ESG PRESENTATION
JUL'25 – SEP'25

Contents

ESG Framework at Chola:

This framework guides us to reinforce principles of ESG in all aspects of the company's businesses and focus its efforts on responsible products, improving efficiency, people power and environmental consciousness aligned with the expectations stated in the Business Responsibility and Sustainability Report (BRSR).

ESG Updates of Chola	Link
BRSR FY 24-25	
BRSR FY 23-24	
BRSR FY 22-23	[Click here]()
BRSR FY 21-22	
ESG Quarterly Presentations	
ESG profile update	

ESG Governance Structure

Board

CSR Committee

ESG Steering Committee

ESG Working Committee

Board – The final authority for all the major policy and sustainability reports related to ESG

CSR Committee – This Committee comprises of Chairman, an independent Director and a non-executive Director to support and advise Board on the company's ESG policy , strategies and programs.

ESG Steering Committee – This Committee comprises Managing Director, CRO and key risk managers and other invitees from Businesses as may be required.

ESG Working Committee – This Committee comprises the members of the Risk Management (ERM) division and SPOCs from lines of business and functions, directly engaged into ESG related aspects to undertake implementation of the initiatives at the ground level, data obtaining, submission of reports, regulatory compliance, coordination etc.

Policies aligned with SDG

Sl. N	Chola Policies	Complied (Yes/No)	SDG
1	Appointment of Statutory Auditors	Yes	SDG 8
2	Board Diversity Policy	Yes	SDG 5
3	Board Policy on Resolution of Advances For Covid-19-Related Stressed Accounts	Yes	SDG 5 & 8
4	Business Responsibility Policy	Yes	SDG 3, 4, 5, 8, 10, 11, 12 & 16
5	Code of Conduct For Directors & Senior Management	Yes	SDG 10
6	Code of Practices & Procedures For Fair Disclosure of unpublished Price Sensitive Information	Yes	SDG 5
7	Conduct Outside office	Yes	SDG 11 & 16
8	CSR focus areas	Yes	SDG 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, & 17
9	Diversity Policy	Yes	SDG 5 & 8
10	Domestic Travel Policy	Yes	SDG 8
11	Driving Safely Policy	Yes	SDG 3
12	Educational expenses reimbursement	Yes	SDG 4 & 8
13	Emergency Loan/ Employee Loan policy	Yes	SDG 8
14	Employee Leave Policy	Yes	SDG 8
15	Internal job posting policy	Yes	SDG 8
16	Local conveyance policy	Yes	SDG 8

Policies aligned with SDG

Sl. N	Chola Policies	Complied (Yes/No)	SDG
17	Maternity & Paternity leave policy	Yes	SDG 3
18	Murugappa Equal Opportunity Policy	Yes	SDG 5 & 10
19	Policy For Claiming Unclaimed Interest or Principal on Non-Convertible Securities	Yes	SDG 8
20	Policy on Co-Lending	Yes	SDG 8
21	Policy on Material Subsidiaries	Yes	SDG 11
22	Policy on Related Party Transactions	Yes	SDG 8
23	Products aligned	Yes	SDG 1, 2, 3, 4, 5, 7, 8, 9, 10, 11, & 12
24	Referral Programme	Yes	SDG 8
25	Remuneration Policy	Yes	SDG 5 & 10
26	Sexual Harassment at work place	Yes	SDG 5, 8, & 16
27	Transfer policy	Yes	SDG 8
28	Travel policy	Yes	SDG 8
29	Whistle blower policy	Yes	SDG 8 & 16
30	Work days condition of employment	Yes	SDG 8

Chola ESG Rating and Ranking
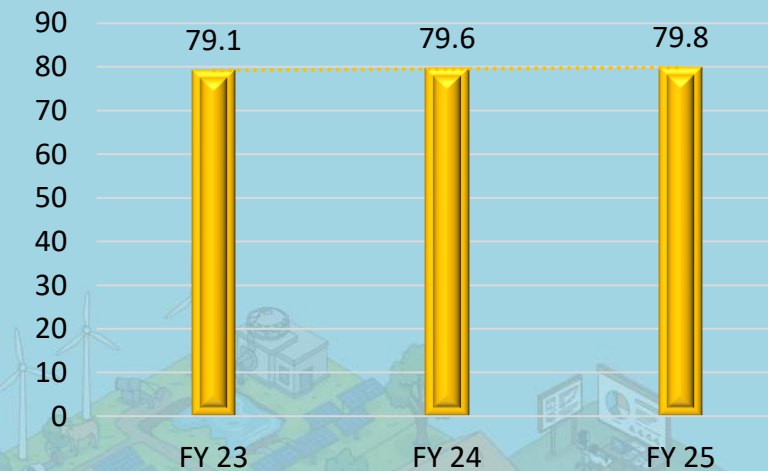

Crisil
higher score indicates lower risks

FY 22	FY 23	FY 24
60	60	63
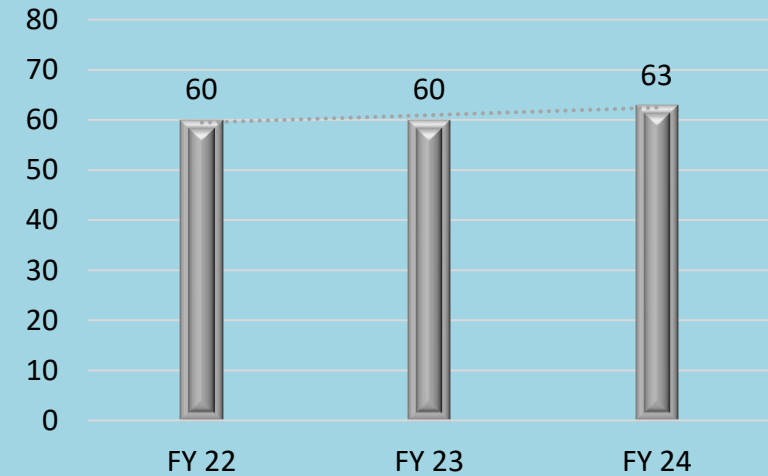
S & P Global
higher score indicates lower risks

FY 24	FY 24	FY 25
24	30	34
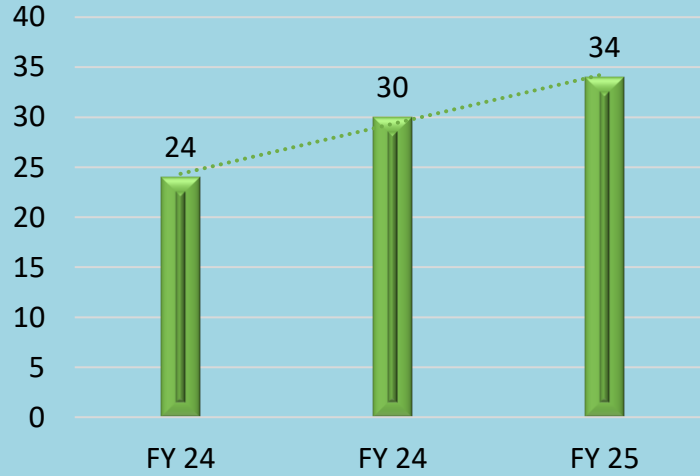
Sustainalytics
lower rank indicates lower risk

FY 23	FY 24	FY 25
24.7	24.1	21.6
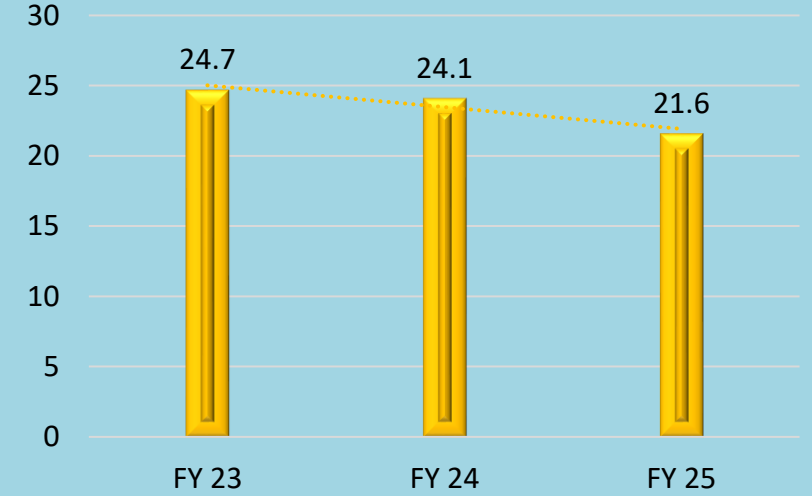
Stakeholders Empowerment Services (SES) Rating
higher score indicates lower risks

FY 23	FY 24	FY 25
79.1	79.6	79.8

ESG Risk Assessment & Insights
higher score indicates lower risks

FY 23	FY 24	FY 25
61.5	73.95	71
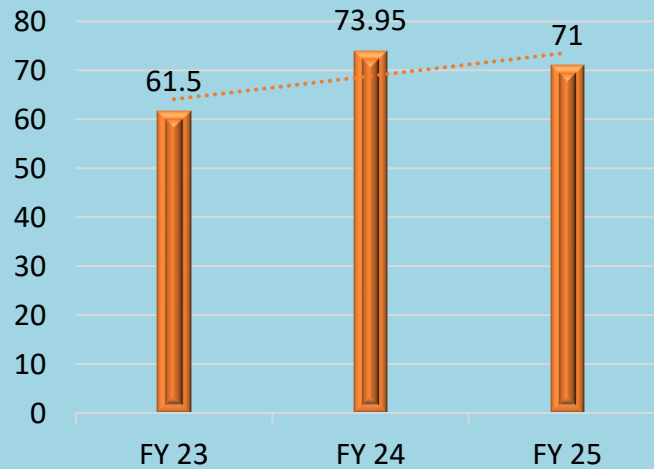
CSRHub
higher score indicates lower risks

FY 23	Fy 24	FY 25
43	45	50

Environmental Consciousness
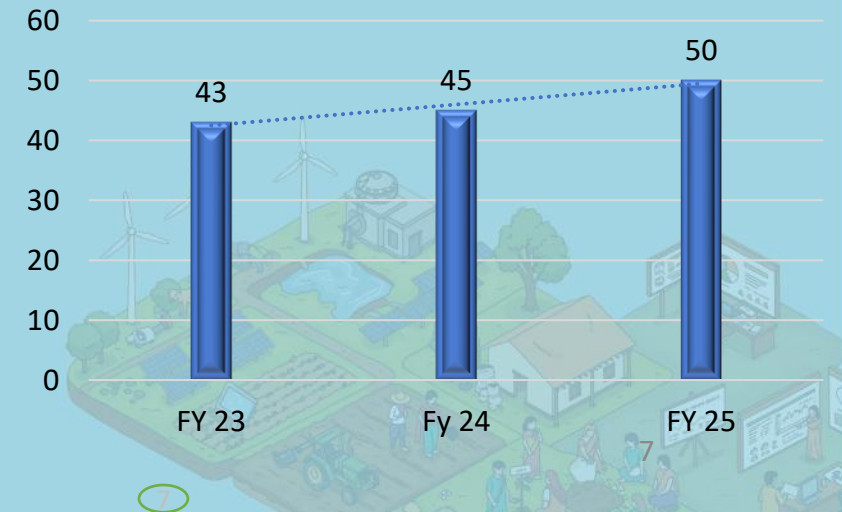
Green Building

- We have constructed our new office building at Guindy, under the supervision of a green consultant to imbibe Green Building principles. We are targeting Green Building Certification.

- Sensor based lights and Renewable energy used at Head office .

Waste

The Company follows the practice of waste disposal through approved vendors for the following categories of waste.

- Plastics
- Other Non-hazardous

In respect of E-waste, the company engages authorized recyclers who certify that all the material have been Dismantled and Destroyed as per the CPCB guidelines with responsibility to follow all compliances as per Environmental Act. Encourage the usage of glass bottles and glasses at Head Office, to eliminate paper/plastic cups
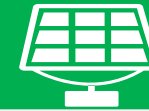
Carbon

As an environmentally responsible company we have taken various steps towards sustainability by contributing towards water conservation, energy efficiency, and supporting micro businesses. The Company has taken strong measures to focus on carbon footprint reduction, for example use of recycled paper, double side printing etc.

Refer slide 25 for targets and achievements

People Power – Learning and Development

Capability Building

➤ 13,602 employees trained, achieving 20% coverage across the organization 401 training programs

- Product & Process Knowledge
- Sales & Productivity Enhancement
- Leadership & People Management
- Customer Service & Experience
- Compliance & Audit Skills

➤ Focus areas included:

- Strengthening product expertise and process efficiency
- Developing managerial and leadership capabilities
- Enhancing decision-making and team collaboration
- Elevating customer empathy and service excellence
- Ensuring up-to-date knowledge of regulatory and audit practices

reached16,220 employees (24% workforce coverage).

Cyber Security Awareness

- Rolled out an interactive e-learning module with post-assessment
- Reinforced digital safety and cyber hygiene practices
- Health and safety measures were emphasized through a cybersecurity e-learning module
- Reached 28,417 employees achieving 43% coverage.

POSH (Prevention of Sexual Harassment) Training

- Conducted a dedicated POSH e-module
- Reached 23,656 employees, achieving 34% coverage
- Reinforced commitment to a safe, inclusive, and respectful workplace

Employee Well-being: Nurturing Physical, Mental, and Financial Health

As part of our Environmental, Social, and Governance (ESG) commitment, we continue to strengthen our focus on employee well-being through structured interventions that address physical, mental, and financial wellness.

Health and Wellness Outreach

We organized **14 medical and health check-up camps** across our operational zones, serving as proactive touchpoints to engage employees in preventive healthcare and wellness awareness. 1600+ employees availed these facilities.

These camps offered employees access to essential health screenings and professional consultations, reinforcing our emphasis on holistic well-being. The encouraging regional participation underscores the success of our outreach efforts and the growing awareness around workplace health.

Financial Well-being Initiatives

Recognizing that financial security is a key pillar of overall wellness, we introduced the *Money Matters* series — a set of financial literacy sessions designed to help employees make informed and confident financial decisions.

These sessions empowered employees with the knowledge to cultivate disciplined saving habits, plan for the long term, and enhance their financial resilience.

Optum :
Focused on promoting mental, emotional, and financial well-being through various initiatives. Key highlights included Move to Improve, Positive Psychology, and Smart Money Tips

Hobby:
"Let's Lens – Capture the Spirit of Namma Chennai!" contest was organized, giving employees an opportunity to nurture their artistic side. Participants showcased Chennai's rich culture, stunning architecture, and vibrant spirit—turning passion into creative expression

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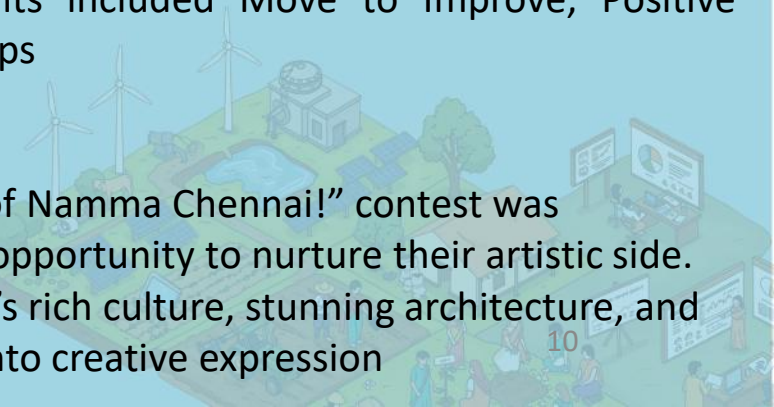
People Power – Diversity & Inclusiveness

Empowering Women Across the Organization

➢ Showcased journeys and achievements of women colleagues.

➢ Created platforms for experience sharing and collaboration with business leaders.

➢ Established a Women's Forum to foster networking, mentorship, and growth.

➢ Reinforcing our commitment to an inclusive workplace where every voice matters.

People Power – Empowering Communities

The Socially Responsible Corporate Citizenship Program (SRCCP) is an employee-driven initiative by Chola. This aimed to creating a positive societal impact, launched in 2023, SRCCP empowers employees to propose and execute CSR projects. The program focuses on key areas such as Health, Water and Sanitation, Education, Arts & Culture, Sports, Rural Development, Environmental Sustainability, Research and Development, Road Safety. Through initiatives like installing sanitary napkin vending machines, providing scholarships, rejuvenating water sources, and supporting sports infrastructure, SRCCP has improved community well-being, enhanced inclusivity, and promoted sustainable development. This program reflects Chola's commitment to ESG principles by fostering employee engagement and delivering measurable social impact.

Refer link areas of implementation, reach and/or beneficiaries https://www.cholamandalam.com/community-relations

People Power – Empowering Communities - SRCCP

Focus Area	Initiative	Location	Impact	Implementing Partner	Primary SDG
Health & Hygiene	Provision of Hologic Bone Densitometer	Ambilikai, Tamil Nadu	Early diagnosis and treatment of Vertebral Fracture, Cardiovascular risk and accurate spine and hip bone screening	Christian Hospital	SDG 3 – Good Health and Well-being
Education	Strengthen foundational literacy and numeracy (FLN) for children in government and low-income private schools	Chennai, Tamil Nadu	114 students improved in reading, numeracy, and comprehension skills	Shraddha Maanu Foundation	SDG 4 – Quality Education
	Quality educational access for students from rural and less privileged sections of society	Bhubaneswar, Odisha	Improve students' interest and engagement in science and mathematics with innovative teaching aids	Seva Sayog	
	Scholarship for deprived urban communities	Bengaluru, Karnataka	Interactive, flexible learning environment for young children coming from deprived urban communities	Christel House	
	Scholarships for underprivileged students	Anupshahr, Uttar Pradesh	24 students enabled school education	Pardada Pardadi Educational Society	
	Higher education of Visually- impaired students.	Pan India	100 visually impaired students have access to education	Help the Blind Foundation	
	Refurbished lab for technology-enabled learning and enhance digital literacy among students	New Delhi	1057 students have access to digital literacy	Aid India	

People Power – Empowering Communities

Focus Area	Initiative	Location	Impact	Implementing Partner	Primary SDG
Education	Installation of smart boards for interactive and visual learning for students with special needs.	Chennai, Tamil Nadu	150 students have access to technology enabled education	Hope Charitable Trust	
Education	Enhance the sanitation facility by constructing a new toilet complex with an integrated water storage system	Udupi, Karnataka	101 students have access to better sanitation facility	The Ashramom Charitable Trust	
Education	Vocational skill to students affected by leprosy or children from families affected by leprosy	Villupuram, Tamil Nadu	20 students are trained in Automobile and AC/Refrigeration electronic courses	Leprosy Mission India	
Education	Enhance accessibility for differently-abled students by installing a lift facility	Chennai, Tamil Nadu	70 students are able to access the special school	Anbalaya	
Education	Skill development to Intellectual and Development Disability	Chennai, Tamil Nadu	15 Intellectual Disability students is skilled in artisan crafts such as jewellery-making, embroidery, and block printing.	Ramana Suntriya Aalaya (RASA)	SDG 4 – Quality Education
Sports Development	Training of underprivileged and elite table tennis players	Chennai, Tamil Nadu	15 players are trained in table tennis	AKG Trust	
Sports Development	Training of professional table tennis player	Belagavi, Karnataka	Achieved record at both national and international levels	Ms. Tanishka Kalbhairav- implementation Direct	SDG 3 – Good Health and Well-being

Responsible Product and Process

Vehicle Finance

- The Company has actively started funding **electric vehicles** across all segments to help **reduce environmental pollution**
- **Retail customers** especially in **smaller towns and rural areas**.
- 65% of our commercial vehicle disbursements served **small and micro enterprises**, including **agri-based customers**.
- Out of a total of 1,581 VF branches, **85 are located in Aspirational Districts, while 296 are situated in Under-banked** regions.

Housing Loan

- Chola is expanding **into rural areas**, enhancing access to home loans for underserved communities
- The Company also offers loans to women borrowers. This initiative helps **empower women** by providing them with the financial resources needed to secure housing.
- Out of a total of 710 HL branches, **85 are located in Aspirational Districts, while 302 are situated in Under-banked** regions.

Loan against property

- LAP product provides access to credit for individuals and businesses, thereby promoting **financial inclusion and economic empowerment**
- Chola continues to focus on **retail customers** especially in **smaller towns and rural areas**
- Out of a total of 786 LAP branches, **55 are located in Aspirational Districts, while 213 are situated in Under-banked** regions.

SBPL

- The Secured Business and Personal Loan (SBPL) division provides crucial financial flexibility for **underserved self-employed and cash-salaried individuals**.
- It helps circulate money within the community, supporting **local economies** and fostering a sense of **community development**.
- Out of a total of 414 SBPL branches, **32 are located in Aspirational Districts, while 112 are situated in Under-banked** region

Responsible Product and Process

CSEL - Traditional

- (CSEL) division offers a range of financial solutions tailored to both **salaried and self-employed professionals**.
- **Collateral-free** personal, business & professional loans
- Quick and **paperless digital processing**
- Out of a total of 494 CSEL branches, **44 are located in Aspirational Districts, while 172 are situated in Under-banked** regions.

CSEL - CD

- The launch of CD financing through partnerships with OEMs enhances **access to essential consumer goods** like mobile phones, especially for underserved segments. This promotes **digital inclusion**, improves **quality of life**, and supports **economic participation** in rural and semi-urban areas.
- D2C channel via the Chola One app provides **pre-approved loans** to existing customers, enhancing **financial convenience**, **customer empowerment**, and **accessibility** to credit

SME

- MSME lending also encourages local **entrepreneurship** by providing the necessary **financial support**
- MSMEs operate in various sectors such as manufacturing, services, and agriculture. Thus, lending to this segment supports diversification and provides a wide range of **job opportunities to the local population.**
- Funding to small **nursing homes or public health care centers to buy medical equipment**, thereby improving access **to healthcare to rural and semi-urban areas** as the Company majorly has presence in tier 2+ cities.
- Out of a total of 98 SME branches, **5 are located in Aspirational Districts**, while **24 are situated in Under-banked** regions.

Gola Loan

- Quick loan approval addressing **urgent financial needs**
- **Minimal documentation** making the loan process hassle-free and accessible
- Competitive interest rates ensure that borrowing remains **affordable**, supporting the **financial well-being** of a broader segment of the population
- Chola Gold Loan transforms trust into opportunity **enabling individuals to rise, families to flourish, and communities to thrive.**

Improving Efficiency

Corporate Governance

Policies and process in place to enable highest standards in governance and transparency; ethical behaviour, board diversity etc form a part of our Code of Conduct Policy

Digitization

Businesses and functions aligned towards going digital; minimal manual documentation currently; We are one of the first finance companies to transition all processes to a digital platform aiming at customer satisfaction with improved efficiency.

Privacy & Data Security

Policy review at board level on periodic basis; Training on data security and privacy procedures for employees; Monitoring of cyber resilience and response with a stringent SLAs. Periodic Vulnerability assessment for critical Applications & Infrastructure and effective patch management"

Internal Awareness Campaign
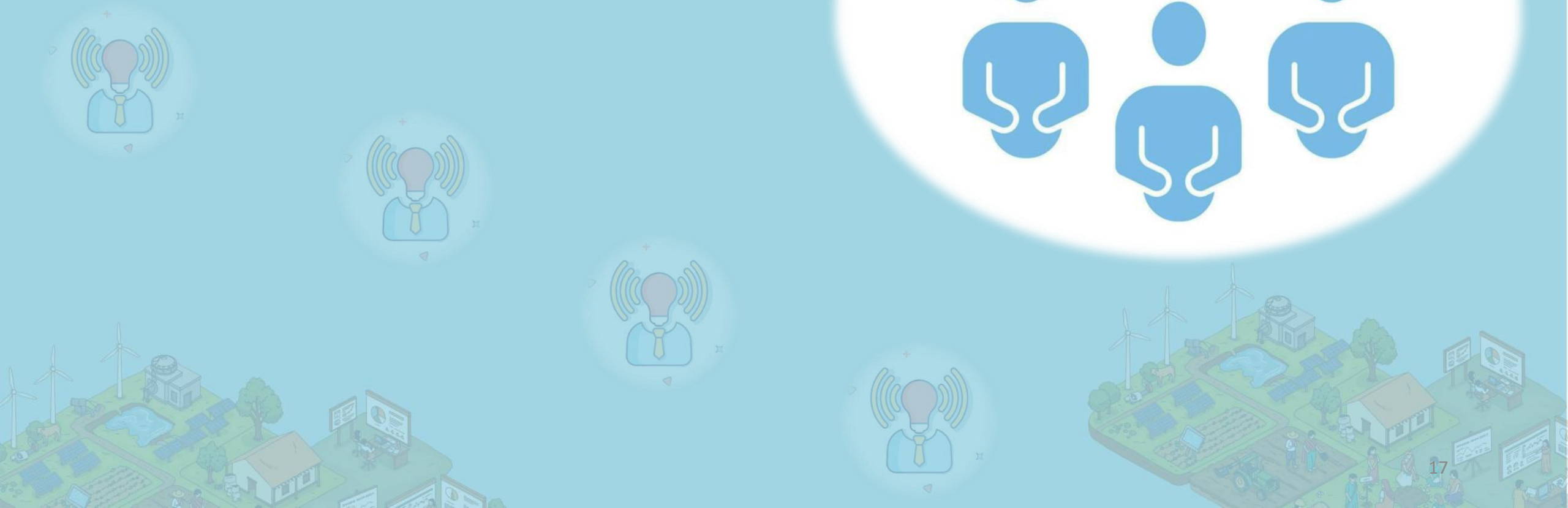
Fair Practice Code

- Appearance Matters
- Strict No to Personal Humiliation
- It's the right time to contact

- Peaceful Repossession
- Refrain from Spray Painting
- Watch your Language

Chola — *Enter a better life*

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Making a Wise Switch Pays Off

Transparency Builds Trust!

Fair Play in Penal Charges

MAKING A WISE SWITCH PAYS OFF

FLOATING RATE | FIXED RATE

Did You Know?

At the time of reset of floating interest rates, the Company shall provide the option to the customers to switch over to a fixed interest rate.

TRANSPARENCY BUILDS TRUST!

Remember!

The Loan Application form and the Sanction Letter should clearly specify the Annualised Rate of Interest, along with the approach for gradations of risk and rationale for charging different rate of interest to different categories of borrowers.

FAIR PLAY IN PENAL CHARGES

for Individual Borrowers

REGULATIONS | BANK

Did You Know?

Penal charges applicable on loans availed by individual borrowers, for purposes other than business, should not be higher than the penal charges applicable to non-individual borrowers

Decoding KYC Policy

Panel 1

Chola — Enter a better life

Decoding KYC Policy

What is CDD?

Customer Due Diligence (CDD) is a mandatory process of verifying a customer's identity (such as name, address, photographs, KYC documents, the customer's business activities, etc.) to ensure that the true identity of the customer is established.

When the true identity of the potential customer is not established or the company is unable to apply appropriate CDD measures, no transaction or account-based relationship will be undertaken with such a person or entity.

For clarifications, please contact the Compliance Team at HO
Mr. Balaji H - balajih@chola.murugappa.com | Mr. Shakil - shakilac@chola.murugappa.com

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Panel 2

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Decoding KYC Policy
Suspicious Transaction

A suspicious transaction means a transaction, including an attempted transaction, whether or not made in cash, to a person acting in good faith, arising suspicion of crime, or involves financing activities relating to terrorism; unusual or unjustified complexity; having no economic rationale or bona fide purpose.

Suspicious Transactions Reporting

Suspicious Transactions Reporting (STR) is a critical tool for financial institutions to detect potentially illicit activities. Suspicious Transactions Reporting (STR) plays a crucial role in assisting law enforcement agencies and regulatory bodies in investigating and combating financial crimes. Any transaction identified as suspicious shall be reported to the Financial Intelligent Unit – India (FIU-IND) by the regulated entity.

For clarifications, please contact the Compliance Team at HO
Mr. Balaji H - balajih@chola.murugappa.com | Mr. Shakil - shakilac@chola.murugappa.com

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Panel 3

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Embrace Electronic Payments
Say Goodbye to Cheques!

Promoting NACH

We should take proactive steps to increase the use of electronic payment systems like NACH, which enable cost-effective transactions with faster and more accurate settlements.

Eliminating CHEQUES

As per the RBI Scale Based Regulations, cheques should only be obtained in locations where NACH facilities are not available. Such cheques must strictly comply with the CTS-2010 standard format.

Gradually phasing out cheques in our day-to-day business transactions will eliminate the need for post-dated cheques.

Go Digital with Smart & Fast Payments!

For clarifications, please contact the Compliance Team at HO

Panel 4

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Decoding KYC Policy

What is FATF?

FATF

The **Financial Action Task Force (FATF)** is an international intergovernmental organisation established to combat money laundering, terrorist financing, and other threats to the integrity of the global financial system. It is the global money laundering and terrorist financing watchdog. The FATF was established in 1989 in Paris, France.

FATF regularly publishes reports that raise awareness about the latest money laundering, terrorist financing, and proliferation financing techniques so that countries and the private sector can take the necessary steps to mitigate these risks.

For clarifications, please contact the Compliance Team at HO
Mr. Balaji H - balajih@chola.murugappa.com | Mr. Shakil - shakilac@chola.murugappa.com

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Panel 5

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EASY KYC

List of Officially Valid Documents acceptable as prescribed in the RBI Master Direction – Know Your Customer (KYC) Direction, 2016

- Passport
- Driving Licence
- Proof of Possession of Aadhaar number / Aadhaar
- Voter's Identity Card
- NREGA Job Card duly signed by an officer of the State Government
- Letter from the National Population Register with name & address

For clarifications, please contact the Compliance Team at HO

An excellent customer experience can transform the way customers think about a company. We believe that every Chola employee is an ambassador of Chola to the customer. The way you speak, dress and communicate with customers reflect the values of the 5 lights (Integrity, Passion, Quality, Respect & Responsibility) that Chola holds dear. In this regard we have put down a few Dos & Don'ts for you to follow while handling customers. We request you to abide by them and be a true champion for Chola.

DO'S ✓ | ✗ **DONT'S**

DO'S	DONT'S
Respect your customers: Follow Chola's five lights	Always remember Customer is the King. Don't be rude to your customers
Always take ownership to resolve the complaint and provide complete resolution	Don't be indifferent to customers or ignore their queries
Always put yourself in the customer's shoes before responding to their query	Don't treat customers as transactions
Be transparent with customers on company's grievance escalation matrix	Don't refuse. Try & resolve the issue as soon as possible
Equip yourself with: • Product/Service Knowledge • Process/Service Knowledge	Don't be ignorant of company's products/processes
Maintain turnaround time to respond to customer's TAT	Don't delay responses to customers
Maintain decorum while dealing with customers. Follow the code of conduct of the company	Don't deviate from company policies and procedures
Always ensure mandatory displays at branches • RBI Ombudsman Scheme • Escalation matrix of the company	

❝ **YOU ARE AN AMBASSADOR OF CHOLA TO THE CUSTOMERS!** ❞

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Awareness On Company's Whistle Blower Policy / Vigil Mechanism

OBJECTIVE:

In line with Chola's commitment to the highest standards of ethical, moral, legal business conduct and open communication, Chola has in place a whistle blower / vigil mechanism to provide an avenue to raise genuine and serious concerns on improper practices that could have a large impact on it. The mechanism provides for adequate safeguards against victimization of whistle blower who avail of the mechanism.

POLICY:

Chola's whistle blower policy *inter alia* lays down the process to be followed for dealing with concerns/complaints raised under vigil mechanism. The policy is available on Chola's website (https://files.cholamandalam.com/files/whistle_blower_policy.pdf) and intra-net site (https://cholaconnect.peoplestrong.com/)

APPLICABILITY:

Whistle blower policy is applicable to the directors, employees, customers and vendors of Chola and its subsidiaries.

IMPROPER PRACTICES:

Serious concerns that would have impact on Chola, such as actions (suspected or actual) that:

- may lead to incorrect financial reporting;
- are not in line with company policy;
- involve any instance of bribery, embezzlement or misappropriation;
- amount to unethical behaviour;
- amount to actual or suspected fraud;
- are violative of Company's code of conduct;
- involve leakage of Unpublished Price Sensitive Information;
- are unlawful;
- otherwise amount to serious improper conduct.

*THIS IS AN ILLUSTRATIVE LIST AND NOT EXHAUSTIVE.

REPORTING OF CONCERNS / COMPLAINTS:

Whistle Blower Committee:

Name	Designation	Contact details
Mr. Ravindra Kumar Kundu	Managing Director	044 4090 7459
Mr. D Arulselvan	Chief Financial Officer	044 4090 7676
Ms. P. Sujatha	Company Secretary & Chief Compliance Officer	044 4090 7055

e-mail: whistleblower@chola.murugappa.com

SAFEGUARDS TO WHISTLE BLOWER:

- **Harassment or Victimisation** - Chola has zero tolerance for harassment or victimization of the whistle-blower.
- **Confidentiality** - Every effort will be made to strictly protect the whistle-blower's identity, subject to legal constraints.
- **Anonymous Allegations** - Concerns expressed anonymously will not be usually investigated but subject to the seriousness of the issue raised, the Committee can initiate an investigation.
- **Malicious Allegations** - Malicious, frivolous, or baseless allegations by whistle-blowers would result in disciplinary action.

For clarifications, please contact compliance team at HO.

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PREVENTION OF SEXUAL HARASSMENT AT WORKPLACE - AWARENESS
STAND UP! DON'T STAND BY!
Sexual Harassment is Offensive, Unfair and Illegal

OBJECTIVE:
Chola believes in the right of all its employees to work with dignity in a safe and secure environment free from any kind of sexual harassment. All persons working with Chola are expected to treat their colleagues in a professional manner with respect and dignity.

APPLICABILITY:
The policy is gender neutral and is applicable for both male and female employees of the Company.

POLICY:
Chola has a policy on sexual harassment to give protection to all its employees and has zero tolerance to any misconduct at the work place.

SEXUAL HARASSMENT CAN BE:
Any unwelcome act or behaviour, whether directly or by implication and includes the following:

- Physical contact or advances;
- A demand or request for sexual favours;
- Making sexually coloured remark;
- Showing pornography;
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature

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Any implied or explicit preferential treatment, threat of detrimental treatment, creating an intimidating, offensive & hostile work environment or humiliating treatment in connection with an act of sexual harassment may also be treated as sexual harassment.

This list is illustrative and not exhaustive. For any doubt as to whether any particular conduct amounts to sexual harassment, please contact HR/ Compliance Head for clarifications

WHO CAN HELP?
Report sexual harassment to any of the following members of **Internal Complaints Committee (ICC)**, within three months from the date of occurrence of incident(s).

Name	Contact details
Ms. P Sujatha (Chairperson & Presiding Officer)	044 - 4090 7055 / sujathap@chola.murugappa.com
Ms. Indumathy Ravi (Advocate, External Member)	9841047971 / induravitalks@gmail.com
Mr. Jeeva Balakrishnan (Member)	044 - 40907634 / jeevab@chola.murugappa.com
Ms. Mariam Mathew (Member)	044 - 4004 7216 / mariamm@chola.murugappa.com

HOW TO REPORT SEXUAL HARASSMENT?
A written complaint may be submitted to any of the members of ICC, containing the following:

- Name and contact details of complainant
- Name and details of alleged harasser
- Details of alleged incident(s) of sexual harassment
- Evidence (if any)
- Witnesses (if any)

ICC will not investigate an anonymous complaint.

CONFIDENTIALITY:
During the course of inquiry, ICC will limit disclosure of the details of complainant to the extent practicable.

We urge you to get yourself familiar with the detailed Policy which is available on the intra-net site

https://cholaconnect.peoplestrong.com/altLogin.jsf

For clarifications, please contact the Compliance Team at HO

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Sustainability achievements

GOAL: Support greener environment through Electric Vehicles (EV's) financing..

Target:

- Support the cause of a greener environment through initiating electric vehicle financing and attempting to increase EV loan disbursements by 5% YOY from 2023-2025

Achievement:

- EV loan disbursements were INR 108.79 Cr in QTD Sep '24 and increased to INR 164.10 Cr in QTD Sep '25.

GOAL: Establish green operational measures across all office branches and raise green awareness among employees and key stakeholders including customers, visitors, CSR recipients etc

Target:

- Achieve green building status for corporate office.
- Energy efficiency - Replacement of all the CFL's to LED's across all our operations - replace 100% of CFL lighting with LED systems by 2025
- Water conservation through efficient water flow solutions

Achievement:

- Green building status will be achieved shortly.
- All our new branches have LED lighting. The older branches are in process of being replaced with LED lighting and we expect to complete this well before 2025, almost 99%+ branches replaced.
- All Chola(New & Existing) branches are fitted with water aerators.

25

Sustainability achievements

GOAL: Continue to focus on providing credit to transport entrepreneurs, new to credit customers and first-time buyers and users

Target:

- Continue to have strong focus towards ensuring financial inclusion of various marginalized sections of society by offering loans for the purchase of, new and used commercial & passenger vehicles, tractors/farm equipment, construction equipment etc. that contribute to the economy and to the social well-being of the borrowers.

Achievement:

- We are majorly present in in Tier III+ cities which makes it organically focused on transport entrepreneurs, new to credit customers and first-time buyers and users.

- New to credit constituted of total disbursements on Line of Business.

| VF | 31% | HL | 10% | LAP | 6% | SBPL | 37% | CSEL | 30% | SME | 2% |
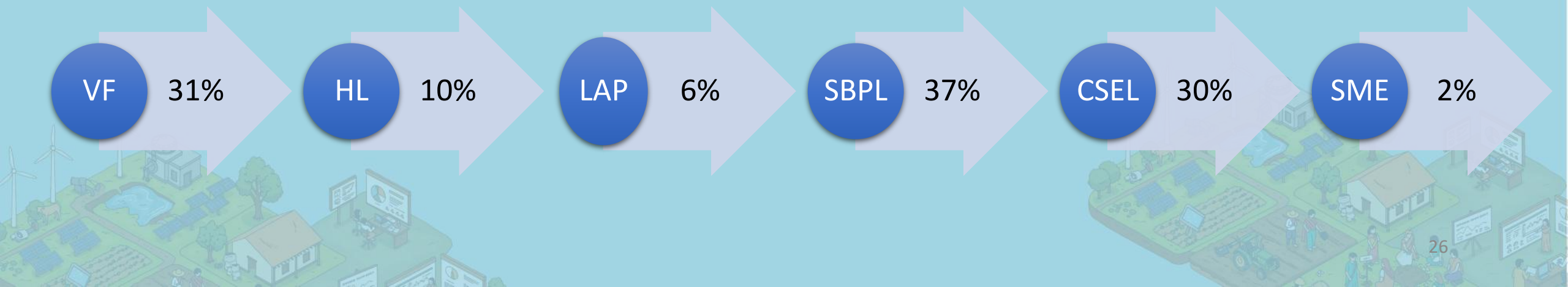
Risk governance & reporting | Clearly defined roles & responsibilities for effective corporate governance

Organization structure setup to ensure effective governance

Board of Directors
- Oversee the entire risk management process

Risk Management Committee
- Meet four times in a year
- Periodic review of risk framework & process, key risk movement & other initiatives

Managing Director & CEO
- Review the risk management process

Chief Risk Officer
- Establish framework, tools & techniques
- Create risk awareness
- Works with organization to identify, assess, mitigate, monitor & report key risks

Risk Management Division

Business/ Functions risk champions

Well-defined tracking mechanism & review cadence

1. RCSA (Risk control and self-assessment) conducted across businesses periodically
2. Multiple Board-led committees to monitor org risk-

Name of the committee	Key risk reviewed
Risk Management Committee	Overall enterprise risk management policies & processes across each key risk area
Asset Liability Committee	Capital & liquidity position & risk
Audit Committee	Chola's compliance of policies and processes
Business Committee	Business-wise performance & key risks
IT Strategy Committee	IT & cybersecurity framework; IT disaster recovery process
Stakeholders' Relationships Committee	Reputational risk & shareholders' outlook
CSR Committee	Policies, strategies and programs related to ESG

3. Comprehensive monitoring & tracking thresholds:
- Risk Appetite Statement to define organizational risk goals
- Risk registers defined encompassing 300+ metrics with strong linkages to businesses/functions

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Cyber risk | Regular monitoring & strong internal processes to prevent, detect & mitigate cyber risk

People

1. • Well-equipped, adept team of security professionals to mitigate cyber risk at organizational level
2. Regular employee trainings & readiness exercises
   - Phishing simulations,
   - crisis management drills, etc.
   - Annual Refresher course on ISMS
   - Quarterly online quiz for ISMS awareness

Process

3. Continued effort towards strengthening protocols
   - Code review process
   - Business continuity & Disaster recovery exercises
4. - External and internal VAPT
   - Internal and external audits
   - Robust documentation control with Annual review
   • Continuous Red Team assessment and Threat intelligence

Tools & Technology

5. Continuous expansion of suite of tools to monitor threats, potential privacy breaches and improve cyber resilience-
   - User access security (SASE)
   - DevSecOps
   - Cloud security
   - API security
   - PIM /PAM
   - SOC / SIEM integration
   - DLP implementation
   - Email Restriction
   - Brand Monitoring

50+ initiatives planned for FY26 to further strengthen cyber risk mitigation

DevSecOps - Development Security Operations, API – Application programming interface

THANK YOU

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