Apne liye. Apno ke liye.

July 23, 2026

SBIL/CS/NSE-BSE/2627/68

Vice President
Listing Department,
National Stock Exchange of India Limited,
Exchange Plaza,
Plot No. C/1, G Block, BKC,
Bandra (East), Mumbai 400051
NSE Symbol: SBILIFE

General Manager
Listing Department,
BSE Limited,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai 400001
BSE Scrip Code: 540719

Dear Sir / Madam,

Subject: Business Responsibility and Sustainability Report for FY 2025-26

Pursuant to amendment to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Business Responsibility and Sustainability Report of the Company along with the Reasonable Assurance Report for FY 2025-26, which forms an integral part of the Integrated Annual Report for the FY 2025-26.

The same is hosted on the Company's website at www.sbilife.co.in

We request you to kindly take the above information on record.

Thanking You,

Yours faithfully,

For SBI Life Insurance Company Limited

Girish Mahesh Manik

Digitally signed by Girish Mahesh Manik
Date: 2026.07.23 21:06:03 +05'30'

Girish Manik
Company Secretary
ACS No. 26391

Encl: A/a

Built on Trust. Shared in Growth.

Business Responsibility & Sustainability Reporting **2025-26**

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L99999MH2000PLC129113
2.	Name of the Listed Entity	SBI Life Insurance Company Limited
3.	Date of Incorporation	October 11, 2000
4.	Registered office address	Natraj, M. V. Road, Western Express Highway Junction, Andheri (East), Mumbai – 400 069
5.	Corporate address	Natraj, M. V. Road, Western Express Highway Junction, Andheri (East), Mumbai – 400 069
6.	E-mail	esgsupport@sbilife.co.in investorrelations@sbilife.co.in
7.	Telephone	+91 22 6191 0000
8.	Website	https://www.sbilife.co.in
9.	Financial year for which reporting is being done	April 01, 2025 - March 31, 2026
10.	Name of the Stock Exchange(s) where shares are listed	Bombay Stock Exchange Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	INR 10.03 billion
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Sangramjit Sarangi President & CFO Contact: 02261910281 esgsupport@sbilife.co.in investorrelations@sbilife.co.in
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).	Standalone basis
14.	Whether the company has undertaken assessment or assurance of the BRSR Core?	Yes
15.	Name of assurance provider	S K Patodia & Associates LLP
16.	Type of assurance obtained	Reasonable Assurance

II. Products/services

17. 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
1.	Financial and Insurance Service	SBI Life is primarily engaged in the business of life insurance. The company offers a wide range of insurance products including individual life insurance, group insurance, pension plans, savings plans, protection plans and health-related insurance solutions. Its main activity involves providing financial protection and long-term savings solutions to individuals and businesses through an extensive distribution network across India.	100.00%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Life Insurance	651100*	100.00%

*National Industrial Classification 2025 (Ministry of Statistics & Programme Implementation)

III. Operations

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

Location	Number of plants	Number of offices	Total
National	NA	1,230	1,230
International	NA	Nil	Nil

20. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	35 i.e. 28 States and 7 UTs
International (No. of Countries)	Nil

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

NA

c. A brief on types of customers

SBI Life Insurance Company Limited caters to a broad and well-diversified customer base across India, addressing the protection, savings and long-term financial planning needs of individuals and institutions across different life stages. The Company serves customers across urban, semi-urban and rural geographies, covering mass market segments, emerging middle-class households, affluent and high-net-worth individuals (HNIs), as well as economically underserved and socially vulnerable communities.

Its diversified product portfolio is designed to address a wide range of financial needs, including life protection, pension, savings, health, child education, wealth creation and retirement needs, thereby enabling individuals and families to build long-term financial security and resilience. In addition, the Company provides customized group and corporate insurance solutions, such as employee benefit schemes, credit life products and retirement-linked offerings, supporting organizations in safeguarding the financial well-being of their workforce.

The Company places significant emphasis on financial inclusion by extending accessible and affordable insurance solutions to underserved populations through simplified products and government-supported schemes. At the same time, it continues to address the evolving expectations of digitally enabled and financially aware customers through innovative, technology-driven and personalized offerings. Backed by a robust multi-channel distribution network and a customer-centric approach, SBI Life ensures broad accessibility, inclusivity and relevance across diverse demographic and socio-economic segments in India.

IV. Employees

21. 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)	27,653	21,374	77.29%	6,279	22.71%
2.	Other than Permanent (E)	1,691	936	55.35%	755	44.65%
3.	Total employees (D + E)	29,344	22,310	76.03%	7,034	23.97%
WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA

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)	20	18	90.00%	2	10.00%
2.	Other than Permanent (E)	0	0	0.00%	0	0.00%
3.	Total differently abled employees (D + E)	20	18	90.00%	2	10.00%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA

22. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.50%
Key Management Personnel*	3	0	0.00%

***Note:** KMP's are defined as per the provisions of section 203 of Companies Act, 2013

23. Turnover rate for permanent employees and workers

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	21.75%	27.12%	22.95%	24.12%	27.72%	24.90%	27.69%	30.97%	28.35%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: The above number for turnover includes both sales and non-sales employees

The turnover rate for Non-FLS employees is 7.23% in FY 2025-26, 7.20% in FY 2024-25 and 9.81% in FY 2023-24.

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	State Bank of India	Holding Company	55.33%	No

VI. CSR Details

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

(ii) Turnover (in ₹): 1,012.86 Billion

(iii) Net worth (in ₹): 190.80 Billion

VII. Transparency and Disclosures Compliances

26. **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/NA)	(If Yes, then provide web-link for grievance redressal policy)	FY 2025-26			FY 2024-25		
			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	No#		0	0	NA	0	0	NA
Investors (other than shareholders)	NA		NA	NA	NA	NA	NA	NA
Shareholders	Yes	https://www.sbilife.co.in/documents/d/sbil/website-investor-faqs	12	0	NA	35	0	NA
Employees and workers	Yes	https://samvad.sbilife.co.in/	32	1	Under review with ICC	24	7	Under Review with ICC
Customers	Yes	https://www.sbilife.co.in/en/grievances	4,905	0	NA	2,668	0	NA
Value Chain Partners	Yes*		0	0	NA	0	0	NA
Other (please specify)	NA		0	0	NA	0	0	NA

#CSR projects are implemented through various NGO partners. These partners serve as the first point of contact for any grievances or issues on the ground.

The CSR team works closely with NGO partners to resolve any issues that may arise.

*Available on intranet

27. 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.	Customer Service and Satisfaction	Opportunity	By prioritizing exceptional service and being responsive to customer feedback, organizations can strengthen customer loyalty, uncover opportunities for innovation and stay aligned with evolving industry trends. This approach helps build strong, lasting relationships that improve retention and encourage positive referrals, ultimately supporting sustained business growth.	NA	Positive. In the life insurance sector, exceptional customer service plays a vital role in building confidence and loyalty among policyholders. Given the long-term nature of insurance policies and the complexities involved, customers value timely support and clear communication. A strong service experience not only encourages customers to remain with the company but also to advocate for the brand, increasing the company's reach and attracting new business opportunities.
2.	Governance, Transparency and Ethical Business Practices	Risk	Governance and ethical practices have been identified as a risk because any failure to comply with applicable laws, regulations or ethical standards can result in legal penalties, financial losses, reputational damage and loss of stakeholder trust. Such incidents may negatively affect growth and long-term viability. Upholding high ethical standards helps reduce these risks and supports lasting success.	The Company's risk mitigation approach is grounded in globally recognized best practices and strict compliance with relevant laws, regulations and codes of conduct. It adheres to the requirements of the Securities and Exchange Board of India (SEBI) and the Insurance Regulatory and Development Authority of India (IRDAI) by aligning its corporate governance framework with the Companies Act, 2013 and applicable SEBI regulations. The Company's approach is guided by robust compliance practices, effective governance mechanisms and well-established ethical standards that guide both employees and suppliers. It places significant emphasis on fostering strong stakeholder relationships through open, transparent and ongoing communication. Regular performance reviews and a commitment to continuous enhancement help the organization adapt to evolving regulatory requirements while strengthening operational and governance practices.	Negative. A decline in trust can significantly damage an insurer's reputation, leading to loss of customers and can make it more challenging to acquire new business. Unethical practices can also expose the organization to regulatory investigations, legal sanctions and financial losses, while increasing compliance risks. Weak governance and ethical shortcomings can create a negative workplace environment, reducing employee engagement, productivity and retention.

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)**
3.	Purposeful Products and Services Driving Financial Inclusion	Opportunity	Purposeful products and services driving financial inclusion enable the organization to extend financial protection and security to a wider range of individuals, including underserved and economically vulnerable populations. By offering accessible, affordable and customer-centric insurance solutions, the company can address protection needs, enhance societal well-being and support greater economic resilience. This approach also creates opportunities to expand into underserved markets, strengthen customer relationships and drive sustainable business growth while delivering positive social impact.	NA	Positive. Affordable and easily accessible insurance products enable the company to reach underserved and emerging customer groups, creating opportunities for business expansion and revenue growth. By extending financial protection to a broader population, the company can expand market potential while contributing to greater financial inclusion. This approach strengthens the organization's reputation as a responsible and customer-focused insurer, fostering trust and long-term relationships with policyholders. Additionally, a commitment to inclusive insurance solutions enhances market competitiveness, supports sustainable growth and helps build a stronger, more resilient customer base for the future.
4.	Data Privacy and Information Security	Risk	Data privacy and Information Security are a risk due to the sensitive personal and financial information being handled by the organization. As digital transactions and data volumes continue to grow, the risk of cyberattacks, unauthorized access and data breaches increases. Any compromise of customer data could result in identity theft, financial fraud, regulatory penalties, legal liabilities and significant reputational damage. Such incidents adversely affect business operations and long-term sustainability.	A structured approach has been adopted to manage data privacy and cybersecurity risks, built on a comprehensive Information and Cybersecurity Policy that is aligned with prevailing industry standards. Supporting this foundation, a Data Governance Policy establishes accountability and ensures adherence to applicable regulatory requirements, while an Acceptable Usage Policy helps prevent unauthorized access and improper use of systems and data. To strengthen implementation, regular audits are carried out alongside continuous employee training and awareness initiatives, ensuring policies are effectively embedded across the organization. Operational resilience is further enhanced through an advanced Security	Negative. Cybersecurity incidents and privacy breaches can have significant financial, regulatory and reputational implications. Unauthorized access to or loss of sensitive information may erode customer confidence, resulting in reduced retention and potential financial losses. Such events can also heighten compliance risks through stakeholder complaints, regulatory investigations and resulting penalties. Over time, inadequate data protection measures may weaken stakeholder trust and adversely affect the Company's reputation and business performance.

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)
				Operations Centre (SOC) that provides 24/7 monitoring for potential threats. Defined Incident Response Plans enable prompt action to mitigate any security incidents. Together, these measures safeguard customer information while maintaining compliance and protecting organizational trust and reputation.	
5.	Risk Management and Business Continuity	Risk	Risk management and business continuity are critical due to the potential impact of operational disruptions, regulatory changes, market volatility, cyber incidents and natural disasters on business performance. Failure to effectively identify, assess and mitigate these risks may result in financial losses, operational interruptions, reputational damage and reduced stakeholder confidence. By proactively identifying and mitigating these challenges, the organization safeguards its assets, protects its reputation, strengthens operational resilience and supports long-term sustainability, while ensuring the ability to respond effectively to and recover swiftly from unforeseen disruptions.	The Enterprise Risk Management System is aligned with ISO 31000:2018, ensuring a structured and consistent risk management approach across all functions, including the Corporate Office, Central Processing Centre and Regional & Branch Offices. This alignment embeds globally recognized best practices into day-to-day operations. A comprehensive Risk Management Policy defines the processes for identifying, assessing and mitigating risks. It is reviewed annually by the Risk Management Committee of the Board to ensure it remains relevant in light of emerging and evolving risk landscapes. Complementing this, the Business Continuity Management Policy sets out clear procedures to minimize operational disruptions and enable swift recovery during significant incidents, supported by certification under ISO 22301:2019. These frameworks are periodically reviewed and updated to reflect changing regulatory and business requirements, ensuring continued effectiveness and resilience. To further strengthen implementation, risk management practices are embedded into the organizational culture through ongoing training and awareness initiatives, enabling employees at all levels to actively contribute to risk mitigation and operational continuity.	Negative. Inadequate risk management practices and business continuity planning can expose the Company to significant financial losses, regulatory sanctions and operational disruptions, adversely affecting profitability and compliance. Such shortcomings may harm the Company's reputation, reduce its competitive position and hinder the achievement of strategic objectives. Diminished investor confidence can negatively impact the Company's ability to sustain long-term growth and resilience.

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)
6.	Employee & Supplier Centricity	Opportunity	Fostering a safe, diverse, equitable and inclusive workplace enables the organization to attract, retain and develop talent while enhancing employee engagement and productivity. By providing continuous learning, upskilling, feedback and career development opportunities, the company empowers its workforce and business partners to achieve their full potential, contributing to improved organizational performance and service quality. Additionally, integrating sustainability considerations into the supply chain and partner ecosystem strengthens responsible business practices, aligns with evolving stakeholder expectations and enhances the company's reputation and long-term competitiveness.	NA	Positive. Employee-focused practices can significantly improve a life insurance company's financial performance by boosting retention, satisfaction and productivity within a safe, inclusive and fair workplace. This reduces recruitment and training expenses while also strengthening leadership capacity. On the supplier front, integrating ethical and sustainable practices build stronger partnerships and drives operational efficiency, which enhances brand reputation and appeals to socially responsible customers.
7.	Human Rights	Risk	Human rights concerns arise from potential lapses in upholding dignity, equality and fair treatment across the organization and its value chain. Inconsistent adherence to human rights principles can negatively impact workplace culture and long-term business sustainability. Strong governance, continuous monitoring and proactive mitigation measures ensure respect for human rights in all aspects of operations.	A Human Rights Policy has been implemented to promote fair treatment and foster an inclusive workplace culture. To strengthen transparency and accountability, the Whistle Blower Policy provides a confidential mechanism for reporting concerns, enabling timely resolution of grievances. These commitments are further reinforced through a Supplier Code of Conduct, which extends human rights and ethical expectations to the supply chain. The code sets out clear standards for responsible business conduct and human rights compliance, ensuring that suppliers operate in alignment with the organization's core principles.	Negative. Violations of human rights may result in legal action, including litigation and regulatory penalties, which can adversely affect financial outcomes. Such issues may also interrupt business operations and lower employee morale, leading to reduced productivity and higher attrition while weakening the organization's capacity to sustain a competitive position in the industry.

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)
8.	Responsible Investment	Opportunity	Strategically aligning investment decisions with sustainability priorities support stronger financial returns, attract sustainability-focused stakeholders and enhance reputational value. By embedding environmental, social and governance (ESG) considerations, the organization can improve its ability to anticipate and manage risks while aligning with evolving regulatory expectations that promote responsible and sustainable business practices.	NA	Positive. By integrating environmental, social and governance (ESG) considerations into decision-making, the Company ensures that capital is allocated in line with ethical and sustainability goals. This strategy can appeal to investors and customers who prioritize social responsibility and may contribute to steadier performance over time by managing long-term risks more effectively. Responsible Investing also helps unlock new collaboration opportunities and market expansion by connecting with organizations that operate under similar principles, supporting innovation and sustainable industry growth.
9.	Environmental Impact and Climate Change	Risk	Climate change is becoming a material risk for life insurance companies, as it increases the likelihood and intensity of extreme weather events, resulting in higher claims and greater financial strain. To address these challenges, insurers must incorporate climate change into their strategic planning and reinforce their focus on environmental sustainability. Taking proactive steps such as reducing carbon emissions and supporting biodiversity conservation can help lower environmental impact, strengthen long-term resilience and align business operations with global climate change mitigation efforts.	The Company is committed to a comprehensive approach that integrates both mitigation and adaptation strategies, with a strong focus on reducing its environmental footprint and advancing sustainability across all operations. It is implementing measures to monitor and reduce greenhouse gas emissions through improved energy efficiency and transitioning to renewable energy sources. The organization is also enhancing water recycling practices and minimizing waste. In addition, it is embracing a circular economy framework to strengthen recycling systems, including electronic waste management to further reduce its overall environmental impact.	Negative. Climate change pose significant financial challenges for life insurance companies, including higher claims and benefit payouts driven by the rising frequency and severity of extreme weather events, which can place pressure on financial reserves. In addition, uncertainty surrounding long-term health effects makes risk evaluation and pricing more complex, potentially impacting profitability and overall financial stability.

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)
10.	CSR and Community Development	Opportunity	Integrating CSR initiatives into business strategy enhances the company's reputation, strengthens stakeholder trust and builds customer loyalty. By contributing to community development and aligning with societal values, the organization supports sustainable business growth and strengthens relationships with communities and other stakeholders.	NA	Positive. A strong commitment to Corporate Social Responsibility can strengthen the Company's reputation and build trust among customers, investors and other stakeholders. Through meaningful contributions to community development and environmental sustainability, the Company can create positive social impact while differentiating itself in an increasingly competitive marketplace.

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 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)**	Y	Y	Y	Y	Y	Y	Refer Note 1*	Y	Y
	b.	**Has the policy been approved by the Board? (Yes/No)**	Y	Y	Y	Y	Y	Y	-	Y	Y
	c.	**Web Link of the Policies, if available**	Yes (Policies which are given below and not on the website are on intranet of the company)								
	P1	**(Ethics & Governance)**	Anti bribery & Anti Corruption Policy, Whistle Blower Policy, Policy on Succession Planning for Board and Key Management Persons (Senior Management), Voting Policy, Fraud Prevention Policy, Policy on Materiality of Related Party Transactions and on dealing with Related Party Transactions, Archival policy, Policy on Product Suitability, Compliance Policy, Anti Money Laundering & CFT Policy, Board diversity policy, Corporate governance policy, Dividend Distribution Policy, Remuneration Policy, Stress Test Policy, Internal Audit Policy, Record Maintenance and Document Retention Policy, Information Technology Policy, Liquidity policy, Aadhaar Privacy Policy, Aadhaar Security Policy, Prohibition of Insider Trading and Code of Conduct for Dealing in Securities, Tax Policy, Risk Management Policy, Policy on Performance Evaluation of Directors, Policy for Determination of Materiality for Events/ Information and Disclosure thereof to the stock exchange, Code of Conduct for Board and Senior Management, AI adoption policy								
	P2	**(Product Responsibility)**	Product Management & Pricing Policy, Policy on Product Suitability, Health Insurance Underwriting Policy.								
	P3	**(Employee Well-being)**	Diversity, Equity and Inclusion Policy, Human Rights Policy, Policy on matters relating to Insurance agents and Point of Sales Persons, Policy on Empanelment / On-boarding of Insurance Intermediaries, Outsourcing Policy, Insurance Agent and Insurance Intermediaries Debit Balance Write-off Policy, Payment of Commission Policy, Recruitment Policy.								
	P4	**(Stakeholder Engagement)**	Environment, Social & Governance (ESG) Policy, Archival policy, Policy on Declaration of Interest Rates under Group Savings Insurance Products, Asset Liability Management Policy, Retention & Reinsurance Policy, Policy for Opening, Relocation and Closure of Offices (Places of Business), Underwriting Policy								
	P5	**(Human Rights)**	Human Rights Policy, Board diversity policy, Remuneration Policy, Bonus Policy, Dividend Distribution Policy, Prevention of Sexual Harassment (POSH) Policy								
	P6	**(Sustainability)**	Environment, Social & Governance (ESG) Policy, Corporate Social Responsibility Policy, Business Continuity Management Policy, Responsible Investment Policy, Climate Change Management Policy								
	P7	**(Public Policy)**	-								
	P8	**(Inclusive Development)**	Corporate Social Responsibility Policy, Bonus Policy								
	P9	**(Consumer Responsibility)**	Fraud Prevention Policy, Stewardship Policy, Information & Cyber Security Policy, Insurance Awareness Policy, Data Governance Policy, Policy on Materiality of Related Party Transactions and on dealing with Related Party Transactions, Bonus Policy, Policy on allotment and servicing of Orphaned policies, Policy for Expenses of Management, Interest Rate Risk Hedging Policy, Investment Policy, Policy on Protection of Policyholders Interests, Advertisement Policy								
2.		**Whether the entity has translated the policy into procedures. (Yes / No)**	Y	Y	Y	Y	Y	Y	-	Y	Y
3.		**Do the enlisted policies extend to your value chain partners? (Yes/No)**	Y	N	Y	Y	Y	Y	-	N	Y

	Disclosure Questions	P 1, P 2, P 3, P 4, P 5, P 6, P 7, P 8, P 9
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.**	
	Principle 1	ISO 31000:2018 (Enterprise Risk Management), ISO – 27001:2022 (Information Security Management System)
	Principle 2	
	Principle 3	ISO 29993:2017 (Learning)
	Principle 4	ISO 9001:2015 (Quality Management System), ISO 10002:2018 (Customer Satisfaction Management System)
	Principle 5	
	Principle 6	ISO 22301:2019 (Business Continuity Management System), IGBC certification for select offices
	Principle 7	
	Principle 8	
	Principle 9	ISO – 27001:2022 (Information Security Management System), ISO 22301:2019 (Business Continuity Management System) and ISO 10002:2018 (Customer Satisfaction Management System)
5.	**Specific commitments, goals and targets set by the entity with defined timelines, if any.**	The company has defined targets for FY26 P1: The Company remains committed to responsible governance, with a strong focus on transparency, sustainability and continuous improvement in operational standards and policies.
		P2: The Company is committed to providing comprehensive insurance solutions while responsibly addressing the needs of society and the environment.
		P3: Committed to merit-based hiring and fostering an inclusive workplace free from discrimination, while promoting continuous upskilling and holistic employee development. **Targets for FY 2026:** **1. Increase the percentage of women in the workforce to 24%.** **2. Achieve employee e-learning of 14 hours.**
		P4: Leveraging technology and digitization to ensure seamless business continuity, enhance operational efficiency and deliver an improved stakeholder experience. **Target to become UNPRI signatory by FY 2026.**
		P5: Committed to upholding and promoting fundamental human rights in line with the UN Global Compact and the UN Guiding Principles on Business and Human Rights across all operations.
		P6: Dedicated to reducing environmental impact through lower greenhouse gas emissions, waste generation and water consumption, while promoting environmental conservation through tree plantation initiatives and pond rejuvenation. **FY 2026:** **1. Renewable energy consumption in owned premises and select offices to 7%.** **2. Reduce carbon emissions by 5%** **3. Conduct climate assessment and create policy for climate change management.**
		P8: The Company supports community development by focusing on education, healthcare, environment and livelihood to improve quality of life through its CSR initiatives.
		P9: Offer a diverse range of insurance solutions focused on customer protection and empowerment, with a strong commitment to financial inclusion by expanding access for underserved, rural and lower-income groups through need-based products, digital outreach and awareness initiatives. **FY 2026:** **1. Achieve Net Promoter Score of 84.**

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.

In FY 2025-26, the Company impacted over 22.69 million new lives through its products and services.

P1. The Company has made steady progress in strengthening responsible governance by enhancing its operational standards and policy framework. It has also improved transparency through regular updates to policies and comprehensive financial and non-financial disclosures across its operations, reinforcing its commitment to sustainability and continuous improvement.

P2. Through a focus on financial inclusion, the Company has added various products in its product suite including various microinsurance products and broadened its market reach.
As on 31st March, 2026, 52.30 million lives have been covered under PMJJBY and 4.69 million lives under microinsurance.

P3. The Company has enhanced its hiring processes by leveraging analytics for better insights and decision-making. It has improved women's representation over the past fiscal year and continues to strengthen diversity across multiple dimensions.
- The company achieved its target of having ~24% women in the workforce.
- The target e-learning of 14 hours per employee was also achieved.

P4. The Company is progressing rapidly in its digital transformation through employee training, system integration and other technology upgrades, leading to reduced paper usage, improved analytics via AI and machine learning and enhanced business efficiency. It remains responsive to stakeholder needs and is taking necessary steps to cater to it's requirements and engage with them regularly.

P5. The Company is committed to promoting and upholding human rights through fair, non-discriminatory practices across its policies and operations, ensuring equitable treatment and protection for all stakeholders.

P6. The Company is actively engaged in environmental initiatives aimed at reducing its operational footprint. It has implemented a Responsible Investment Policy and Climate Change Management Policy to identify, manage and mitigate climate-related changes and opportunities. It tracks energy use, greenhouse gas emissions and waste generation, while also implementing measures for water conservation, waste management and tree plantation activities.
- Against a target of 7%, 10% of energy consumption was sourced from renewable energy across owned and regional offices, following the adoption of renewable energy at the Corporate Office, Central Processing Centre and select regional offices.
- Company has achieved 6% reduction in carbon emissions over FY25.
-In FY 2026, climate change management policy adopted with assessment in progress covering physical and transitional change.

P8. Alongside defined CSR priorities, the Company undertakes initiatives in areas such as livelihood, education, healthcare and environment. It also works closely with NGO partners beyond regulatory requirements to better understand beneficiary needs and enhance project effectiveness. In addition, the company periodically assesses the outcome of its CSR initiatives and obtains external validation to evaluate their effectiveness and impact.

P9. Customer-centricity and financial literacy remain central to the strategy, supported by training employees and distribution partners to improve customer engagement. In alignment with IRDAI Vision 2047, initiatives were also undertaken in Chhattisgarh to enhance insurance awareness and strengthen the ecosystem. During the year, several initiatives were launched across Chattisgarh, in alignment with IRDAI vision 2047, aimed at enhancing insurance awareness and reinforcing the broader insurance ecosystem
NPS score stands at 86 in FY 2026.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9

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)**

SBI Life has continued to strengthen its commitment to sustainable and responsible growth by laying a strong foundation for ESG-led value creation. As we transition into ESG 2.0, our focus is on building a resilient, inclusive and transparent organization anchored on the four strategic pillars of C.A.R.E –

- C – Customer, Community & Contributors
- A - Accountability & Ethics
- R - Responsible Governance
- E - Environmental Stewardship.

The company remain focused on embedding ESG principles across value chain. Our priorities include enhancing inclusivity and accessibility, strengthening governance and ethical practices, improving ESG reporting and reducing our environmental footprint while building climate resilience. The Company also recognises evolving ESG-related challenges, including changing stakeholder expectations, climate-related changes, data governance requirements, responsible use of technology and the need for continuous enhancement of sustainability disclosures and metrics. Accordingly, efforts are being undertaken to further strengthen internal systems, governance oversight and measurable ESG performance indicators. During the year, we made significant progress in advancing governance standards, reinforcing accountability and driving positive impact for customers, communities and contributors. These efforts reflect our commitment to creating sustainable long-term value while fostering trust and transparency among stakeholders.

8.	**Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).**	Name: Mr. Amit Jhingran Designation: Managing Director & CEO DIN: 10255903
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 Stakeholders Relationship & Sustainability Committee is responsible for the ESG Framework of the Company.

10 Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	N	Y	Y	Annually (except for P7)								
Note: Policies wherever stated have been approved by the Board/Committee of the Board/Senior management of the Company or as required by extant regulations.																		
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company abides by all relevant regulatory notification requirements. The Company is therefore in compliance with the statutory requirements.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Yes, Ernst & Young (EY) has carried out independent assessment/evaluation of all policies on a yearly basis.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	Refer Note 1*	-	-
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)									

***Note 1:** Being a listed entity, SBI Life adheres to the highest standards of responsible business practices as outlined by various Regulatory Authorities such as Insurance Regulatory and Development Authority of India (IRDAI), Ministry of Corporate Affairs (MCA), Securities and Exchange Board of India (SEBI), Pension Fund Regulatory and Development Authority (PFRDA), etc. SBIL also actively participates in various forums and committees established by these regulatory bodies where the company presents numerous suggestions related to the insurance sector.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

The National Guidelines on Responsible Business Conduct (NGRBC) in India has outlined nine principles that guide businesses towards ethical and sustainable practices. These principles are designed to help businesses integrate responsible practices into their operations and decision-making processes.

1. **Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**
2. **Businesses should provide goods and services in a manner that is sustainable and safe.**
3. **Businesses should respect and promote the well-being of all employees, including those in their value chains.**
4. **Businesses should respect the interests of, and be responsive to all their stakeholders.**
5. **Businesses should respect and promote human rights.**
6. **Businesses should respect, protect and make efforts to restore the environment.**
7. **Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.**
8. **Businesses should promote inclusive growth and equitable development.**
9. **Businesses should engage with and provide value to their consumers in a responsible manner.**

These principles are part of India's efforts to encourage responsible business conduct that contributes positively to society and the environment.

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	% of persons in respective category covered by awareness programmes
Board of Directors	6	During the financial year 2025-26, a Strategy Meeting was conducted to brief the Board on the Business Strategy initiatives of the Company, Operations and Information Technology initiatives, Brand and Marketing Initiatives, Industry Overview and Business Plan, etc. The Board Meetings are held on a quarterly basis wherein the Board is informed about the regulatory developments by Insurance Regulatory & Development Authority of India, Securities & Exchange Board of India, etc. An Update on National Financial Reporting Authority Circular for Those Charged With Governance (TCWG) was also provided.	100.00%
Key Managerial Personnel	6		100.00%
Employees other than BoD and KMPs	40	Several role-based trainings were provided to employees. Some of them are mentioned below: • Ethics in sales & services • AML & KYC • Code of Conduct • Business Continuity Management system • Information security awareness • Prevention of Sexual Harassment (POSH) • Regulatory updates • Customer centricity & Relationship • Risk Management • Environmental, Social & Governance (ESG) • Cyber Security • Fraud Monitoring • Need based selling & financial tools And many other	96.07%
Workers	NA		

Note: Familiarization Programme

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.

Particulars	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					
Imprisonment					
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
Nil	

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 a formal Anti-Bribery and Anti-Corruption Policy in place, reflecting its zero-tolerance approach toward bribery and corrupt practices. The policy aims to ensure that all business activities are conducted with integrity, transparency and in compliance with applicable laws. It is applicable across the organization and extends to directors, employees, agents, intermediaries and third-party partners such as vendors and consultants. The policy outlines mechanisms for prevention, detection and reporting of unethical practices and is supported by the Company's broader governance framework, including its Code of Conduct and Whistle Blower Policy. Oversight of the policy rests with the Board and its committees, with periodic reviews to ensure effectiveness. The Code of Conduct sets high standards of integrity and applies to all employees and leadership, including Directors and Senior Management. It emphasizes ethical conduct and legal compliance, encouraging a culture of trust and accountability.

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

Particulars	FY 2025-26	FY 2024-25
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NA	NA

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

Particulars	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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

NA

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

Particulars	FY 2025-26	FY 2024-25
Number of days of accounts payables	5.54	4.01

Assurance -Yes, Reasonable assurance is done by S K Patodia & Associates LLP

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:

Particulars	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	Purchases from trading houses as % of total purchases	NA	NA
	Number of trading houses where purchases are made from		
	Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	Sales to dealers / distributors as % of total sales	NA	NA
	Number of dealers / distributors to whom sales are made		
	Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in	Purchases (Purchases with related parties / Total Purchases)*	23.52%	26.22%
	Sales (Sales to related parties / Total Sales)	1.20%	0.68%
	Loans & advances (Loans & advances given to related parties / Total loans & advances)	NA	NA
	Investments (Investments in related parties / Total Investments made)	0.46%	0.60%

Assurance – Yes, Reasonable assurance is done by S K Patodia & Associates LLP

*Purchase with Related Parties includes rent, commission, bank charges, IT expenses and others.
Total purchases include commission and operating expenses

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	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
11	I. Ethical sales & services II. Need based selling III. AML & KYC IV. Customer centricity V. Financial Planning And many others	95.99%

Note: Value chain partners considered here are distributors of the company.

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, the Company has developed and implemented a dedicated Code of Conduct & Ethics specifically for Directors and Senior Management, aligning with the Listing Regulations (SEBI (LODR) 2015, as amended periodically). The Company's directors and senior management are expected to avoid any relationships or activities that could lead to a conflict of interest with the Company's business. They are required to promptly disclose/ inform the Board of any circumstances that may give rise to or be perceived as conflicts of interest. As part of its Governance practices, the Company obtains an annual declaration from its Board members regarding adherence to the Code of Conduct and Ethics for Directors and 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.

Particulars	FY 2025-26	FY 2024-25	Details of improvements in environmental social impacts
R&D	-	-	-
Capex	-	-	-

The Company continues to invest significantly in its IT infrastructure, including software, equipment and communication networks, with a focus on strengthening business operations, driving digital transformation, enhancing customer experience and improving operational efficiency. However, given the nature of the Company's business activities, the applicability of this disclosure remains limited.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Considering the nature of our business, the relevance of the above question is limited for us.

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

Nil

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

E-waste

Assets are typically replaced after five years of use or earlier in cases where they become damaged. Once identified for replacement, they are written off and disposed in accordance with the procedure outlined below:

- Assets older than five years (with a residual value of Re. 1/-) or those damaged are recorded in an Excel sheet and verified by the Finance team.
- A formal write-off proposal is created and submitted to the relevant approving authority in line with the Delegation of Authority (DoA).
- After approval, the Procurement team initiates disposal by inviting at least three sealed quotations from potential buyers, who inspect the assets before submitting bids.
- The highest (H1) bidder is identified through comparative evaluation and final approval is obtained under the DoA.
- The selected vendor is informed to arrange asset pickup and submit a Demand Draft for the quoted amount, which is forwarded to the Accounts department along with the approval documents.
- The assets are then handed over for disposal using environmentally sustainable methods and the vendor provides a Green Disposal Certificate as proof of responsible disposal.

Paper & Cardboard Waste

Paper and cardboard waste generated is collected and responsibly processed through an authorized third-party waste management vendor for recycling and pulping purposes. This process supports effective waste management practices, promotes resource recovery and helps minimize the contribution of waste to landfills.

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.

Extended Producer Responsibility is not applicable to the Company's activity.

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?

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.
Considering the line of business operations, LCA has a limited impact on SBI Life					

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
Considering the line of business operations, LCA has a limited impact on SBI Life		

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 2025-26	FY 2024-25
NA		

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

	FY 2025-26			FY 2024-25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA			NA		
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
NA	

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

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities*	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	21,374	21,374	100.00%	21,374	100.00%	NA	NA	21,374	100.00%	1,876	8.78%
Female	6,279	6,279	100.00%	6,279	100.00%	6,279	100.00%	NA	NA	897	14.29%
Total	**27,653**	**27,653**	**100.00%**	**27,653**	**100.00%**	**6,279**	**22.71%**	**21,374**	**77.29%**	**2,773**	**10.03%**
Other than Permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

* Only select locations with more than 50 employees and as mandated by government notification have Day care facility.

b. Details of measures for the well-being of worker: NA

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

Particulars	FY 2025-26	FY 2024-25
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.16%	0.17%

Assurance – Yes, Reasonable assurance is done by S K Patodia & Associates LLP

2. Details of retirement benefits, for Current Financial Year and Previous Financial Year

Benefits	FY 2025-26			FY 2024-25		
	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	100.00%	NA	Y	100.00%	NA	Y
Gratuity	100.00%	NA	Y	100.00%	NA	Y
ESI	17.71%	NA	Y	16.96%	NA	Y
Others - Post Retirement Benefits*	100.00%	NA	NA	100.00%	NA	NA

Note: Data pertains to permanent employees

*Permanent employees retiring from the services of the Company are eligible for various post-retirement benefits including health insurance coverage for employees and their spouse till survival of the retired employee, vesting of outstanding stock options, travel and transportation to hometown along with dependent family members.

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 Company is committed to fostering an inclusive and accessible workplace that supports the needs and well-being of all employees, including differently abled individuals. To create a safe and comfortable working environment, the Company has incorporated several accessibility-focused features across its offices.

- Accessibility provisions include wheelchair access across all offices in India, along with ramp at offices on ground floor to facilitate ease of movement.

- Facilities such as dedicated parking, elevators, ramp and separate washroom to ensure greater convenience has been made available at corporate office to accommodate individuals with physical disabilities and accessibility.
- Availability of lift operators in the elevators at Corporate Office to assist and support visually impaired individuals.
- Availability of magnifying glass at the service counter of all offices, for better visuals of documents.
- The overall infrastructure has been planned to effectively cater to employees and visitors with diverse mobility and accessibility requirements.

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 is an equal opportunity employer and treats all the employees at par. The policies ensure there is no discrimination made during the hiring and retention of employees.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100.00%	89.27%	-	-
Female	99.54%	72.61%	-	-
Total	**99.82%**	**83.01%**	**-**	**-**

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

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	Yes. In FY 2025-26, the company introduced a dedicated grievance redressal portal named “SAMVAD” as part of its commitment to fostering an open and supportive work environment. This platform serves as a centralized and structured system for addressing employee concerns. Through the SAMVAD portal, employees can: • Submit their queries or grievances in a formal manner • Track the status of their submissions in real time • Receive timely responses from the concerned departments • Benefit from a streamlined and efficient resolution process To ensure consistency and effectiveness, all employee grievances and concerns are required to be raised exclusively through the SAMVAD portal, rather than via email. This helps maintain transparency, accountability and proper tracking of all cases.
Other than Permanent Employees	Yes, same process as for permanent employees.

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

Category	FY 2025-26			FY 2024-25		
	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)	% (D / C)
Total Permanent Employees						
Male			Nil			Nil
Female						
Total Permanent Workers						
Male			NA			NA
Female						

8. Details of training given to employees and workers:

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (B)	% (B / A)	No. (C)	% (C / A)
Employees										
Male	21,374	20,735	97.01%	20,841	97.51%	20,027	20,027	100.00%	19,509	97.41%
Female	6,279	6,085	96.91%	6,096	97.09%	5,645	5,645	100.00%	5,420	96.01%
Total	**27,653**	**26,820**	**96.99%**	**26,937**	**97.41%**	**25,672**	**25,672**	**100.00%**	**24,929**	**97.11%**
Worker										
Male	NA					NA				
Female										
Total										

Data pertains to permanent employees

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (A)	No. (B)	% (B/A)
Employees						
Male	21,374	21,374	100.00%	20,027	20,027	100.00%
Female	6,279	6,279	100.00%	5,645	5,645	100.00%
Total	**27,653**	**27,653**	**100.00%**	**25,672**	**25,672**	**100.00%**
Workers						
Male	NA					
Female						
Total						

Data pertains to permanent employees

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 a system?

Yes. The Company follows a comprehensive approach towards establishing and maintaining safe, secure and employee-friendly infrastructure across all its offices. The Company has implemented enhanced security measures at its Corporate Office, Central Processing Centre and Regional Offices, including biometric-based entry and exit systems to strengthen workplace security and access control. Across offices nationwide, employees are provided with clean and ventilated workspaces, hygienic washrooms, safe drinking water and adequate fire safety arrangements to ensure a comfortable and healthy work environment. Compliance with infrastructure and workplace safety standards is periodically reviewed through scheduled branch audits.

The Company has established various policies, program and assessment mechanisms to strengthen occupational health, safety and employee well-being. These include the Office Ambience Policy, Annual Electrical and Fire Safety Audits, Mock Evacuation drills, Mass Awareness Programs, self-assessment of offices, Health and Wellness Programs and the Environment, Health and Safety (EHS) Policy, which incorporates workplace safety, health, environment and excellence checklists.

As part of its commitment to workplace safety, regular fire drills and mock evacuation exercises are conducted across offices. Each office has an emergency evacuation team, while the Corporate Office has additional safety mechanisms such as designated floor marshals for every floor to support emergency response and evacuation procedures. The premises are equipped with firefighting equipment and records relating to fire extinguishers are systematically maintained and monitored.

The Company also undertakes regular maintenance of air conditioning systems, office furniture and pest control through annual maintenance contracts, in line with business continuity management guidelines, to ensure a safe and hygienic workplace environment.

Employee health and well-being remain a key priority for the Company. A dedicated doctor facility is available at the Corporate Office & Central Processing Centre to provide immediate medical assistance and support to employees. A lady doctor is also available for consultation with women employees of the company. In addition, eligible employees are offered complimentary annual health check-ups as part of the Company's preventive healthcare initiatives. Employees are also covered under a comprehensive Mediclaim program for non-occupational medical needs, with coverage limits aligned to employee grades. The policy further extends coverage to eligible family members, allowing employees to include their dependents under the plan.

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 annually conducts third-party audits to evaluate electrical and fire safety measures across its offices. The scope of these audits includes assessment of infrastructure, fire safety systems, electrical wiring and safety switches. Based on the audit findings, detailed action plans are prepared to address identified low, medium and high-risk areas, with corrective actions implemented within a defined timeline of 30 days. Furthermore, security guard deployment, CCTV surveillance and regular mock drills help identify and mitigate workplace hazards effectively.

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

NA

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

Yes, Employee health and well-being remain a key priority for the Company. A dedicated doctor facility is present at select offices to provide immediate medical assistance and support with employees in Corporate Office and Central Processing Centre. A lady doctor facility is also available for consultation to women employees of the company. In addition, eligible employees are offered complimentary annual health check-ups as part of the Company's preventive healthcare initiatives. The Company also regularly organizes virtual wellness sessions on topics such as yoga, mindfulness, nutrition and holistic health.

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

Safety Incident/Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

Assurance – Yes, Reasonable assurance is done by S K Patodia & Associates LLP

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

The organization is committed to maintaining a safe and healthy workplace, prioritizing the well-being, health and safety of all employees. Comprehensive assessments are regularly conducted to identify and mitigate potential risks related to health, safety and the environment. Fire safety is reinforced through regular drills and training sessions across branches, ensuring that employees are well-prepared for emergencies.

Electrical safety is managed through a structured Preventive Maintenance Schedule (PMS) for major equipment. Fire safety is taken care by provision of fire extinguishers. In addition, clearly marked emergency exits and readily accessible first aid kits are available at all office locations. Biannual fire drills further familiarize employees with emergency procedures.

The organization also emphasizes preventive healthcare and overall wellness. Eligible employees are encouraged to undergo annual executive health check-ups and both physical and virtual wellness sessions are offered to promote engagement. Awareness programs on critical topics such as cancer prevention, cardiovascular health and mental well-being are organized to enhance proactive health management.

To foster employee morale and camaraderie, the company hosts events such as marathons. Additionally, as part of its commitment to employee well-being, monthly complimentary meal vouchers are provided to staff at the Head Office and Central Processing Centre.

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

	FY 2025-26			FY 2024-25		
	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	Nil			Nil		
Health & Safety	Nil			Nil		

14. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100.00 %
Working Conditions	100.00 %

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.

The company actively promotes safe working conditions across its offices. At present, no specific safety-related incidents have been reported.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes. The company provides life insurance and compensatory benefits in the event of an employee's death. All employees are covered under a group life insurance policy that includes protection against accidents and accidental permanent total disability. In the unfortunate event of an employee's untimely demise, any unvested stock options are fully vested and transferred to the designated beneficiaries in accordance with the company's Employee Stock Option Plan.

Additionally, retirement benefits such as Provident Fund (PF) and gratuity are promptly disbursed to the nominated beneficiaries.

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

The company takes proactive steps to ensure that all vendors in its value chain comply with statutory requirements, including the accurate deduction and timely deposit of ESIC, PF and other statutory employee contributions with the relevant authorities.

To enforce and monitor adherence, the company has implemented robust audit frameworks, both statutory and internal, that regularly evaluate vendors' performance against contractual and legal standards. These audits help identify gaps and ensure corrective actions are taken promptly. By emphasizing transparency, accountability and structured oversight, the company fosters strong and reliable partnerships with its vendors, creating a cooperative ecosystem that safeguards the interests of all stakeholders.

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 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 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	Nil			
Workers				

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

Yes. The Company has implemented a Retirement Transition Programme aimed at supporting employees as they prepare for and transition into a new phase of life. The programme adopts a holistic approach by focusing on key aspects such as physical and emotional well-being, psychological readiness, financial planning, estate management and legal essentials, including wills, gifting and charitable planning. The initiative also extends participation to spouses, enabling employees and their families to prepare for a smooth, secure and fulfilling post-retirement journey.

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	As a life insurance provider, we predominantly utilize resources for operational purposes. Our Supplier Code mandates that our value chain partners comply with all regulatory requirements, including health and safety regulations and provide safe working conditions conducive to conducting business activities.
Working Conditions	

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.

NA

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.

Key stakeholders are identified by focusing on individuals and groups that either materially influence, or are materially influenced by, the organization's business operations. The process begins with consultations with senior management to gain insights into internal dynamics and strategic priorities. In parallel, industry experts are engaged to provide an external perspective, particularly on regulatory requirements and the broader operating environment, enabling the identification of influential stakeholder groups.

This structured and comprehensive approach ensures that stakeholder engagement remains robust, inclusive and aligned with organizational objectives, thereby supporting informed decision-making and long-term success.

The Company has identified its primary stakeholder groups across both internal and external categories. Internal stakeholders include employees and distributors. External stakeholders comprise customers, shareholders, regulators, community, NGO partners and suppliers.

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 & Marginalised 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
Employees	No	Website, notice board, town hall meetings, functional meetings, intranet and internal newsletters, emailers, social media	Others - Daily	Employees are recognized as a key stakeholder group for the organization and engagement with them is carried out on a regular and ongoing basis. Through structured communication initiatives, employees are consistently kept informed about organizational goals, key developments, policies and departmental progress, ensuring alignment with the organization's purpose and core values. In addition, these engagements are designed to proactively educate employees on emerging risks such as cyber threats, climate change, etc. that may impact business operations. This continuous and transparent approach to engagement helps build awareness, enhances preparedness and reinforces employees' commitment to achieving organizational objectives.
Customers	No	Branch Office, Call centre, website, social media, email, advertisement, SMS	Others - Daily	Customers are central to the company's operations and consistent engagement with them is essential for building trust and long-term relationships. Through regular and transparent communication, customers are kept informed about new products, features and service enhancements, enabling them to better understand the value of these offerings and make informed decisions. Additionally, clear and proactive communication around complaint and grievance redressal mechanisms strengthens customer confidence, assuring them that their concerns are handled responsibly, promptly and with accountability.
Suppliers	No	Meetings, SMS, email	Others - Need-basis	Engagement with suppliers is focused on enhancing service quality and building strong, collaborative partnerships. This includes actively fostering long-term relationships, seeking regular feedback from suppliers and encouraging open communication. These efforts support a culture of continuous improvement, helping to drive efficiency, reliability and mutual growth.

Stakeholder Group	Whether identified as Vulnerable & Marginalised 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
Distributors	No	Virtual and personalised meetings, SMS, emails, personalised website, newsletters, social media	Others - Daily	Engagement with distributors focuses on keeping them well-informed and aligned with business priorities. This includes regular communication on the launch of innovative products and features, continuous enhancements in service quality and customer-centric initiatives aimed at maximizing value. In addition, periodic performance reviews help ensure accountability, while proactive support mechanisms are in place to address concerns and resolve challenges promptly, fostering a strong and effective distribution network.
Shareholders	No	Website, meetings, emails and stock exchanges	Quarterly and need basis	Engagement with investors and shareholders is focused on aligning their interests with the company's strategic objectives and fostering long-term relationships. This involves providing timely and transparent updates on financial performance, corporate strategies and key operational milestones, ensuring they remain well-informed. Additionally, communication extends to sharing insights on governance practices, sustainability initiatives and relevant market trends, supporting informed decision-making and strengthening alignment towards shared goals.
Government and regulatory authorities	No	Newspaper advertisements, quarterly result announcements, statutory advertisements, shareholders awareness, website, conferences, meetings, etc.	Quarterly and need basis	Engagement with government and regulatory authorities is focused on maintaining open and transparent lines of communication, ensuring they are kept informed of the organization's key developments. This ongoing interaction supports adherence to applicable laws and regulations while enabling timely sharing of relevant information. It also facilitates constructive dialogue on policies, regulatory requirements and industry developments, helping the organization remain compliant and aligned with the evolving regulatory landscape.
NGOs and local community	Yes	Focused group discussion, community meetings, meetings with community heads.	Others - Need-basis	Engagement with NGOs and local communities focuses on understanding grassroots needs and incorporating diverse perspectives into the company's initiatives. This ongoing interaction helps inform and shape CSR efforts, ensuring they are relevant and responsive to community priorities. As a result, these engagements enhance the effectiveness of CSR programs and contribute to creating a more meaningful, inclusive and sustainable impact.

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 follows a structured approach for stakeholder consultation and ensures that feedback is systematically communicated to the Board on economic, environmental and social matters. Consultation processes vary depending on the stakeholder group and the nature of engagement, with multiple channels such as meetings, conferences, forums, surveys and digital communication platforms being utilized. The Board and its Committees receive periodic updates on key topics, including stakeholder feedback and emerging issues. The company also participates in consultations with government and regulatory authorities through meetings, conferences and formal submissions to consultation papers within prescribed timelines. Insights from these interactions are shared with the Board to support informed decision-making.

   Stakeholder inputs are reviewed by the Board's Committees, each of which operates under a defined charter and is responsible for specific areas such as audit, risk management, policyholder protection, CSR, sustainability and stakeholder relationships. These Committees evaluate feedback from various consultations and provide recommendations to the Board. For engagements involving detailed discussions such as meetings and conferences, minutes are documented and key outcomes are presented to the Board for review and follow-up action. In the context of NGOs and local communities, the company's CSR team conducts regular interactions to assess needs, evaluate the impact of initiatives and gather feedback. NGO partners further facilitate focused group discussions within communities, consolidate insights and share them with the CSR team, which in turn presents these findings to the CSR Committee and the Board for consideration and action. Customer engagement is carried out through multiple channels, including surveys, call centers, digital platforms and social media. Feedback and analytics derived from these interactions are analyzed to generate insights, which are periodically presented to the Board to enhance products, services and overall customer experience.

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, stakeholder consultation forms an integral part of the Company's approach towards identifying and managing environmental and social topics. Inputs received from various stakeholder groups are actively considered while designing, reviewing and strengthening the Company's policies, programmes and operational activities.

   For community and CSR-related initiatives, the Company works closely with NGO partners, who play a key role in engaging with beneficiaries and gathering feedback on community needs, project effectiveness and areas requiring improvement. The observations and insights collected are shared with the CSR team and are used to refine project strategies, align interventions with beneficiary expectations and enhance overall programme impact. For significant projects and strategic interventions, the CSR Head further consults with the Board-level CSR Committee, whose guidance and feedback are incorporated into project planning and implementation.

   Employee feedback or insights are gathered through various HR and Management Services engagement initiatives. The feedback received helps the Company strengthen workplace practices, employee well-being initiatives and people-related policies.

   Customer feedback is collected through multiple channels, including online feedback forms, social media platforms, distribution partner inputs, customer satisfaction surveys, Net Promoter Score (NPS) assessments and behavioural analytics. These inputs help the Company improve customer experience, enhance service delivery and strengthen customer-centric processes and practices.

3. **Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups.**

   The Company actively engages with vulnerable and marginalized stakeholder groups through structured, need-based CSR interventions across livelihood, healthcare, education and environmental sustainability. These initiatives are designed through continuous on-ground engagement with communities and implementation partners to understand localized challenges and co-create inclusive solutions.

In healthcare, targeted interventions such as pediatric cardiac care and cataract surgeries have addressed critical access gaps, restoring health, dignity and quality of life for underprivileged individuals. In education, focused programs for children from low-income and underserved communities, along with scholarship initiatives, have helped bridge learning gaps and enable equitable access to quality education.

Livelihood and skilling initiatives have been central to addressing economic vulnerability, particularly among women, rural households and marginalized youth. Through capacity building, vocational training and entrepreneurship support, the Company has enabled sustainable income generation, financial independence and improved socio-economic mobility.

Environmental initiatives have been implemented in consultation with local communities, creating shared value through climate resilience and livelihood support.

These actions reflect a governance-led approach rooted in inclusivity, accountability and long-term impact, ensuring that stakeholder concerns are not only heard but also translated into measurable, sustainable outcomes aligned with national priorities and the UN Sustainable Development Goals.

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 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	27,653	26,820	96.99%	25,672	24,482	95.36%
Other than permanent	-	-	-	-	-	-
Total Employees	**27,653**	**26,820**	**96.99%**	**25,672**	**24,482**	**95.36%**
Workers						
Permanent	NA					
Other than permanent						
Total Employees						

*Data pertains to permanent employees.

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

Category	FY 2025-26					FY 2024-25				
	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)	% (C/A)		No. (E)	% (E /D)	No. (F)	% (F/ D)
Employees										
Permanent	27,653	-	-	27,653	100.00%	25,672	-	-	25,672	100.00%
Male	21,374	-	-	21,374	100.00%	20,027	-	-	20,027	100.00%
Female	6,279	-	-	6,279	100.00%	5,645	-	-	5,645	100.00%
Other than Permanent	1,691	-	-	1,691	100.00%	683	-	-	683	100.00%
Male	936	-	-	936	100.00%	388	-	-	388	100.00%
Female	755	-	-	755	100.00%	295	-	-	295	100.00%
Workers										
Permanent	NA									
Male										
Female										
Other than Permanent	NA									
Male										
Female										

3. Details of remuneration/ salary/ wages

a. Median remuneration/ wages

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BOD)*	-	-	-	-
Key Managerial Personnel#	3	₹ 1,11,88,382	-	-
Employees other than BoD and KMP	21,372	₹ 4,58,350	6,279	₹ 3,78,000
Workers	NA	NA	NA	NA

*BOD, other than MD & CEO, are paid sitting fees.

#KMP of the Company are defined as per the provisions of section 203 of companies Act 2013. MD & CEO who is also a director is included here.

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

Particulars	FY 2025-26	FY 2024-25
Gross wages paid to females as a % of total wages	17.34 %	15.97%

Assurance – Yes, Reasonable assurance is done by S K Patodia & Associates LLP

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

Yes. A committee has been established, in coordination with the Business Heads at the Head Office and Regional Offices, to address and resolve human rights issues.

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

The Company has established a structured grievance redressal mechanism to address employee concerns related to human rights issues. Employees can raise grievances through the SAMVAD Portal, which provides a formal, transparent and confidential platform for reporting concerns, tracking their status and receiving timely responses.

In compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has implemented a comprehensive Prevention of Sexual Harassment (POSH) Policy. An Internal Complaints Committee (ICC) has been constituted to investigate and resolve complaints related to workplace harassment. To strengthen awareness and ensure effective implementation, regular training programmes and sensitisation workshops are conducted for employees as well as ICC members. A Whistle Blower Policy enables employees to confidentially report unethical conduct, misconduct or policy violations without fear of retaliation. Complaints received under this framework are reviewed and investigated by an independent whistle blower team, while ensuring protection against retaliation for employees raising concerns in good faith.

Additionally, the Company regularly organizes Town Halls and employee forums to provide an open platform to raise concerns, share feedback and discuss workplace-related issues with the management. These forums support transparent communication and help address employee grievances in a timely and constructive manner.

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

Particulars	FY 2025-26			FY 2024-25		
	Filed	Pending	Remarks	Filed	Pending	Remarks
Sexual Harassment*	23	1#	Under review with ICC	24	7	Under Review with ICC
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced labour/ Involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

* Out of 23 cases reported, 11 were not proved in FY26

#Subsequently pending case has been disposed. As on date, no case is pending.

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

Particulars	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	23	24
Complaints on POSH as a % of female employees / workers	0.33%	0.40%
Complaints on POSH upheld	12	12*

* Last year 8 cases were upheld as on 31st March, subsequently 4 cases were upheld.

Assurance – Yes, Reasonable assurance is done by S K Patodia & Associates LLP

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

The Company follows a structured grievance redressal mechanism to ensure fair and transparent handling of employee complaints. All matters are handled with strict confidentiality and records are securely maintained to prevent unauthorised access.

- The Company maintains a zero-tolerance approach towards retaliation, ensuring protection for employees who raise concerns in good faith.
- An independent, pan-India Internal Complaints Committee (ICC) ensures impartial investigation and resolution of complaints.
- Regular awareness and sensitisation programmes are also conducted to promote understanding of grievance processes and workplace conduct.
- Employees are provided with multiple channels to report concerns in a convenient and accessible manner.

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

Yes.

Human rights requirements are part of our business agreements/contracts as and when it is required.

10. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100 %
Forced Labour/ Involuntary labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others-please specify	

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

NA

Leadership Indicators

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

The Company has established comprehensive frameworks and policies to ensure that all employees are treated with respect and dignity, while upholding ethical business practices aligned with a unified set of principles that prevent any form of human rights violations or abuse.

To strengthen adherence, the Company regularly conducts awareness sessions and training programmes for employees. In addition, a Whistle Blower mechanism is in place, providing employees with a confidential platform to report any concerns or violations without fear of retaliation.

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

The Company is committed to upholding and promoting human rights throughout its business operations. The Company has established policies, including the Human Rights Policy, Prevention of Sexual Harassment Policy (POSH) and adopts appropriate diligence to safeguard human rights across all operations.

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 Corporate office infrastructure is designed to be inclusive and accessible for all individuals, including persons with disabilities.

- Facilities such as dedicated parking, wheelchair, ramp and elevators are facilitated for ease of movement.
- Availability of lift operator in the elevators to assist and support visually impaired individuals.
- Availability of magnifying glass at the service counter for better visuals of documents.
- Separate washroom to ensure greater convenience has been made available at corporate office to accommodate individuals with physical disabilities and accessibility.
- The overall infrastructure has been planned to effectively cater to employees and visitors with diverse mobility and accessibility requirements.

4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Child Labour	The company's code for suppliers mandates that all partners within its value chain comply with regulatory standards, covering areas like sexual harassment, discrimination, child labor and forced labor.
Forced labour/ Involuntary labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others-please specify	

*No specific assessment has been carried out, but the company complies with necessary laws.

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

NA

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 2025-26	FY 2024-25
From renewable sources (GJ)		
Total electricity consumption (A)	8,397.10 GJ	2,784.96 GJ
Total fuel consumption (B)		
Energy consumption through other sources (C)		
Total energy consumed from renewable sources (A+B+C) (GJ)	**8,397.10 GJ**	**2,784.96 GJ**
From non-renewable sources (GJ)		
Total electricity consumption (D)	78,548.86 GJ	80,910.36 GJ
Total fuel consumption (E)	432.56 GJ	482.70 GJ
Energy consumption through other sources (F)		
Total energy consumed from non- renewable sources (D+E+F)	**78,981.42 GJ**	**81,393.05 GJ**
Total energy consumed (A+B+C+D+E+F)	**87,378.52 GJ**	**84,178.01 GJ**
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	8.63* 10-08 GJ/ INR	9.91* 10-08 GJ/ INR
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	1.75* 10-06 GJ / USD	2.05* 10-06 GJ / USD
Energy intensity in terms of physical output**	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity*	3.16 GJ/ Employee	3.28 GJ/ Employee

For PPP, 20.34 National currency units/US dollar has been used. Source: IMF (2026), Purchasing power parities (PPP) (indicator). (Accessed on May 26, 2026)

* Permanent employees are considered for intensity (optional)

**Considering the nature of the business, this Principle does not lead to any physical outcomes that can be directly attributed.

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, Reasonable assurance is done by S K Patodia & Associates LLP

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.

NA

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	20,670.40	16,738.95
(iii) Third party water	29,092.39	18,984.06
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	**49,762.79**	**35, 723.01**
Total volume of water consumption (in kilolitres)	**49,762.79**	**35, 723.01**
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	4.91*10-08 KL/ INR	4.20*10-08 KL/ INR
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	9.99*10-07 KL/ USD	8.68*10-07 KL/ USD
Water intensity in terms of physical output**	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity*	1.80 KL/ employee	1.39 KL/ employee

For PPP, 20.34 National currency units/US dollar has been used. Source: IMF (2026), Purchasing power parities (PPP) (indicator). (Accessed on May 26, 2026)

* Permanent employees are considered for intensity (optional)

**Considering the nature of the business, this Principle does not lead to any physical outcomes that can be directly attributed.

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, Reasonable assurance is done by S K Patodia & Associates LLP

Note: Water consumption increased due to improved tracking, greater awareness and expanded reporting coverage across all offices.

4. Provide the following details related to water discharged:

Parameter	FY 2025-26	FY 2024-25
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	9.61	
- With treatment – please specify level of treatment	1,328.00	1,533.00
Total water discharged (in kilolitres)	**1,337.61**	**1,533.00**

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, Reasonable assurance is done by S K Patodia & Associates LLP

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

NA

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

Parameter	Please specify unit	FY 2025-26	FY 2024-25
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)		NA	NA
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.

No

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	3,640.21	4,108.54
Total Scope 2 emissions (Break-up of the GHG into CO2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	15,529.23	16,384.35
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	(Metric tonnes CO_2e / INR)	1.89*10-08	2.41*10-08
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)	(Metric tonnes CO_2e / USD)	3.85*10-07	4.98*10-07
Total Scope 1 and Scope 2 emission intensity in terms of physical output**		-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity*	Metric tonnes of CO_2 per Employee	6.93*10-01	7.98*10-01

For PPP, 20.34 National currency units/US dollar has been used. Source: IMF (2026), Purchasing power parities (PPP) (indicator). (Accessed on May 26, 2026)

* Permanent employees are considered for intensity (optional)

**Considering the nature of the business, this Principle does not lead to any physical outcomes that can be directly attributed.

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, Reasonable assurance is done by S K Patodia & Associates LLP

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

Yes.

The organization is committed to minimizing its environmental impact through sustainable and energy-efficient practices aimed at reducing greenhouse gas (GHG) emissions. Key initiatives include the use of rainwater harvesting systems and treated water from the STP for cooling tower operations, supporting responsible water management and conservation.

To improve energy efficiency, CFL was replaced with LED lights, motion sensors were installed in meeting rooms, energy efficient appliances were procured across offices, digital and hybrid working models were adopted. The organization has also transitioned its corporate office, CPC and select regional offices to 100% renewable energy and climate change assessment is in progress covering physical and transitional change. Further, we have measures in place to reduce Scope 1 & Scope 2 emissions and to track Scope 3 emissions.

Sustainable waste management practices include the use of an eco-composter to convert wet food waste into organic manure for on-campus greenery. In addition, employee awareness initiatives are conducted to encourage reduced paper consumption, while a strict ban on single-use plastics reinforces the organization’s commitment to environmental sustainability and responsible resource management.

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

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste **(A)**	0.11	0.14
E-waste **(B)**	1.87	3.62
Bio-medical waste **(C)**	0.00	0.00
Construction and demolition waste **(D)**	0.02	1.90
Battery waste **(E)**	48.72	52.69
Radioactive waste **(F)**	0.00	0.00
Other Hazardous waste. Please specify, if any. (G)	0.00	0.16
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	14.42	16.88
Total (A+B + C + D + E + F + G + H)	**65.14**	**75.39**
Waste intensity per rupee of turnover (Total waste generated /Revenue from operations)	6.43*10-11 MT / INR	8.87*10-11 MT / INR
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	1.31*10-09 MT/ USD	1.83*10-09 MT/ USD
Waste intensity in terms of physical output**	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity*	2.36*10-03 MT / employee	2.94*10-03 MT / employee
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 (MT)	9.27 (E Waste, Paper & cardboard, Wet food wastage)	5.98 (Paper & cardboard, Wet food wastage)
(ii) Re-used		
(iii) Other recovery operations		
Total	**9.27**	**5.98**
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 (MT)	7.15	13.10
Total	**7.15**	**13.10**

For PPP, 20.34 National currency units/US dollar has been used. Source: IMF (2026), Purchasing power parities (PPP) (indicator). (Accessed on May 26, 2026)

* Permanent employees are considered for intensity (optional)

**Considering the nature of the business, this Principle does not lead to any physical outcomes that can be directly attributed.

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

Yes, Reasonable assurance in done by S K Patodia & Associates LLP

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.

Environmental sustainability and responsible waste management remain integral to the organization's operational approach. A range of initiatives has been implemented to minimize environmental impact, promote resource efficiency and support sustainable business practices.

Plastic Waste: The organization has taken significant steps to reduce plastic consumption across its offices by eliminating single-use plastics from daily operations. Sustainable alternatives such as glass water bottles, paper cups and paper-based folders have been adopted to reduce plastic waste generation.

E-Waste: In line with its commitment to responsible disposal practices, electronic waste generated from operations is managed through authorized recycling partners. Proper documentation and certification processes are maintained to ensure compliance with applicable environmental regulations and responsible e-waste handling.

Wet Food Waste: Organic waste management is also an important focus area. An eco-composter installed at the headquarters processes wet food waste into organic manure, which is further utilized for maintaining office greenery and landscaping.

As a service-sector organization, environmentally safe waste management practices are followed, with no use of toxic chemicals in the process.

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:

We do not have operations/offices in/around ecologically sensitive areas.

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
NA					

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:

Based on the nature of the business, the Company complies with the applicable norms.

Leadership Indicators

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

NA

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

(i) Name of the area

(ii) Nature of operations

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others	NA	
Total volume of water withdrawal (in kilolitres)		
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		

Parameter	FY 2025-26	FY 2024-25
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	NA	
(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 2025-26	FY 2024-25
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	48,281.12	76,174.59
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO_2 equivalent per INR	4.77*10-08	8.96*10-08
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO_2 equivalent per employee	1.75	2.97

Note: Scope 3 emissions are reported across the following categories. These categories will also be disclosed in the ESG Report.

Category 1: Purchased Goods & Services

Category 2: Capital Goods

Category 3: Fuel and energy-related activities

Category 5: Waste generated in operations

Category 6: Business Travel

Category 7: Employee Commuting (based on employee survey)

Category 8: Upstream Leased Assets

For Business Travel emissions - distance based method is used to enhance the accuracy of emission calculations

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an 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.

NA

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:

NA

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 comprehensive Business Continuity Management (BCM) framework to ensure operational resilience and preparedness against potential disruptions. Guided by a Board-approved Business Continuity Management Policy, the framework defines clear procedures, objectives and resource requirements to effectively manage and respond to unforeseen events.

The Business Continuity Management Plan (BCMP) focuses on three key areas: disaster prevention, emergency response and post-disaster recovery and resumption. The framework addresses a broad range of risks, including natural disasters, cyberattacks, pandemics and other disruptive incidents, with mitigation and recovery strategies developed for each identified risk category.

To strengthen preparedness, the organization regularly conducts business impact assessments, scenario planning exercises and testing of continuity plans in coordination with relevant departments and functions. Updates on business continuity activities are presented quarterly to the Risk Management Committee of the Board.

The BCM framework is aligned with and certified under the ISO 22301:2019 standard, reflecting the organization's commitment to internationally recognized business continuity practices. The policy applies to employees, contractors, critical processes, facilities and IT infrastructure and is accessible through the company's intranet and internal communication channels.

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.**

NIL

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

NIL

8. **How many Green Credits have been generated or procured:**

a.	By the listed entity	Nil
b.	By the top ten (in terms of value of purchases and sales respectively) value chain partners	

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 is affiliated to 5 trade and industry chambers/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.	Life Insurance Council	National
2.	Data Security Council of India	National
3.	Insurance Information Bureau of India	National
4.	The Institute of Internal Auditors India	National
5.	Office of the Executive Council of Insurers - Governing Body of Insurance Council	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
Nil		

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
NA					

In alignment with the IRDAI Vision 2047, multiple initiatives were taken across Chhattisgarh to promote insurance awareness and strengthen the overall ecosystem:

- Conducted presentations and seminars across the state to promote insurance and financial literacy awareness.
- Interactive mall activities in Raipur and Bilaspur engaged individuals through awareness and game-based initiatives.
- “Financial Literacy ki Pathshala” sessions and targeted seminars were organised for government teachers to strengthen financial awareness.
- Awareness programmes at Rural Self Employment Training Institutes (RSETIs) educated self-employed individuals on the importance of insurance.
- The Company participated in government-led campaigns such as “AAP Ki Punji Aap Ka Adhikar” to support financial inclusion initiatives.
- Grassroots outreach activities with ASHA workers helped spread insurance awareness at the community level.
- Collaborative sessions with the National Centre for Financial Education were conducted across government institutions to further strengthen financial literacy initiatives.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

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

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

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

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

CSR projects are implemented through various NGO partners. For grievance redressal, NGO partners serve as the primary point of contact for issues or concerns arising at the ground level. The CSR team maintains close coordination with these partners to ensure timely resolution, thereby fostering trust and enhancing the effectiveness of community initiatives.

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

	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/ small producers	25.42 %	18.80 %
Directly from within India	99.86 %	99.71 %

Assurance – Yes, Reasonable assurance is done by S K Patodia & Associates LLP

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 2025-26	FY 2024-25
Rural	0.52%	0.53%
Semi-urban	19.47%	18.28%
Urban	36.80%	35.59%
Metropolitan	43.21%	45.60%

Assurance – Yes, Reasonable assurance is done by S K Patodia & Associates LLP

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
NA	

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

S. No.	State	Aspirational District	Amount spent (In INR)
1.	Bihar	Jamui	7,697,628
2.	Bihar	Nawada	8,988,430
3.	Chhattisgarh	Kanker	10,314,662
4.	Maharashtra	Gadchiroli	15,238,625
5.	Telangana	Warangal	2,245,028

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

Given the nature of the life insurance business, the Company's procurement requirements are primarily limited to operational and support services. However, it is committed to fostering an inclusive procurement ecosystem and provides equitable opportunities to all eligible vendors, including those representing underserved and vulnerable communities.

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

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

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:

NA

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

Nil.

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Save Little Hearts implemented by Aishwarya Trust	3,639	100.00%
2	Support towards free cataract surgeries implemented by RIHF Rotary Club of Bhubaneswar Royal Eye Care Center Trust	857	100.00%
3	Quality education through Star Academy – Learning Centre implemented by Womens Organization for Socio-Cultural Awareness	120	100.00%
4	Economic empowerment of women by advancing sustainable livelihood implemented by Professional Assistance for Development Action	4,500	100.00%
5	Support for holistic development and high quality education of slum children implemented by Parikrma Humanity Foundation	473	100.00%
6	SBIF Project LEAP - Skilling For Future with downstream partner Orion Educational Society	3,000	100.00%
7	SBIF Project LEAP – Livelihood Intervention for farmers in partnership with BAIF Institute for Sustainable Livelihood and Development	1,500	100.00%
8	SBIF Project LEAP – Enhancing Farmers income with downstream partner Watershed Organization Trust	1,294	100.00%
9	SBIF Project Sashakti – EntrepreNaari with downstream partner Society For Education Welfare and Economic Development (SEED)	60	100.00%
10	SBIF Project Sashakti – Women empowerment through Livelihood with downstream partner Jan Sahas Development Society	1,570	100.00%
11	SBIF Project Sashakti- Livelihood Intervention for underprivileged women with Sanjeevani Vikas Evam Jan Kalyan Samiti	500	100.00%
12	SBIF LEAP: Skilling for Future with downstream partner Friends Union for Energising Lives (FUEL)	1,080	100.00%
13	SBIF ASHA Scholarship Program	43	100.00%
14	SBIF LEAP: Skilling for Future with downstream partner Shahani Academic & Global Empowerment (SAGE) Foundation	875	100.00%
15	SBIF Integrated Learning Mission with downstream partner Avasara Leadership Institute	50	100.00%
16	Financial literacy & skills training of underprivileged women and youth implemented by Pipal Tree Foundation	320	100.00%
17	Employability Skill Training to Underprivileged women in Maharashtra Implemented by Save The Children India	670	100.00%
18	Vocational Skilling of young adults affected by leprosy or belonging to leprosy affected families implemented by Udayan	42	100.00%
19	Project Utthan (Empower youth through skilling) implemented by Aroh Foundation	100	100.00%

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.

Customer Complaints: The Company has established a comprehensive grievance redressal framework embedded within its CRM platform, ensuring that every customer complaint is systematically recorded, monitored and addressed. This mechanism is fully compliant with IRDAI guidelines and is integrated with the Bima Bharosa Portal of IRDAI.

All complaints are promptly acknowledged upon receipt, with resolutions delivered within the prescribed regulatory turnaround time of 14 days. Customers are provided with multiple channels to raise concerns, including the Company's branch network, corporate website, mobile application and 24x7 toll-free contact center (via both voice and email)

Escalation Matrix: To facilitate efficient grievance resolution, the Company has implemented a structured four-tier escalation mechanism comprising:

1. Regional Level
2. Head Office – Head of Customer Service & Experience
3. Head Office – Grievance Redressal Officer
4. Internal Ombudsman, who serves as an independent authority for fair and impartial review of unresolved cases.

Leadership Oversight: A formalized review mechanism led by the MD & CEO ensures senior-level oversight of customer grievances. Select cases are reviewed on a weekly basis and the insights derived are translated into targeted corrective actions aimed at addressing root causes and strengthening overall service delivery.

Customer Feedback: In addition to its grievance redressal system, the Company has established a structured approach to capturing customer feedback across all touchpoints. Such feedback is systematically reviewed, appropriate actions are undertaken and customers are kept informed of any resulting developments.

Additionally, the Company undertakes periodic customer surveys across different stages of the policy lifecycle to gather proactive insights. The results are systematically assessed and used to identify trends, refine processes and drive continuous enhancements in customer experience.

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

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

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

Particulars	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber security	0	0	-	0	0	-
Delivery of essential services	57	0	-	43	0	-
Restrictive Trade Practices	NA	NA	-	NA	NA	-
Unfair Trade Practices	510	0	-	503	0	-
Other	4,338	0	-	2,122	0	-

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

Particulars	Number	Reason for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

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

Yes. Information and cyber security are treated as strategic priorities that support operational resilience, business continuity, service excellence and long-term growth. Recognising the increasing dependence on digital infrastructure and information assets, the Company has integrated cyber and information security into its broader enterprise risk management framework.

The Company has established Board-approved Information and Cyber Security and Data Governance policies that define the principles, governance structures and minimum-security standards applicable across all business functions. These policies are available internally through the Company intranet, while the Privacy Policy is publicly accessible on the Company website through SBI Life Privacy Policy. In cases where regulatory or legal requirements prescribe stricter standards, those requirements are adopted to ensure adherence to the highest level of compliance.

Aligned with the guidelines issued by the Insurance Regulatory and Development Authority of India, the Company's security framework reflects strong oversight and commitment from senior management. The framework establishes clear accountability for the implementation, monitoring and enforcement of security controls throughout the organisation. It also promotes the responsible usage of technology systems and information assets while ensuring access is restricted to authorised users based on business requirements.

The scope of the Company's security framework extends across customer information, intellectual property, business data and technology infrastructure. To strengthen protection against cyber threats, unauthorised access, data loss and manipulation, business units work closely with the Information Security Team to periodically assess risks and evaluate the evolving threat environment. Based on these assessments, suitable controls and mitigation measures are implemented to maintain the confidentiality, integrity and availability of critical information assets.

Further strengthening its governance practices, the Company has constituted a Data Governance Committee comprising senior representatives from key functions. The Committee periodically reviews governance initiatives and provides strategic guidance on data management and protection practices. Through a combination of organisational oversight and robust technical safeguards, the Company seeks to ensure responsible data stewardship, safeguard sensitive and personal information and maintain stakeholder confidence.

The Company's commitment to internationally recognised information security standards is further demonstrated through its ISO 27001:2022 certification.

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.

No incidents were recorded during the reporting period in relation to advertising, cybersecurity and customer data privacy. The Company also did not witness any product recalls or regulatory actions/penalties pertaining to the safety of its products or services.

The Company remains focused on continuously strengthening its service delivery framework. Efforts have been directed toward improving operational efficiency, expanding accessibility and elevating the overall customer experience. This includes targeted capability-building initiatives for frontline sales and distribution personnel, with an emphasis on deepening their understanding of customer needs and product suitability. The Company also leverages policy-level data, including income, age, occupation and gender, to better align product offerings with customer needs. Additional measures such as the Customer Self-Service Application, the Smart Advisor mobile app for partners, Voice of the Customer (VOC) analysis, monthly complaint reviews and detailed root cause analysis have been implemented.

7. **Provide the following information relating to data breaches:**

   a. **Number of instances of data breaches**
   There were no instances of data breaches in FY 2026.

   b. **Percentage of data breaches involving personally identifiable information of customers**
   0%

   c. **Impact, if any, of the data breaches**
   None

   Assurance – Yes, Reasonable assurance is done by S K Patodia & Associates LLP

Leadership Indicators

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

   The details of the Company's products and services are made available on its website through dedicated and clearly defined sections. Separate web links are provided for products and services, offering comprehensive information on key features, premium ranges, entry age, eligibility criteria and associated benefits.

   The services section also provides details of missed call facilities and includes access to the customer portal, enabling users to perform various self-service functions such as downloading premium paid certificates, updating personal information and accessing guidebooks.

   In addition, the Company regularly updates and shares relevant information through its social media channels to ensure customers remain well-informed.

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

   The Company undertakes periodic Customer Awareness Campaigns to sensitize policyholders on important aspects of its products and services. These initiatives cover understanding of policy benefits, terms and conditions, awareness of available service channels and their effective usage, as well as key do's and don'ts to help prevent any misunderstanding or incorrect usage.

   The campaigns are driven by three core objectives: enhancing policyholder knowledge of product features and service processes, encouraging greater use of digital self-service platforms for faster and more convenient access to services and fostering greater trust and transparency through consistent and proactive communication. These efforts enable customers to take more informed decisions and contribute to an improved and seamless service experience.

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

   To ensure customers are adequately informed about any potential risk of disruption or discontinuation of essential services, the Company follows a structured and timely communication approach. Proactive notifications are issued through multiple channels, including email, SMS and mobile application alerts, to provide advance intimation of any anticipated service interruptions or changes.

   In addition, relevant updates and notifications are published on the Company's website and social media platforms to ensure wider visibility. Where required, alternative arrangements or service options are also provided to ensure uninterrupted access to essential services. These measures are designed to keep customers well-informed, minimize inconvenience and sustain trust in service continuity.

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.

Yes. The Company upholds strong commitment to transparency and ethical selling practices, ensuring that customers receive information that goes beyond mandatory disclosures to support informed decision-making and build trust.

Accordingly, customers are provided with clear and simplified explanations of product features, benefits, risks and exclusions. Emphasis is also placed on assessing suitability to enable need-based product recommendations and selection.

To further strengthen understanding and accessibility of information, the Company uses a range of digital communication formats, including explainer videos, FAQs, SMS alerts, WhatsApp communication and social media channels. These tools are used to improve product awareness and ensure customers can easily access and comprehend key information.

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 regularly conducts Customer Satisfaction Surveys across key customer segments and locations. These surveys help assess: (1) customer satisfaction levels, (2) service quality across touchpoints and (3) areas for improvement and innovation. The insights from these surveys are analysed in detail and used to design targeted service improvement plans.

As part of the customer survey mechanism, the Company engages customers at three critical stages: (1) onboarding stage – to understand first impressions and onboarding support, (2) annual check-ins – to gather ongoing service experience feedback and (3) maturity stage – to evaluate the overall relationship and satisfaction. These inputs guide the Company's commitment to continuous improvement and reinforce its ethical, customer-first culture.

	FY 2025-26	FY 2024-25
NPS Score	86	82

Value Chain Assessment

Scope of Assessment

In compliance with SEBI's requirements (SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122; SEBI/HO/CFD/CFD-PoD-1/P/CIR/2025/42) and the consultation paper — Recommendations of the Expert Committee for Facilitating Ease of Doing Business with respect to Business Responsibility and Sustainability Reporting (BRSR) — listed entities are required to conduct an ESG assessment of their value chain partners through the lens of BRSR Core parameters and disclose the findings in their annual reports. The guidelines further specify that the value chain partners list must encompass the top upstream and downstream partners of the listed entity — individually comprising 2% or more of the entity's purchases and sales (by value), respectively. However, listed entities may limit disclosure of the value chain to cover up to 75% of their total purchases and sales (by value).

To comply with these requirements, we first identified the top 2% upstream and downstream partners, which represented 40% of our total purchase and sales values, respectively. To gain broader insights into our value chain ecosystem, we extended the coverage to include partners accounting for the top 75% of upstream and downstream activities by value. This expanded assessment allowed us to include a significantly larger number of value chain partners in our analysis.

Attribute	Number	Coverage
Total number of value chain partners with 2% or above of purchase and sales respectively by value	6	40.36%
Total number of value chain partners which account for top 75% of upstream and downstream activities by value	42	75.17%

List of Identified Value Chain Partners

The final list comprises 9 upstream and 36 downstream value chain partners. The majority are from the financial sector including banks, NBFCs and infrastructure finance companies followed by companies from the infrastructure, technology, telecommunications, metals and mining sectors. Only 6 companies hold a share equal to or greater than 2%.

Total Value Chain Partners Identified	Total upstream value chain partners	Total downstream value chain partners
45	9	36

Assessment Methodology

For the current financial year, our focus remained on listed entities. To ensure consistency and comparability across evaluations, we developed standardized templates for extracting data from publicly available BRSR reports. FY 2025-26 disclosures were used wherever available while for others, the most recent available reports for FY 2024-25 were considered. These templates comprised 47 parameters, enabling a uniform approach to data collection across all value chain partners. Using the disclosures made in these BRSR reports, we conducted a comprehensive assessment to evaluate the ESG maturity of each partner, yielding valuable insights into the sustainability practices embedded within our value chain.

Key Findings of the Assessment

The assessment revealed significant variation in ESG disclosure levels across the nine BRSR Core attributes. Key highlights include:

- Highest disclosure was observed for Greenhouse Gas (GHG) Footprint at 99.39%, followed closely by Energy Footprint at 97.56%.
- Strong disclosures were also noted for Gender Diversity in Business (95.12%), Inclusive Development (92.68%), Fairness in Engaging with Customers and Suppliers (91.06%), Employee Wellbeing and Safety (89.63%) and Water Footprint (89.02%).
- Lowest disclosure was recorded for Openness of Business (56.10%) and Embracing Circularity and Waste Management (68.64%), indicating these as key areas for improvement.

The table below presents a detailed breakdown of disclosure levels across all nine BRSR Core attributes:

Sr. No.	BRSR Core Attributes	%age of value chain partners disclosed data
1	Green-house gas (GHG) footprint	99.39%
2	Water footprint	89.02%
3	Energy footprint	97.56%
4	Embracing circularity - details related to waste management by the entity	68.64%
5	Enhancing Employee Wellbeing and Safety	89.63%
6	Enabling Gender Diversity in Business	95.12%
7	Enabling Inclusive Development	92.68%
8	Fairness in Engaging with Customers and Suppliers	91.06%
9	Open-ness of business	56.10%

S K PATODIA & ASSOCIATES LLP
CHARTERED ACCOUNTANTS

To,
The Board of Directors,
SBI Life Insurance Co. Ltd.,
"Natraj", Western Express Highway Junction,
Andheri (East), Mumbai – 400069.

Independent Practitioner Reasonable Assurance Report on Identified Sustainability Information in SBI Life Insurance Company Limited's Business Responsibility Sustainability Reporting Report for the Financial Year Ended 31 March 2026.

Introduction

1. We have been engaged to perform a Reasonable assurance engagement for SBI Life Insurance Company Limited ("SBI Life" or "the Company"), vide our engagement letter dated 03 February 2026 for the purpose of providing an independent assurance on the agreed Sustainability Information listed below (the "Identified Sustainability Information") in accordance with the Criteria stated below. This identified Sustainability Information is as included in the Business Responsibility and Sustainability Report (BRSR) of the Company for the year ended 31 March 2026.

Identified Sustainability Information

2. The Identified Sustainability Information for the financial year ended 31 March 2026 is summarized below:

Attribute	Principle	Key Performance Indicator
Energy footprint	Principle 6 – 1	• Total energy consumption (in Joules or multiples) and energy intensity • % of energy consumed from renewable sources • Energy intensity
Water footprint	Principle 6 – 3	• Total water consumption • Water consumption intensity
	Principle 6 – 4	• Water Discharge by destination and levels of Treatment
Greenhouse (GHG) footprint	Principle 6 – 7	• Greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity.
Embracing circularity - details related to waste management by the entity	Principle 6 – 9	• Details related to waste generated by the entity (category wise) • Waste intensity • Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations • For each category of waste generated, total waste disposed by nature of disposal method
Enhancing Employee Wellbeing and Safety	Principle 3 – 1(c)	• Spending on measures towards well-being of employees and workers (including permanent and other than permanent)

Attribute	Principle	Key Performance Indicator
	Principle 3 – 11	Safety related incidents: • Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) • Total recordable work-related injuries • No. of fatalities • High consequence work-related injury or ill-health (excluding fatalities)
Enabling Gender Diversity in Business	Principle 5 – 3(b)	• Gross wages paid to females as % of total wages paid by the entity • Median remuneration/Salary/Wages to Board of Directors, KMP, Employees other than BoD/KMP and Workers.
	Principle 5 – 7	• Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
Enabling Inclusive Development	Principle 8 – 4	• Percentage of input material (inputs to total inputs by value) sourced from suppliers
	Principle 8 – 5	• Job creation in smaller towns – Wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the locations, as % of total wage cost
Fairness in Engaging with Customers and Suppliers	Principle 1 – 8	• Number of days of accounts payables
	Principle 9 – 7	• Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events
Open-ness of business	Principle 1 – 9	• Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties

3. Boundary of the report covers SBI Life's operations in India which includes 1230 locations.

4. Our reasonable assurance engagement is with respect to the Identified Sustainability Information for the reporting boundary as mentioned above for financial year ended 31 March 2026 and we have not performed any procedures with respect to any other elements included in the BRSR and, therefore, do not express any opinion thereon.

Criteria

5. The criteria used by the Company to prepare the Identified Sustainability Information is issued under Regulation 34(2)(f) of the Securities and Exchange Board of India (the "SEBI") (Listing Obligations and Disclosure Requirements), Regulations, 2015 ('LODR Regulations') as amended, read with SEBI Master circular HO/49/14/14(7)2025-CFD-POD2/I/3762/2026 dated 30 January 2026 and BRSR Core Reporting Standard formulated by Industry Standards Forum ("Criteria").

Management's Responsibility

6. The Company's management is responsible for selecting or establishing suitable criteria for preparing the Identified Sustainability Information, taking into account applicable laws and regulations, if any, related to reporting on the Identified Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation and maintenance of internal control relevant to the preparation of the BRSR and the measurement of the Identified

Sustainability Information, which is free from material misstatement, whether due to fraud or error. The Management and the Board of Directors of the Company are also responsible for overseeing the Company's compliance with the requirements of the LODR Regulations, the SEBI Master Circular and BRSR Framework in relation to the sustainability information included in the Annual Report.

Inherent limitations

7. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Practitioner's Independence and Quality Control

8. We are independent of the Company and have fulfilled our other ethical responsibilities in accordance with the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India ('ICAI') and have the required competencies and experience to conduct this assurance engagement.

9. Our firm applies Standard on Quality Control (SQC) 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements" and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Practitioner's Responsibility

10. Our responsibility is to express a reasonable assurance in the form of an opinion on the Identified Sustainability Information based on the procedures we have performed and evidence we have obtained. We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", issued by the Sustainability Reporting Standards Board of the ICAI.

11. This standard requires that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Information are prepared, in all material respects, in accordance with the Criteria. A reasonable assurance engagement involves assessing the suitability in the circumstances of the Company's use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances and evaluating the overall presentation of the Identified Sustainability Information.

12. The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling with underlying records.

13. Given the circumstances of the engagement, in performing the procedures listed above, our work procedures included the following:
    - Obtained an understanding of the Identified Sustainability Information and related disclosures;

- Obtained an understanding of the assessment criteria and their suitability for the evaluation and /or measurements of the Identified Sustainability Information;
- Made enquiries of Company's Management, including the various teams such as Sustainability team, Human Resource (HR) team, etc., and those with responsibility for managing Company's Annual Reporting;
- Reviewed the records and relevant documentation including information from audited financial statements or statutory reports submitted by the Company to support relevant performance disclosures within our scope.
- Selected key parameters and representative samples based on statistical audit sampling tables to verify the accuracy and completeness of source data, meter data, and other supporting records.
- Assessed the level of adherence to BRSR Framework followed in preparation of the Annual Report;
- Reviewed data from independent sources, wherever available,
- Reviewed data, information about sustainability performance indicators and statements in the report.
- Reviewed and verified information/ data as per the Criteria;
- Reviewed accuracy, transparency and completeness of the information/ data provided;
- Obtained representations from the Company's Management.

14. We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our reasonable assurance opinion.

Exclusions

15. Our Reasonable assurance engagement scope excludes the following and therefore we do not express an opinion on the same:
    - Any disclosure other than those mentioned in the Identified Sustainability Information section above;
    - Data and information outside the defined reporting period i.e. 01 April 2025 to 31 March 2026
    - Data related to Company’s financial performance, strategy and other related linkages expressed in the Report;
    - The Company’s statements that describe expression of opinion, belief, aspiration, expectation, forward looking statements provided by the Company.
    - Mapping of the Report with reporting frameworks other than those mentioned in Reporting Criteria above.
    - While we considered the effectiveness of management’s internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls.
    - The procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

Opinion

16. Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Information included in the BRSR for the financial year ended 31 March 2026 is prepared in all material respects, in accordance with the Criteria.

Restriction on use or distribution

17. Our Reasonable assurance report has been prepared and addressed to the Board of Directors of the Company at the request of the Company solely, to assist the Company in reporting on the Company's sustainability performance and activities. Accordingly, the assurance statement may not be suitable for any other purpose and should not be used, referred to or distributed for any other purpose or to any other party without our prior written consent. Further, we do not accept or assumes any duty of care or liability for any other purpose or to any other party to whom the assurance report is shown or into whose hands it may come without our prior consent in writing.

For S K Patodia & Associates LLP
Chartered Accountants
Firm Reg. No.: 112723W/W100962

ANKUSH
GOYAL

Digitally signed by ANKUSH GOYAL
DN: c=IN, postalCode=400063, st=MAHARASHTRA, street=FLAT NO. 602 CORNERSTONE CHS ,GENERAL A K V MARG NEAR DINDOSHI BUS DEPOT ,MUMBAI SUBURBAN,GOREGAON EAST ,400063, l=MUMBAI SUBURBAN, o=Personal, serialNumber=75a6eb9314f2b4f96c19650598b135d271d20558b8e9ae779809d6d2d3cb590d, pseudonym=ef4c4c9aad4741e6a62678d26c715076, 2.5.4.20=224451484d9f23803d5c3c6d16b46e1f12b62ae561369d90a4cdf6de9dbe54f5, email=ANKUSH.GOYAL@SKPATODIA.IN, cn=ANKUSH GOYAL
Date: 2026.06.16 14:38:06 +05'30'

CA Ankush Goyal
Partner
Membership No: 146017
UDIN: 26146017JLRMSF9311
Date: June 16, 2026
Place: Mumbai

Apne liye. Apno ke liye.

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