

# Business Responsibility and Sustainability Report

2021-22



## Annexure-11

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT****SECTION A: GENERAL DISCLOSURES****I. Details**

1	Corporate Identity Number (CIN) of the Company:	L65922RJ2011PLC034297
2	Name of the Company:	Aavas Financiers Limited
3	Year of incorporation:	2011
4	Registered office address:	201-202, 2 <sup>nd</sup> Floor, Southend Square, Mansarovar Industrial Area, Jaipur - 302 020, Rajasthan, India
5	Corporate address:	201-202, 2 <sup>nd</sup> Floor, Southend Square, Mansarovar Industrial Area, Jaipur - 302 020, Rajasthan, India
6	E-mail:	info@aavas.in
7	Telephone:	0141-4659239
8	Website:	www.aavas.in
9	Financial year for which reporting is being done:	FY 2021-22
10	Name of the Stock Exchange(s) where shares are listed:	Equity shares are listed on National Stock Exchange of India Limited (NSE) & Bombay Stock Exchange Limited (BSE).
11	Paid-up Capital:	₹ 78,93,64,510/- as on 31 March 2022
12	Name and contact details of the person who may be contacted in case of any queries on the BRSR report:	Mr. Sharad Pathak investorrelations@aavas.in
13	Reporting boundary:	Disclosures made in this report are on a standalone basis and pertain only to Aavas Financiers Limited.

**II. Products/services****14. Details of business activities (accounting for 90% of the turnover):**

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Financial and Insurance service	Other Financial Activities	100

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	The Company's business is providing home loans for the purchase or construction of residential properties and for the extension and repair of existing housing units.  In addition, the Company is also offering mortgage-backed MSME and home equity loans.	64910	100

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

Location	Number of plants	Number of offices	Total
National	N.A.*	321	321
International		Nil	Nil

\*The Company is a Non-Banking Financial Company - Housing Finance Company (NBFC-HFC) and hence does not undertake any manufacturing activity.

## 17. Markets served by the entity:

## a. Number of locations

Locations	Number
National (No. of States)	13
International (No. of Countries)	Nil

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

Not Applicable

## c. A brief on types of customers

The Company is engaged in the business of providing housing loans primarily in the un-served, unreached and under-served markets, to customers belonging to low and middle-income segment in semi-urban and rural areas. These are credit worthy customers that lack financial inclusion because of underdeveloped banking facilities or due to lack of documents like IT returns, salary slips, etc. and hence are not serviced by other mortgage financiers.

## IV. Employees

## 18. Details as at the end of Financial Year:

## a. Employees (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)*	5,222	5,048	96.67	174	3.33
2.	Other than Permanent (E)	1,206	1,157	95.94	49	4.06
3.	Total Employees (D+E)	6,428	6,205	96.53	223	3.47
<b>WORKERS</b>						
1.	Permanent (F)	-	-	-	-	-
2.	Other than Permanent (G)	-	-	-	-	-
3.	Total Workers (F+G)	-	-	-	-	-

\*Note: It includes management trainees and apprentices.

## b. Differently abled Employees and workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	3	3	100	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total Employees (D+E)	3	3	100	-	-
<b>DIFFERENTLY ABLED WORKERS</b>						
1.	Permanent (F)	-	-	-	-	-
2.	Other than Permanent (G)	-	-	-	-	-
3.	Total Workers (F+G)	-	-	-	-	-

## 19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22
Key Management Personnel	3	-	-

\*Key Managerial Personnel includes Mr. Sushil Kumar Agarwal, who is also the Managing Director and CEO of the Company.

## 20. Turnover rate for permanent employees

	FY 2021-22			FY 2020-21			FY 2019-20		
	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	45.82%	29.86%	45.34%	38.13%	21.89%	37.72%	28.39%	22.09%	28.21%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

## 21. 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.	Aavas Finserv Limited	Subsidiary	100%	No

## VI. CSR Details

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

(ii) Turnover (in ₹) 1,305.56 crore

(iii) Net worth (in ₹) 2,808.64 crore

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) If yes, then provide web-link for grievance redressal policy.*	FY Current Financial Year			FY Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes.	-	-	-	-	-	-
Investors (other than shareholders)	Yes.	-	-	-	-	-	-
Shareholders	Yes.	-	-	-	-	-	-
Employees	Yes.	-	-	-	-	-	-
Customers	Yes	294	-	-	255	1	Repeated complaint resolved during the Current Financial Year.
Value Chain Partners	Yes.	-	-	-	-	-	-

\*Some of the policies on the Company's Conduct with its stakeholders, including grievance mechanisms are placed on the Company's website. Here are link to grievance redressal mechanisms for investors <https://www.aavas.in/details-of-debenture-trustee-rta-and-grievance> and for customers <https://www.aavas.in/resource/grievance-redressal-policy>. The Company has constituted a Stakeholder Relationship Committee for redressal of grievances of its security holders. In addition, there are internal policy placed on the intranet of the Company for redressal of grievances of employees.

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

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

S. No. identified	Material issue	Risk or opportunity	Rationale for identifying the risk / opportunity	Approach to adapt or mitigate	Positive & Negative Implications
1.	Affordable Housing	Opportunity	Affordable Housing is the need of hour. The government has acted as a facilitator to make the segment an alluring venture for private developers and introduced several incentives and schemes over the years.	The Company possesses strong customer assessment standards which helps to moderate risks. Measures for risk mitigation include verification of credit history from credit information bureaus, probability of default assessment etc.  The Company has maintained a lower delinquency percentage, compared to the industrial average, particularly in the affordable segment.	Positive: India's urban population is estimated to double between 2018 and 2050. This shall be coupled with rising per capita income and nuclearization of families, which gives immense scope to company under Affordable Housing.
2.	Lending to Lower and Middle level customers having un-documented Income.	Risk	Company is primarily working with Lower and Middle level customer from under-served and un-served areas, which largely comprises un-documented Income.	Company has created a robust risk management framework with the help of technology and analytics.  Company has Strong underwriting skills which helps to mitigate credit risks. Using conservative loan to value parameters and strong customer assessment standards also support company to mitigate credit risk.	Negative: Undocumented history of receiving income makes it difficult to determine ability of customers to receive stable income, in future.
3.	Corporate Social Responsibility	Opportunity	Social welfare activities undertaken by a Company not only improves its corporate goodwill and social reputation, but also helps a Company to resonate with community sentiments and aspirations, which helps in its sustainable growth in the longer run.	The Company recognizes the importance of being socially responsible and making a difference in lives of people. The Company implements its CSR initiatives through Aavas Foundation as well as other implementing partners. For further details, kindly refer to Annexure 9 of the Director's Report.	Positive: Social activities help build constructive reputation and public trust.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes, all corporate governance policies of the Company are approved by the Board.								
c. Web Link of the Policies, if available	www.aavas.in								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes, the Company has translated the policies as applicable and imbibed the same into procedures and practices in all spheres of activities that the Company undertakes.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes. Scope of some key policies, such as Environment and Social Policy, Vishakha Policy and Vigil Mechanism is broad enough to cover value chain partners as well within their ambit.								
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.	Not Applicable.								

### 5. Specific goals, commitments, targets set by the entity: (In regard to all of the 9 principles)

- Housing for All: To empower and upgrade lives of low- and middle-income households by providing them accessible home loans and setting pioneering benchmarks in unserved and underserved markets. The Company is expanding its branch network and penetrating more geographies and segments where there is need for affordable housing finance.
- The Company is committed to working towards a sustainable pathway and it is keen to increase its financing towards customer who wish to build green and sustainable homes. The Company is also working towards transition to environment friendly and sustainable office buildings in a phased manner.
- We believe in nurturing employees to perform passionately with a sense of ownership. The Company is committed to improve employee satisfaction, career development and increased diversity and inclusion at workplace, though improved policy level framework and implementation.
- Under CSR, the Company is committed to scaling up its existing programs, to reach more and more areas and touch more lives, while also constantly engaging with existing beneficiaries to bring real impact in their lives.

### 6. Performance of the entity against specific commitments, goals, targets:

- The Company has increased its branch network and is serving more than 1,29,000+ active customers.
- The Company is now proud to be certified for "Great Place To Work", which is symbolic of sustained high trust and high-performance culture across the organization. We have started recruitment of differently abled persons and are also making efforts towards diversity and inclusion, with increasing presence of women at all levels, and especially at the higher levels of managerial hierarchy.
- The Company is gearing up for deepening its environmental commitments by promoting energy efficient and sustainably constructed homes. The Head Office building of the Company is certified with LEED Silver Certification.
- Under CSR, the Company has been improving lives and supporting dreams of numerous rural women, construction workers, children, and rural youth. It has touched 16 lakh+ lives in the last two years.

## Governance, leadership and oversight

### 7. Director's Statement

This journey of bringing smiles on millions of faces began with the inception of Aavas itself, as the values of compassion, kindness and philanthropy were embedded into our core values. We have always encouraged a culture of community service and consciousness towards social causes. In fact, during the COVID-induced humanitarian crisis, we witnessed commendable voluntarism from our employees towards mitigating the crisis.

In 2019, we gave a more concrete and independent form to our social welfare endeavors with the establishment of Aavas Foundation. At present, the Company undertakes developmental and welfare activities directly or through Aavas Foundation. We are keen on playing our part as social organization, by taking some significant steps towards good governance customer happiness, employee wellbeing, and environmental care, in addition to philanthropic initiatives.

For top 1000 listed companies, Business Responsibility and Sustainability Reporting (BRSR) was declared voluntary for financial year 2021-22. However, at Aavas it was a collective decision to voluntarily adopt BRSR ahead of the schedule. This report illustrates how we bring our mission to life through business; it covers our Environmental, Social and Governance (ESG) activities, performance, and approach for Financial year 2021-22.

### 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Mr. Sushil Kumar Agarwal Managing Director and CEO Telephone number: 0141-4659239 Email: md@aavas.in	DIN: 03154532
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### 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 Managing Director and senior management of the Company monitors various aspects of social, environmental, governance and economic responsibilities of the Corporation on a continuous basis. The Company's business responsibility performance is reviewed by the Board of Directors on an annual basis. Our Managing Director and CEO oversees overall BR of the Company. The BR performance of the Company is assessed by the Risk Management Committee.

### 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)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Company periodically reviews all policies and necessary changes are made to the policies and processes as per the need.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company adheres to the existing regulations as applicable.																	

### 11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

No. The processes and compliances, however, may be subject to scrutiny by internal auditors and regulatory compliances, as applicable. From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by the senior management and the Board.

12. If the answer to any of the above question is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

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

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

### 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 programs on any of the principles during the financial year:

The Company has been organizing regular in-house training programs for all employees at all levels besides also nominating employees to attend external training programs across various specialized functions. Further, the Company sponsors its employees to pursue professional courses from reputed institutions to ensure career enrichment and personal development.

The Company provides induction training to all its new recruits to help them better understand the mission, vision, and values of the Company and to help them align with its culture. Due to the pandemic induced lock-down the Company started conducting the Induction program virtually. In these virtual sessions we took new employees through the Aavas journey, HR Policies, Housing Industry, Product Knowledge, Customer Service, and many other aspects.

‘Gurukul Monday Morning Learning Hour’ is a regular practice within the Company for dissemination of new process upgrades, product launches, motivational webinars, and POSH trainings. ‘Parivartan’ has been launched as a management development program designed for enhancing the skills of mid-level managerial cadre. This is a three-day residential program with special focus on interpersonal skills, leadership, motivating and inspiring teams, effective conflict management and people development. Besides the above, the Company organizes several other training programs across different departments and cadres, such as the Training the Trainer Program, the Branch Head Orientation and Onboarding Program, the Step-Up Program for frontline sales team, the RO Nurturing Program etc.

Segment	Total number of trainings and awareness programs held	Topics / principles covered under the training	% of persons in respective category covered by the awareness programs
Board of Directors Key Managerial Personnel	total 177 hours	High Impact Leadership Development, Objective & Key Results (OKR) Strategic Meet and Familiarization Program for Independent Directors	100%
Employees other than BoD and KMPs	total 45,899 hours	Objective & Key Results (OKR) training, Monday Morning Learning Hour, IIM, edX, Parivartan, Induction, Refresher Training, Train the Trainer etc.	100%
Workers	NA	NA	NA



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

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	-	-	-	-
Settlement	Nil	-	-	-	-
Compounding fee	Nil	-	-	-	-

Non-monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	-	-	-
Punishment	Nil	-	-	-

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
-	-

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 put in place an Anti-bribery and Corruption Policy. The Policy has been developed in alignment with its Code of Conduct and various other policies, as well as rules and regulations on anti-bribery and anti-corruption in India. The Policy states that the Company shall have zero tolerance towards bribery and corruption. The Policy applies to all individuals working at all levels and grades including directors, senior management, employees, and all other persons directly associated with the Company. The policy is available on the website of the Company at [www.aavas.in](http://www.aavas.in).

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

	FY 2021-22	FY 2020-21
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

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

	FY 2021-22		FY 2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	-	-	-	-

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

Not Applicable.

## Leadership Indicators

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

During the year under review, two 'Green Samvaad' sessions were held for Aavas Mitra, i.e. building contractors, masons, etc. with the aim of providing awareness and training on green homes and usage of environment-friendly material for building such homes. A total of 62 persons attended the two sessions.

## 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.

The Code of Conduct of the Company addresses the issue of Conflict of Interest among Board of Directors. Under the said code, the Board of Directors and Senior Management Personnel are prohibited from engaging in any transaction or activity that may conflict with interests of the Company. They are also prohibited from taking up outside employment, as well as any position or engagement that may be prejudicial to the interests of the Company. Here is a link to the Code of Conduct on website: <https://www.aavas.in/code-of-conduct>.

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

## Essential Indicators

## 1. Percentage of R&amp;D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&amp;D and capex investments made by the entity, respectively:

	Current	Previous	Details of improvements in environmental and social impacts
	Financial Year	Financial Year	
R&D	-	-	<b>Green Housing Program:</b> The Company has taken an important step towards climate action and sustainable use of natural resources. Under this program, the Company in partnership with International Finance Corporation (IFC), a member for the World Bank Group, is conducting a comprehensive scrutiny of viability for affordable 'green homes' in India. The intention is to tap into the potential for emissions reduction and sustainable use of water and electricity with the help of environment friendly architecture of individual homes. The study aims to create a demonstrable example for affordable green housing for lower- and middle-income households (including women).
Capex	-	-	Given the nature of business of the Company, the relevance of the above is largely restricted to information technology (IT) capex. In FY 2021-22, close to 1.2% of the total revenue was incurred towards IT hardware and software, which facilitated enhanced digital initiatives of the Company. This not only brought in increased efficiencies but also reduced the Company's paper usage across its operations.

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

Yes. As the nature of business of the Company is providing housing finance, at a corporate level, consumption of resources is limited to running the operations. The Company, however, extensively monitors energy consumption and waste generation as a part of its sustainability roadmap. The Company has equipped all its branches with energy saving IT equipment, power saving lamps, high end copier machines and digitized operations with minimal paperwork. The Company's web portal as well as mobile application facilitates online application of home loans to save time, energy, and resources in disbursement process.

**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.**

As the nature of business of the Company is providing housing finance, there is no hazardous waste and the only key waste products are paper, plastic and e-waste. In the Current Financial year, approximately 5.364 metric tonnes of waste was generated at the Head Office out of which 1.696 metric tonnes of plastic waste was put to reuse. The Company engages with certified e-waste handlers for disposal of e-waste.

**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.**

Not Applicable.

**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?**

The primary business activity of the Company is providing housing finance. The loan cycle is a sequential process ranging from sourcing of the loan to approval, disbursement, servicing, and repayment of the loan.

**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.**

Not applicable.

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

Not Applicable.

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

Not Applicable.

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

Not Applicable.

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

**Essential Indicators**

**1. a. Details of measures for well-being of employees.**

The Company is now "Great Place To Work" certified, with a wide range of employee wellbeing initiatives, taking care of social security, physical and mental wellbeing of employees as well as their families. The Company has a Group Term Life Insurance Policy and Medisave policy covering its eligible employees.

During Covid second wave outbreak, the Company prioritized safety of its employees, by allowing them to work from home and take care of themselves and their families. The Company empaneled a doctor who was readily available on call or video

for employees seeking medical advice. The Company also made sincere efforts to reach out to its employees and enquire about their wellbeing through direct calling.

The Company also organized various online educative webinars to boost the morale of its employees during those trying times, including motivational seminars, yoga and meditation sessions, financial planning under the National Pension Scheme, Online Masala Bhangra, Virtual Marathon, Weight Loss Challenge, Aavas Kitchen Championship, and drawing competitions. The Company also organized a Cyclothon for its employees.

Category	% of employees covered by										
	Total	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care Facilities	
		Number	%	Number	%	Number	%	Number	%	Number	%
<b>PERMANENT EMPLOYEES</b>											
Male	5,048	4,845	95.98	5,048	100	NA	NA	5,048	100	NA	NA
Female	174	156	89.66	174	100	174	100	NA	NA	NA	NA
Total	5,222	5,001	95.77	5,222	100	174	100	5,048	100	NA	NA
<b>OTHER THAN PERMANENT EMPLOYEES</b>											
Male	1,157	1,157	100	1,157	100	NA	NA	1,157	100	NA	NA
Female	49	49	100	49	100	49	100	NA	NA	NA	NA
Total	1,206	1,206	100	1,206	100	49	100	1,157	100	NA	NA

**b. Details of measures for wellbeing of workers**

Category	% of employees covered by										
	Total	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care Facilities	
		Number	%	Number	%	Number	%	Number	%	Number	%
<b>PERMANENT WORKERS</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>OTHER THAN PERMANENT WORKERS</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**2. Details of retirement benefits for current and previous financial year.**

Benefits	FY 2021-22			FY 2020-21		
	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/N.A.)	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/N.A.)
PF*	98	NA	Y	99	-	Y
Gratuity	100	NA	-	100	-	Y
ESI**	74	NA	Y	64	-	Y
Others	-	NA	-	-	-	-

\*All employees except management trainees and apprentices are covered for PF benefits.

\*\*All employees are eligible for coverage under ESIC whose gross salary is less than or equal to ₹ 21,000/- per month or as per the ESIC Act..

3. Are the premises / offices of the entity accessible to differently abled employees, 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.

The head office of the Company has ramps and elevators for easy movement of persons with disabilities. The Company also maintains application forms in Braille to cater to the special needs of visually impaired customers. Information and communication technology is accessible to all, including disabled persons, with the help of digitized operations.

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 believes in equal opportunity for all its employees and is committed to an inclusive work environment free from any kind of discrimination, and this practice has been duly incorporated in its Equal Opportunity Policy, which is available on the website of the Company at [www.aavas.in](http://www.aavas.in). The Company values and welcomes diversity and does not treat anybody differently based on their race, sex, caste, religion, disability, or age.

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%	100%	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

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

	Yes/No (If Yes, then give the details of the mechanism in brief. )
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	Yes, the Company has put in place an Employee Grievance Redressal Policy to ensure that all communication channels are open and receptive, and all employees have an adequate opportunity to express their grievances. The Policy lays down a mechanism where on the primary level, an effort is made to resolve grievances through informal discussions, failing which, there is a time-bound three-tier grievance redressal mechanism. This mechanism has been approved by the Board and is communicated to all employees.
Other than Permanent Employees	

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

The Company does not have any employee associations. The Company, however, recognizes the right to freedom of association and does not discourage collective bargaining.

Category	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category who are part of association or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category who are part of association or Union (D)	% (D/C)
Total Permanent Employees			NA			
Male			NA			
Female			NA			
Total Permanent Workers			NA			
Male			NA			
Female			NA			

8. Details of training given to employees:

Category	FY 2021-22 Current Financial Year					FY 2020-21 Previous Financial Year				
	Total	On health and safety measures		On Skill Upgradation		Total	On health and safety measures		On Skill Upgradation	
		No.	%	No.	%		No.	%	No.	%
<b>Employees</b>										
Male	6,428	6,428	100	6,428	100	5,679	5,679	100	5,509	97
Female										
Total										
<b>Workers</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

All employees undergo an annual performance appraisal process based on their defined KRAs and ratings are being given on a 5-point scale, based on which their increments and bonus are decided.

Category	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
	Total	No.	%	Total	No.	%
<b>Employees</b>						
Male	6,205	6,205	100%	5,486	5,486	100%
Female	223	223	100%	193	193	100%
Total	6,428	6,428	100%	5,679	5,679	100%
<b>Workers</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

**10. Health and safety management system:**

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).  
If yes, the coverage such system?

Owing to the nature of the business, per se there are no occupational health and safety risks due to the nature of the work.

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

Given the nature of business, this is not directly applicable. However, considering the pandemic, the Company recognizes the risks of infections that could take place in the office premises. To minimize these risks, the Company took necessary precautions at all its offices and branches.

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

Given the nature of business, this is not directly applicable and as such, there are no workers employed by the Company.

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

Yes, all employees of the Company are covered under the Company's health/accidental/term life insurance policy.

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

Safety Incident/Numbers	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Permanent Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Permanent Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Permanent Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Permanent Employees	Nil	Nil
	Workers	NA	NA

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

The Company ensures a safe and healthy workplace for comfort and wellbeing of all its employees. The Company's head office building, which is the center point of all our operations and from where a major portion of our back-office workforce operates, has been certified with LEED Silver Certification. The Company has also been certified "Great Place to Work" certified for its endeavors towards welfare and wellbeing of its employees.

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

	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
	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	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

## 14. Assessments for the year:

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

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

No corrective action plan has been necessitated on the above-mentioned parameters.

## Leadership Indicators

## 1. Does the entity extend any life insurance or any compensatory package in the event of death of Employees?

Yes. The Company has health/accidental/term insurance policy which provides insurance coverage for eligible employees, and adequate safeguard to families of deceased employees.

## 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 ensures that statutory dues as applicable to transactions within the remit of the Company are deducted and deposited in accordance with prevailing regulations. The Company expects its value chain partners to uphold business responsibility principles and values of transparency and accountability.

## 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 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
	Employee	Nil	Nil	Nil
Workers	NA	NA	NA	NA

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

No.

## 5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners)
Health and safety practices	The Company expects all its value chain partners to follow existing regulations with regard to health, safety and working conditions. Our Environment & Social Policy has a prohibited activities list, which lays down certain activities that do not qualify for financing such as child labor, forced labor, etc.
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.

No corrective action plan has been necessitated on the above-mentioned parameters.



**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.**

Any individual or group of individuals that adds value to the business chain of the Company is identified as a key stakeholder. This inter alia includes customers, employees, shareholders, partners, and communities.

**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 or marginalized group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/Half year, Quarterly, others- please specify)	Purpose and scope of engagement, key topics and concerns raised during such engagement
Customers	Yes, if they qualify based on specific criteria such as income, gender, etc.	Physical- Branches, notice board, pamphlets, personal visits, letters Digital/Electronic- Mobile app, website, email, SMS, customer care	Need basis	Stay in touch with the customer throughout the life cycle of the loan, address any issues that the customer may have, and periodic update about Company's progress.
Employees	No	Direct interactions and other communication mechanisms such as email, SMS, HRMS portal & App., webinars, awards & recognition programs, appraisal process, employee engagement initiatives	Regular and need basis	Focus to provide an exciting workplace, generate stable employment and improve productivity
Shareholders	No	Annual General Meeting, Annual Report, Website, Quarterly Earning Calls, Regular investor meetings/ calls, Stock Exchange Disclosures, Social/Print Media	Frequent and as per regulatory requirements	Update on Company's performance and milestones, adherence to regulatory compliances, in true spirit of transparency & governance.
Partners	No	Regular meetings, emails, SMS, phone calls, and Mobile App.	Ongoing and need basis	To increase reach and enhance business.
Communities	Yes	Directly and through implementing agencies.	Ongoing and need basis	To support the sustainable growth of communities through continuous engagement.

**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 Board and its various Statutory Committees are kept abreast on various developments and feedback on economic, environmental, and social topics on a quarterly basis through constant and proactive interactions with our key stakeholders.

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.

The Company believes that by catering to the financing needs of low-income and middle-income groups and enabling these communities to become homeowners, it per se fulfills a key social objective. The Company engages with various stakeholders for expanding its reach and fostering sustainability. The Company recognizes that it is still in a formative phase on various evolving aspects of ESG. Hence, it has also been engaging with several ESG consultants, and experts, which helps to better understand expectations of stakeholders and benchmark against best practices.

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

The Company not only provides affordable home loans, but also directly engages with these customers, and encourages their financial inclusion. The Company raised ₹ 360 crore Social Masala Bond from British International Investment (erstwhile known as CDC Group) to finance women-owned property loan portfolio and thereby address gender inequity in home ownership in India. This represents the Company's commitment for sustainable development across communities.

## Principle 5: Businesses should respect and promote human rights

### Essential Indicators

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

The Company has Board approved Code of Conduct, Human Rights Policy, Equal Opportunity Policies and other best practices/policies around human rights to ensure dignity, fair practices, equal opportunity and absence of all forms of discrimination at workplace. Regular trainings and communications are done for the employees to educate them about the above practices/policies.

The Code of Conduct is communicated to all new employees at the time induction and is also available on the website of the Company <https://www.aavas.in/code-of-conduct>. New joinees are also provided training on Vishakha Policy against Sexual Harassment. In the Financial Year under review, 64 Prevention of Sexual Harassment (POSH) trainings were provided to 1904 employees. In addition to this, one Pan-India refresher training on POSH was organized virtually for all employees. Moreover, one training session was also organized for to all central and regional members of Internal Complaints Committee (ICC) which has been set up to investigate grievances under Vishakha Policy.

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. of employees trained	%	Total Employees	No. of employees trained	%
<b>Employees</b>						
Permanent	6,428	6,428	100	5,679	3,276	58
Other than Permanent						
Total Employees						
<b>Workers</b>						
Permanent	NA	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

Category	FY 2021-22 Current Financial Year					FY 2020-21 Previous Financial Year				
	Total (A)	Equal Minimum Wage		More than Minimum Wage		Total (D)	Equal Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Permanent	5,222	40	0.77	5,182	99.23	4,336	0	0	4,336	100
Male	5,048	39	0.77	5,009	99.23	4,223	0	0	4,223	100
Female	174	1	0.57	173	99.43	113	0	0	113	100
Other than permanent	1,206	6	0.50	1,200	99.50	1,343	17	1.27	1,326	98.74
Male	1,157	5	0.43	1,152	99.57	1,263	17	1.35	1,246	98.65
Female	49	1	2.04	48	97.96	80	0	0	80	100
<b>Workers</b>										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

The remuneration paid to the Directors is in line with the Remuneration Policy of the Company which is available on its website at <https://www.aavas.in/remuneration-policy>.

	Male		Female	
	Number	Median remuneration of respective category	Number	Median remuneration of respective category
Board of Directors (BoD)*	7	₹ 24,00,000	2	₹ 24,00,000
Key Managerial Personnel	2	₹ 1,06,20,099	-	-
Permanent Employees other than BoD and KMP	5,045	₹ 1,99,791	174	₹ 1,94,657

\*Mr. Sushil Kumar Agarwal (Managing Director & CEO) is categorized as part of Board of Director for the purposes of this table.

## 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, Vishakha Committee has been set up under the Vishakha Policy to look into complaints of sexual harassment at workplace.

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

The Company has in place grievance redressal mechanisms for its respective stakeholders such as customers, employees, shareholders, and others. All the grievance redressal mechanisms are available on the Company's website <https://www.aavas.in/> and intranet portal of the Company.

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

	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	No complaints received during the year.	Nil	Nil	No complaints received during the year.
Discrimination at workplace	Nil	Nil		Nil	Nil	
Child Labour	Nil	Nil		Nil	Nil	
Forced Labour/Involuntary Labour	Nil	Nil		Nil	Nil	
Wages	Nil	Nil		Nil	Nil	
Other human rights related issues	Nil	Nil		Nil	Nil	

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

The Company has in place a Human Rights Policy, Equal Opportunity Policy and Vishakha Policy which provides a mechanism to prevent discrimination and harassment at workplace. As per the policies, all the disclosures made shall be treated as sensitive and non-retaliatory.

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

Yes, in certain business agreements and contracts where relevant.

## 9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	The Company is in compliance with the laws as applicable.
Forced/involuntary labour	
Sexual Harassment	
Discrimination at Workplace	
Wages	
Others-please specify	

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

Nil

## Leadership Indicators

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

There has been no case of human rights grievances/complaints; hence, no changes to the business process.

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

The Company has incorporated a culture where its employees and directors feel free to raise any concerns about wrongful conduct, with the help of its Whistle-blower Policy. The said policy provides a Vigilance Mechanism to channelize reporting of instances of wrongful conduct. The Audit Committee oversees the Vigil Mechanism. Employees have been facilitated direct access to the Chairperson of the Audit Committee if need be.

**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?**

The head office of the Company has ramp for easy movement of differently abled visitors. Most of the branches are on ground floors or have elevators and infrastructure for differently abled visitors. The Company also maintains application forms in Braille to cater to the special needs of visually impaired customers.

**4. Details on assessment of value chain partners:**

% of value chain partners (by value of business done with such partners) that were assessed	
Child Labour	The Company expects its value chain partners to adhere to the same values, principles and business ethics upheld by the Company in all their dealings. No specific assessment in respect of the value chain partners has been carried out.
Forced/involuntary labour	
Sexual Harassment	
Discrimination at Workplace	
Wages	
Others-please specify	

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

No corrective action was necessitated.

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

**Essential Indicators**

**1. Details of total energy consumption and energy intensity, in the following format:**

The Company is service-oriented and in the business of providing housing finance, therefore, there is no significant consumption and energy intensity. However, as a proactive and responsible corporate, the Company tracked energy consumption and other indicators during the year under review.

Parameter	FY 21-22 Current Financial Year (in MT Co2 -e)	FY 2020-21 Previous Financial Year
Total electricity consumption (A)	1,906.73	-
Total fuel consumption (B)	10,622.85	-
Energy consumption through other sources (C)	4.64 (Diesel Generators)	-
	6.60 (HVAC Systems)	-
Total energy consumption (A+B+C)	12,540.82	-
Energy Intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	-	-
Energy Intensity (optional)- the relevant metric may be selected by the entity	-	-

**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, the assessment was carried out by Carbon Consultant firm, Kamal Cogent Energy Pvt. Ltd. for the year under review.

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.

Not Applicable.

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

The Company's usage of water is restricted to human consumption purposes only. Further, efforts have been made to ensure that water is consumed judiciously. In the head office, censor taps are used in washrooms to economize water consumption.

Parameter	FY 21-22 Current Financial Year	FY 2020-21 Previous Financial Year
<b>Water Withdrawn from source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater (borewall)	-	-
(iii) Third party water	-	-
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	-	-
<b>Total volume of water consumption (in kiloliters)</b>	-	-
<b>Water intensity per rupee of turnover (Water consumed/turnover)</b>	-	-
<b>Water intensity (optional)- the relevant metric may be selected by the entity</b>	-	-

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

No.

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

No.

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

Parameter	Please specify unit	FY 21-22 Current Financial Year	FY 2020-21 Previous Financial Year
NO <sub>x</sub>	NA	NA	NA
SO <sub>x</sub>	NA	NA	NA
Particulate matter (PM)	NA	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

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

Parameter	Unit	FY 21-22	FY 2020-21
		Current Financial Year	Previous Financial Year
Total Scope 1 emissions	MT Co2	4.64	-
Total Scope 2 emissions	MT Co2	1,913.33	-
Total Scope 1 and Scope 2 emissions per rupee of turnover	-	-	-
Total Scope 1 and Scope 2 emissions intensity	-	-	-

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

The Company is endeavoring to minimize its GHG emissions where feasible. The Head Office building of the Company has recently been certified with LEED Silver Certification. Further, through its Corporate Social Responsibility initiatives, the Company has undertaken various projects on environmental sustainability such as reforestation, investment in clean energy, and study on green homes. Detailed information on these projects is provided under Annex 8 of this Report.

Savings from	Carbon Reduction (MT Co2e)
275 kWh solar panels	351.00
12,000+ tree plantations	612.77
<b>Total Savings</b>	<b>962.77</b>

## 8. Provide details related to waste management by the entity:

As the nature of business of the Company is providing housing finance, the only key waste products are paper, plastic and e-waste. The Company engages with certified e-waste handlers for disposal of e-waste.

Parameter	FY 21-22	FY 2020-21
	Current Financial Year	Previous Financial Year
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	5.364*	-
E-waste (B)		-
Bio-medical waste (C)	NA	-
Construction and demolition waste (D)	NA	-
Battery waste (E)	NA	-
Radioactive Waste (F)	NA	-
Other hazardous waste. Please specify if any. (G)	NA	-
Other non-hazardous waste generated. Please specify, if any. (H)	NA	-
<b>Total</b>	<b>5.364</b>	<b>-</b>

For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations in metric tonnes

Category of Waste		
(i) Recycled	NA	-
(ii) Re-used	1.696	-
(iii) Other Recovery Operations	NA	-
<b>Total</b>	<b>1.696</b>	<b>-</b>

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

(i) Incineration	NA	-
(ii) Landfilling	NA	-
(iii) Other disposal operations	NA	-
<b>Total</b>	<b>NA</b>	<b>-</b>

\* Computed only for the Head Office of the Company.

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

No.

9. 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.

There is no usage of of toxic and hazardous chemicals by the Company. The only key waste products are paper, plastic and e-waste. In the Financial year under review, approximately 5.364 metric tonnes of waste was generated at the Company's Head Office, out of which 1.696 metric tonnes of plastic waste was put to reuse. The Company engages with certified e-waste handlers for disposal of e-waste.

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

All the offices as well as branches of the Company are in premises which have the requisite building permits, including environmental approvals.

S.No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and the corrective actions taken if any.
-	-	-	-

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

Not applicable.

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
-	-	-	-	-	-

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N).

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

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



## Leadership Indicators

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

Parameter	FY 21-22	FY 2020-21
	Current Financial Year	Previous Financial Year
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D)	1,906.73 MT Co2 -e	-
Total fuel consumption (E)	10,622.85 MT Co2 -e	-
Energy consumption through other sources (F)	4.64 MT Co2 -e (Diesel Generators) 6.60 MT Co2 -e (HVAC Systems)	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>12,540.82 MT Co2 -e</b>	-

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, the assessment was carried out by Carbon Consultant firm Kamal Cogent Energy Pvt. Ltd. for the year under review

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

Parameter	Unit	FY 21-22	FY 2020-21
		Current Financial Year	Previous Financial Year
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	12,463.5*	-
<b>Total Scope 3 emissions per rupee of turnover</b>	-	-	-
<b>Total Scope 3 emission intensity</b> (optional) – the relevant metric may be selected by the entity	-	-	-

\*Being 1,709.31 MT Co2 -e from Purchased Goods across all branches, 10,622.85 MT Co2 -e from Employee Commutes across all branches and 131.34 MT Co2 -e Waste generated from Head Office.

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

Yes, the Company has a Board approved Business Continuity Management Policy (BCMP) which focuses on safety and protection of people, minimizing damages and liabilities, timely recovery of critical business processes at all the offices to provide continuous service to customer.

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

Given the nature of the Company's business, there has been no adverse impact on environment.

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

Not Applicable.

## 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 a member of 2 trade/industry chamber/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.	The Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National
2.	PHD Chamber of Commerce and Industry (PHD Chamber).	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.

Not applicable.

Name of authority	Brief of the case	Corrective action taken
-	-	-

### Leadership Indicators

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

The Company does not take part in any lobbying and has not propagated any public policy positions.

## 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.

Not Applicable

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
-	-	-	-	-	-

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

Not Applicable

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 ₹)
-	-	-	-	-	-	-

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

The Company has various mechanisms in place to receive and redress grievances of its various stakeholders. Details of such mechanisms and policies is given elsewhere in this report.

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

Not Applicable

	FY 21-22 Current Financial Year	FY 2020-21 Previous Financial Year
Directly sourced from MSMEs/ small producers	-	-
Sourced directly from within the district and neighboring districts	-	-

**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):**

Not Applicable

Details of negative social impact identified	Corrective action taken
-	-

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

Nil.

S. No.	State	Aspirational District	Amount Spent (₹)
-	-	-	-

**3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) (b) From which marginalized /vulnerable groups do you procure? (c) What percentage of total procurement (by value) does it constitute?**

We do not have preferential procurement policy. However, during Covid-19 second wave, we procured 50,000+ cloth masks from rural women for distribution within the community, providing them with a source of livelihood during challenging times. We also procured 2,800+ aprons from these rural women for distribution among construction workers.

**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:**

Not Applicable.

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

Not Applicable.

## 6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Rural Development <ul style="list-style-type: none"> <li>Vishwakarma</li> <li>Gram Siddhi</li> <li>Community Infrastructure</li> </ul>	16 Lakh+	100%
2.	Education & Holistic Development <ul style="list-style-type: none"> <li>Road Safety Awareness and Helmet Distribution</li> <li>Cyber, Digital and Social Media Security and Awareness</li> <li>Program 'Daksha'</li> <li>Kheloday</li> </ul>	(Details of the number of persons benefitted under each CSR project is given under Annex 8 of the Directors' Report.)	(The primary object of our CSR programs of the Company is to support and upgrade lives of marginalized and vulnerable communities such as rural women, disabled women, rural youth, construction workers, children etc. We strive to improve the socio-economic condition of these communities.)
3.	Environment Protection <ul style="list-style-type: none"> <li>Green Initiatives- reforestation and solar power</li> <li>Green Housing Program</li> </ul>		

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

## Essential Indicators

## 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback

The Company has put in place a Grievance Redressal Policy for prompt and effective redressal of customer complaints. The said Policy is available on the website of the Company at <https://www.aavas.in/resource/grievance-redressal-policy>.

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

As a percentage to total turnover	
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	All our loan products and Most Important Terms & Conditions (MITCs) are completely transparent and disclose all product related details.
Recycling and/or safe disposal	

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

	FY 2021-22 (Current Financial Year)		Remarks	FY 2020-21 (Previous Financial Year)		Remarks
	Received	Pending resolution		Received	Pending resolution	
Data privacy						
Advertising						
Cyber-security						
Delivery of Essential Services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

Not applicable.

	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

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

Yes, the Company has a framework and policy on cyber security and risk related to data privacy. The IT Strategy Committee of the Company takes care of cyber security framework and policies. Information Security Audit is conducted by Information Security Auditor of the Company and Audit Report is placed before the Audit Committee.

**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 penalties/regulatory action has been levied or taken on the above parameters.

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

Detailed information relating to all financial products and services provided by the Company is available on the Company's website, <https://www.aavas.in/product>. In addition, the Company actively uses various social media and digital platforms to disseminate information on its products and services.

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

The Company has a Fair Practices Code, KYC Policy, Most Important Terms & Conditions, Schedule of Charges and the said are available at all the branches as well as on the Company's website for transparent and responsible dealings with its customers.

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

In the event of any disruption/discontinuation of essential services, the Business Continuity and Management Plan (BCMP) gets activated and as per the process, we approach the customer through physical and digital mode.

**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. 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, in compliance with all the statutory requirements, the Company displays the information related to its products/services at the branches. Further, Company has also provided the said details on the website of the Company over and above the statutory requirements.

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

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

b. Percentage of data breaches involving personally identifiable information of customers: Not Applicable