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

Yes, Sundaram & Srinivasan, Chartered Accountants has provided reasonable assurance on BRSR.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(v) Others	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Water usage is limited to human consumption only and the company has installed tap aerators to reduce water consumption.

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

Yes, Sundaram & Srinivasan, Chartered Accountants has provided reasonable assurance on BRSR.

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

No

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NO _x	MT/m ³	Not Applicable	Not Applicable
SO _x	MT/m ³		
Particulate matter (PM)	MT/m ³		
Persistent organic pollutants (POP)	-		
Volatile organic compounds (VOC)	-		
Hazardous air pollutants (HAP)	-		
Others – please specify	-		

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

Yes, Sundaram & Srinivasan, Chartered Accountants has provided reasonable assurance on BRSR.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	377	194
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	15,690	12,627
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Tonne CO ₂ per INR crores	0.84	0.99
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Tonne CO ₂ per INR crores	19.66	23.01
Total Scope 1 and Scope 2 emission intensity in terms of physical output		Not Applicable	Not Applicable
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

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

Yes, Sundaram & Srinivasan, Chartered Accountants has provided reasonable assurance on BRSR.

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

Yes, The company is financing electric vehicle loans as a step towards creating a green and clean future.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Not Applicable	Not Applicable
E-waste (B)	11.77	0.608
Bio-medical waste (C)	Not Applicable	Not Applicable
Construction and demolition waste (D)	Not Applicable	Not Applicable
Battery waste (E)	Not Applicable	Not Applicable
Radioactive waste (F)	Not Applicable	Not Applicable
Other Hazardous waste. Please specify, if any. (G)	Not Applicable	Not Applicable
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	9.45 (Carton, White Paper, Colour Paper, New paper, Tissues, Paper Cups, Mixed Paper, Metal Waste)	7.5 (Carton, White Paper, Colour Paper, New paper, Tissues, Paper Cups, Mixed Paper, Metal Waste)
Total (A+B + C + D + E + F + G + H)	21.23	8.108

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes) (Contd.)		
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0011	0.0006
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.02	0.01
Waste intensity in terms of physical output	Not Applicable	Not Applicable
Waste intensity (optional) – the relevant metric may be selected by the entity		
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	9.46	7.50
(ii) Re-used	--	--
(iii) Other recovery operations	11.77	0.61
Total	21.23	8.11
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

Yes, Sundaram & Srinivasan, Chartered Accountants has provided reasonable assurance on BRSR.

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

The company is cognizant of the environmental impact on improper management of e-waste and has adopted a strong e-waste management practice to minimize adverse outcomes. The company strives to make sure that e-waste is disposed of in the most scientific way. The company has also adopted a tool that monitor print usage by each user, which helps in educating the users on sensitiveness of paper/saving trees.

The company has also transitioned all paper – related processes to a digital platform and carry out minimal manual documentation. The company has started promoting the use of recycled paper in FY 24 and has taken steps across the organization that allow for more efficient paper usage.

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

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.			

12. 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
Not Applicable					

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

Yes, the company is complaint with applicable laws.

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 taken, if any action
-	-	-	-	-

Leadership Indicators

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

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

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	--	--
(ii) Groundwater	--	--
(iii) Third party water	--	--
(iv) Seawater / desalinated water	--	--
(v) Others	--	--
Total volume of water withdrawal (in kilolitres)	--	--

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

Parameter	FY 2023-24	FY 2022-23
Total volume of water consumption (in kilolitres)	--	--
Water intensity per rupee of turnover (Water consumed / turnover)	--	--
Water intensity (optional) – the relevant metric may be selected by the entity	--	--
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	--	--
No treatment	--	--
With treatment – please specify level of treatment	--	--
(ii) Into Groundwater	--	--
No treatment	--	--
With treatment – please specify level of treatment	--	--
(iii) Into Seawater	--	--
No treatment	--	--
With treatment – please specify level of treatment	--	--
(iv) Sent to third-parties	--	--
No treatment	--	--
With treatment – please specify level of treatment	--	--
(v) Others	--	--
No treatment	--	--
With treatment – please specify level of treatment	--	--
Total water discharged (in kilolitres)	--	--

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency - No

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions	Metric tonnes of CO2 equivalent	29,502.05	18,058
Total Scope 3 emissions per rupee of turnover	Tonne CO2 per INR crores	1.54	1.39
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	Nil	Nil

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. With respect to the ecologically sensitive areas reported at Question 11 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

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

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	The Company's efforts are on sustainable financing with a target to support the cause of greener environment through electric vehicle financing and attempting to increase loan disbursements to electrical vehicles. https://www.cholamandalam.com/esg	For the details of the outcome achieved please refer Section B - Management and process disclosures

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

Yes, the company 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 required training programs are conducted as a measure for the employees to be prepared in times of emergency / crisis.

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

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

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

Nil

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

The company has affiliations with 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 anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
No adverse orders were received from regulatory authorities		

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
--	--	--	--	--	--

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
Not Applicable					

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)
Not Applicable						

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

The company carries out a needs assessment after a project is implemented. The grievance of the community is received through this practice. The company takes 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 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers*	9%	19%
Directly from within India*	100%	100%

*Not Applicable considering the business model of the Company

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

Location	FY 2023-24	FY 2022-23
Rural	20%	12%
Semi-urban	55%	58%
Urban	3%	3%
Metropolitan	22%	27%

(Place categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

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
Not Applicable	

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	Andhra Pradesh	Visakhapatnam	10,11,220.00
2	Bihar	Aurangabad	16,42,160.00
3		Kaimur	4,62,882.00
4	Gujarat	Kachchh	1,00,00,000.00
5	Haryana	Palwal	50,00,000.00
6	Madhya Pradesh	Jhabua	4,62,882.00
7		Satna	4,62,882.00
8	Odisha	Dhenkanal	4,62,282.00
9		Nayagarh	15,00,000.00
10	Tamil Nadu	Ramanathpuram	21,08,000.00
11		Sivaganga	31,72,000.00
12		Perambalur	15,62,500.00
13		Pudhukottai	15,86,000.00
14		Karur	15,62,500.00
15		Nilgiris	13,12,500.00
16		Villupuram	4,37,500.00
17	Uttar Pradesh	Gorakhpur	4,62,282.00
18		Prayagraj	4,62,282.00
19	Uttarakhand	Haridwar	37,40,000.00

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups?

No

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

Not Applicable

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

Not Applicable

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

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 benefited from CSR Projects"	% of Women and Children
1	Training of players of Blind Women's Football competing in Paralympic	20	100%
2	Supporting Arts Scholars in Dakshinchitra	7	86%
3	Support towards Cancer treatment for Children	57	37%
4	Training of young women Golf Player Ms. Avani Prashanth	1	100%
5	Financial Literacy plus allied services for commercial vehicle crew members and their family	35,000	59%
6	Eureka School Enrichment Project providing holistic learning atmosphere to rural children	287	99%
7	Scholarship Program in Telangana, Odisha, Rajasthan	105	64%
8	Support towards training of women Golf Player Ms Sneha Sing	1	100%
9	Support towards training of women Golf Player Ms. Seher Kaur Atwal	1	100%
10	The gift of life-Heart Surgeries for Congenital Heart Disorder	100	36%
11	Cholamandalam-Strengthening the Maternal Health of newly mother through pre and post maternal period.	84	100%
12	Chola -Pragati - Integrated Rural Health and Development Project	164	-
13	Swachha Odisha Gram Vikas	50	20%
14	Lathe Machine for WORTH Technical Training Centre	21	-
15	My Dream Scholarship in Tamil Nadu	303	65%
16	ISHA Action for Rural Rejuvenation	150	59%
17	A preventive health care residential Program for Inner Transformation - Sadhanapada	1,030	37%
18	ISHA Farmer Producer Organisation	100	10%
19	Yogic practices and Kriya meditation towards preventive healthcare and tackling lifestyle disorders	1,00,000	44%
20	Holistic Initiative to improve quality of life of Commercial Vehicle Crew Members in Assam	613	15%
21	Raahi - Eye Check-Up and Health Awareness for the Trucking Community	1,44,986	-
22	Quality Eye health services to rural communities and improve their vision related quality of life in Aurangabad, Bihar	35,262	69%
23	Construction of toilets in school to improve hygiene facility in Ramanathapuram	1,229	100%
24	Installation of STP tanks in rural village to improve the overall quality of life for the residents of Ghoramara Village Assam	2,340	65%
25	Providing Holistic Development for Individuals with Hearing Disabilities	80	44%
26	Support towards training of young women Golf Player Ms. Diksha Dagar	1	100%
27	Supporting towards training of young chess players Master Pranesh and Master Daakshin	2	-
28	Strengthening Maternal Health of newly mother through pre and post maternal period.	117	100%
29	The gift of life-Heart Surgeries for Congenital Heart Disorder	10	40%

6. Details of beneficiaries of CSR Projects: (Contd.)

S.No	CSR Project	"No. of persons benefited from CSR Projects"	% of Women and Children
30	Livelihood Skills for the Youth and Women Empowerment in Pulliyanthop	108	91%
31	Support towards training of Golf Player Sumit Kotwal	1	100%
32	Support towards training of Golf Player Vishnu Vijay	1	100%
33	Chola Noble Educational Infra Support	185	47%
34	Scholarship for perusing higher education in Tamil Nadu	16	63%
35	Scholarship for rural children of Nagpur	22	55%
36	Support towards International Wheelchair Tennis Player Mariappan Durai	1	100%
37	Health camps and HealthCare Wellness program for rural areas of Balasore Odisha	334	48%
38	Health Camps and mobility aids for elderly persons in remotely villages of Odisha	341	44%
39	Early Intervention of Children and Adult with Hearing Loss	1,513	83%
40	Primary healthcare through Mobile Health Van in Valsad Sarigam	18,052	54%
41	Primary healthcare through Mobile Health Van in Sonitpur Dhekiajuli	18,772	58%
42	Primary healthcare through Mobile Health Van in Haridwar Jhabrera	15,418	47%
43	Primary healthcare through Mobile Health Van in Kanyakumari Nagercoil	15,155	26%
44	Primary healthcare through Mobile Health Van Sivagangai S. Pudur	18,236	31%
45	Construction of new OP block in AMM Hospital Pallathur Sivagangai to provide quality health care services to the rural population.	74,955	77%
46	Renovation of AMM Hospital for affordable medical care services to a large needy population in Pallathur Sivagangai	74,955	77%
47	Provide facilities and quality football training to children from economically weaker sections in Murugappa youth Football Academy	370	-
48	NANNEER- Water Body Rejuvenation Project- Karur, Tirupur and Erode District	7,000	-
49	Individual and group counselling for students and teachers for holistic educational environment	1,400	-
50	Murugappa Science project (science Centre + Mobile Science Labs), sivagangai	21,522	50%
51	Scholarship for students in Murugappa Across Tamilnadu	138	56%
52	Construction of toilets and renovation work in Vellayan Chettiar Higher Secondary School	2,330	50%
53	Comprehensive scholarship and support program for students at Murugappa Polytechnic College, Vellayan Chettiar School	1,354	11%
54	Ambulance service for transporting patients from remote locations in Koratty, Kerala to the nearest government or private hospitals	17,000	-
55	Active Aging Centre to enhance physical and mental health of the aged persons in Koratty Kerala	57	77%
55	Active Aging Centre-Koratty-Kerala	77%	

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner**Essential Indicators****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

The company has a multi - level grievance redressal system in place to address complaints received from customers, that adheres to the requirements of the RBI's Ombudsman Scheme.

The mechanism is as follows:

Level 1: written requests from registered email ids.

Level 2: If the resolution provided at Level 1 does not meet the expectation, approach Customer Service Head through telephone or in writing.

Level 3: If the resolution provided at Level 2 does not meet the expectation, approach the Grievance Redressal Officer through telephone or in writing.

Level 4: If the customer's query or complaint is not resolved within a period of one month from date of complaint the customer may also approach the RBI Ombudsman / Regional Office of Dept. of Supervision - RBI

The company takes the ownership and responds to all customer complaints within turnaround time with applicable resolution.

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	Not Applicable
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	Not Applicable

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	--	0	0	--
Advertising	0	0	--	0	0	--
Cyber-security	0	0	--	0	0	--
Delivery of essential Services	0	0		0	0	
Restrictive Trade Practices	0	0	--	0	0	--
Unfair Trade Practices	0	0	--	0	0	--
Other (Product related)	1,308	50*	--	747	0	--

*all the cases have been closed as of April 2024

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

	Number	Reasons for recall
Voluntary recalls		Not Applicable
Forced recalls		

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, the company's IT policy and related framework for data privacy and security are formulated to minimize risks associated with customers' privacy and cyber security. <https://www.cholamandalam.com/privacy-policy>

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.

Not Applicable. However, the company's Cyber & Brand threats are being monitored real time. Threat indicators are being live monitored and reviewed. True positive alerts will undergo legal and take-down actions.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches - Nil
- Percentage of data breaches involving personally identifiable information of customers - NA
- Impact, if any, of the data breaches - NA

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 company website, the Chola App, and other associated brand's website such as the company's customer facing application and Gaadi Bazaar platform. It can also be accessed through <https://www.cholamandalam.com/>

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 company's website <https://www.cholamandalam.com/contact-us/dos-and-donts>. The list specifies the steps that a customer to be kept in mind to avoid malpractice or 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 the company. The company strives to practice responsible lending and informs its customers about the same through various modes of formal and informal communication channels.

The customer awareness initiatives were undertaken during the financial year through direct meetings, camps, workshops and digital platforms (Facebook, Instagram, LinkedIn, YouTube, WhatsApp, SMS and E-mail). Topics like safeguards against frauds (including digital frauds), awareness about grievance redressal mechanism and financial literacy for the family of customers were covered through these initiatives

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 such as server maintenance of the company's website etc.,

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief.

Not applicable

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, the company carries out survey with regard to consumer satisfaction. Customer satisfaction trend (CSAT) is monitored basis inflow and query to complaint percentages. Further, the company 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 level.