

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT **2024 - 2025**



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

1.	Corporate Identity Number (CIN) of the Listed Entity:	L65922RJ2011PLC034297
2.	Name of the Listed Entity:	Aavas Financiers Limited
3.	Year of incorporation:	2011
4.	Registered office address:	201-202, 2 nd Floor, Southend Square, Mansarovar Industrial Area, Jaipur - 302020, Rajasthan, India
5.	Corporate address:	Same as above
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 2024-25
10.	Name of the Stock Exchange(s) where shares are listed:	Equity shares are listed on National Stock Exchange of India Limited (NSE) & BSE Limited.
11.	Paid-up Capital:	₹ 79,15,36,650/- as on March 31, 2025
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR report:	Mr. Sharad Pathak Chief Compliance Officer Email- investorrelations@aavas.in
13.	Reporting boundary:	The disclosures made in this report are on a standalone basis and pertains to Aavas only.
14.	Name of assessment or assurance provider:	Grant Thornton Bharat LLP
15.	Type of assessment or assurance obtained:	Limited Assurance (attached as Annexure- A)

II. PRODUCTS/SERVICES

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

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

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

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

III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	N.A.*	404	404**
International		-	-

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

**The Company has 397 branches and 7 offices then the total number of offices will be 404.

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

Location	Number
National (No. of States)	14
International (No. of Countries)	Nil

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

The Company operates solely within India, with no business activities beyond its border. Consequently, exports do not contribute to the entity's total turnover.

c. A brief on Types of Customers

The Company is dedicated to providing home financing solutions to communities that have historically been underserved, unserved or overlooked by traditional financial institutions. It strategically focus on meeting the housing needs of low and middle-income families, particularly in semi-urban and rural areas. By concentrating on this niche market, it bridges a vital gap in the housing finance sector and extend access to homeownership for those often overlooked by larger lenders.

The average ticket size is ₹ 9.70 Lakh and the average tenure of the loan is 16.24 years.

Category	% of AUM in FY 2024-25
Salaried Customers	39.80%
Self-employed Customers	60.20%

Category	Income Per Annum	% of AUM in FY 2024-25
Economical Weaker Section	Up to ₹ 3 Lakh	17.30%
Low Income Group	More than ₹ 3 Lakh up to ₹ 6 Lakh	35.50%
Middle Income Group	More than ₹ 6 Lakh up to ₹ 18 Lakh	35.30%
High Income Group	More than ₹ 18 Lakh	11.90%

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	7,233	6,823	94.33%	410	5.67%
2.	Other than Permanent (E)	2,195	2,069	94.26%	126	5.74%
3.	Total Employees (D+E)	9,428	8,892	94.31%	536	5.69%
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)	2	2	100%	0	0%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	Total Differently Abled Employees (D+E)	2	2	100%	0	0%
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

21. Participation/Inclusion/Representation of Women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors (BOD)	9	2	22.22%
Key Management Personnel (KMP)	4	0	0%

22. Turnover rate for permanent employees and workers:

Particulars	FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	50.87%	41.02%	50.40%*	52.62%	34.55%	51.80%	47.58%	28.30%	46.86%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

*The same has been calculated as per the SEBI Guidance Note.

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

23. 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 *	NA	Nil	No

*The Subsidiary Company has received a final order for dissolution from National Company Law Tribunal (NCLT) on January 28, 2025. As on March 31, 2025 the Company does not have any subsidiaries.

VI. CSR DETAILS

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

(ii) Turnover (in ₹): 2,358.42 crore

(iii) Net worth (in ₹): 4,360.83 crore

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy) *	FY 2024-25 Current Financial Year			FY 2023-24 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	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	Yes	Nil	Nil	-	Nil	Nil	-
Shareholders	Yes	Nil	Nil	-	Nil	Nil	-
Employees	Yes	Nil	Nil	-	Nil	Nil	-
Customers	Yes	400	Nil	-	380	Nil	-
Value Chain Partners	Yes	Nil	Nil	-	Nil	Nil	-

*The Company's policies regarding conduct with its stakeholders, including the grievance mechanisms are available on its website. The link to grievance redressal mechanisms for investors: <https://www.aavas.in/details-of-debenture-trustee-rta-and-grievance>, 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. Additionally, internal policies regarding grievance redressal of employees are available on the Company's intranet.

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

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

S. No	Material issue identified	Indicate whether risk or Opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive & negative implications)
1.	Affordable Housing- Lending to Lower and middle income customers with undocumented income.	Opportunity & Risk	Opportunity: Affordable housing has become a pressing need of the hour. The government has taken on the role of a facilitator, making this sector an attractive opportunity for private developers by introducing various incentives and schemes over the years. Risk: The Company primarily focuses on serving lower and middle-level customers from underserved and unserved regions, where a significant portion of the population has unrecorded income.	The Company employs robust customer assessment standards to effectively manage risks. Risk mitigation strategies include verifying credit histories through credit risk information bureaus and assessing the probability of default, among other measures. The Company has consistently maintained a delinquency percentage lower than the industry average, particularly within the affordable segment. Additionally, the use of conservative loan-to-value parameters, combined with rigorous customer assessment standards, further strengthens its ability to mitigate credit risk.	Positive: India's urban population is projected to double between 2018 and 2050, accompanied by an increase in per capita income and the growing trend of nuclear families. These factors create significant opportunities for the Company within the Affordable Housing sector. Negative: However, the absence of documented income history poses challenges in assessing customers' ability to maintain stable income in the future.

S. No	Material issue identified	Indicate whether risk or Opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive & negative implications)
2.	Financial and Digital Inclusion	Opportunity	The Company views financial and digital inclusion as a significant opportunity to broaden its reach, improve customer engagement, and make its services accessible to underserved communities, thereby promoting social equity.	The Company is steadily extending its reach, making deeper inroads into semi-urban and rural areas across India. It has also initiated a digital transformation by integrating Salesforce and Oracle into its systems. Additionally, the launch of the 'Go Green Initiative' marks a pivotal step towards adopting advanced technology to reduce paper usage in the loan processing workflow. The Company has initiated a pilot phase for E-signing in its loan documentation process.	Positive: Emphasizing financial and digital inclusion not only democratizes access to finance, enabling wider sections of the population to engage in the economy, but also fosters personalized and efficient service delivery, ultimately enhancing customer satisfaction.
3.	Diversity, Equity and Inclusion (DEI)	Opportunity	The Company is distinctively poised to lead in DEI, as its commitment to fostering a diverse and inclusive work culture reflects the diversity of its clientele. This alignment positions the Company for greater relevance in the affordable market and supports long-term growth.	The Company has implemented inclusive hiring strategies to recruit talent from various genders, cultural backgrounds, qualifications, and age groups. It also provides tailored mentorship programs, guarantees equal pay for equal work, and enforces fair promotion policies to retain and support its diverse workforce.	Positive: A workplace centered on DEI fosters a strong sense of belonging and mutual respect, boosting employee morale and satisfaction. Additionally, diverse teams contribute a wide range of perspectives and ideas, driving innovative solutions to complex financial challenges.
4.	Climate Change	Risk	Organizations involved in providing affordable housing finance face diverse risks associated with climate change. The Company acknowledges the environmental challenges linked to its lending and underwriting practices, while also identifying opportunities to address climate change by supporting sustainable projects and home loans.		
(a)	Physical Risk	Risk	Occurrence of extreme weather events like rising sea levels, floods, cyclones, tsunami etc.	The Company boasts a well-diversified portfolio spanning various geographies and segments, complemented by the digitization of its loan process and the adoption of a Business Continuity Management Policy (BCMP).	Negative: The potential erosion of capital, coupled with damage to infrastructure and assets, could result in financial losses for both the Company and its clients.
(b)	Transition Risk	Risk	Evolving regulatory frameworks and climate change policies may impose restrictions on business and financing activities that have either direct or indirect negative effects on the environment.	The Company is actively working to minimize its direct and indirect environmental impacts by optimizing resource consumption, promoting sustainable and digitized operations through the 'Go Green Initiative,' fostering Green Offices/Branches, and building an ecosystem to support financing Green Affordable Housing.	Negative: The risk of asset devaluation for properties that fail to meet sustainable standards. Rising operational expenses due to the need to adjust investment strategies in response to evolving market demands and regulatory requirements. Higher compliance costs as environmental regulations become increasingly stringent.

S. No	Material issue identified	Indicate whether risk or Opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive & negative implications)
5.	Green Self-Built Housing	Opportunity	The Company offers loans for the construction of eco-friendly homes and assists its customers in creating housing solutions that are both sustainable and affordable.	The Company is actively fostering the development of a Green Home ecosystem by engaging with employees, customers, masons, contractors, and others. It raises awareness about the advantages of green homes through various channels, including direct calls, SMS, WhatsApp messages, workshops, training sessions, social media platforms, brochures, and educational short films. The Company has conducted three Green samvaad during the financial year.	Positive: Loans for self-built housing have brought a sustainability aspect to our value chain, positioning us as trailblazers in promoting the concept of sustainable construction for self-built homes within the Indian Housing Finance sector.
6.	Community Wellbeing and Social Impact	Opportunity	Participating in social welfare initiatives not only strengthens a Company's corporate goodwill and social reputation but also fosters a deeper connection with the community's sentiments and aspirations. This bond ultimately supports the Company's long-term sustainable growth.	The Company recognizes the importance of social responsibility and its potential to create a positive impact on people's lives. To implement its Corporate Social Responsibility (CSR) initiatives, it partners with Aavas Foundation and other implementing organizations.	Positive: Engaging in social activities fosters a positive reputation and cultivates public trust.

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	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Yes, the Board approves all corporate governance policies of the Company.								
c. Web Link of the Policies, if available	The Policies covering these principles are available on the Company's website under codes and policies section. Link- https://www.aavas.in/codes-and-policies .								
2. Whether the entity has translated the policy into procedure? (Yes/No)	Yes, the Company has translated the applicable policies and imbibed the same into procedures and practices across all spheres of activities the Company undertakes.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the Company expects its value chain partners to adhere to the same standards of ethics and values as are observed by the Company. The following policies have a broad scope and apply to value chain partners: - 1. Code of Conduct 2. Corporate Social Responsibility Policy 3. Environment & Social Policy 4. Environment Social & Governance (ESG) Policy 5. Equal Opportunity Policy 6. Grievance Redressal Policy 7. Human Rights Policy 8. IT Outsourcing Policy 9. Outsourcing Policy 10. Vigil Mechanism 11. Vishakha Policy 12. Whistle Blower Policy								
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Apart from the LEED Gold Certification, the Company does not hold any other national or international codes, certifications, or label standards. However, it ensures that its operations adhere to the NGBRC, reinforcing its dedication to ethical and responsible business practices.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any:									
	Target				Timeline				
Environment	Carbon Neutrality (Scope 1 & 2 Emissions)				70% by FY 2032-33 and 100% by FY 2049-50				
	Scope 3 Emissions (Plastic & Paper Waste)				50% by FY 2027-28				
	Carbon Offset								
	• Planting 70,000 Trees								
	• Solar Plant 3,500 KWP								
	• Green Housing Offset				By FY 2029-30				

	Target	Timeline
Social	Increase women workforce up to 8%	By FY 2027-28
	Increase women workforce in Central Support Office & related office up to 25%	By FY 2027-28
	Maintain Fresh Hire up to 20%	Every Year
	Increase the number of Specially Abled Employees to 10	By FY 2027-28
	CSR: - - Engage 5,50,000 + people in Education & Holistic Development - Engage 4,50,000+ beneficiary through women empowerment and Gram Siddhi Program	By FY 2029-30
Governance	BRSR Core Assurance	From FY 2023-24
	Target to achieve a low ESG risk ratings/score	-
	Commit to Climate Impact reporting and became a member of CDP and aiming for an A rating	By FY 2027-28
	Sustainability Report to be aligned with international reporting frameworks	-

6. Performance of the entity against specific commitments, goals, targets along-with reasons in case the same are not met:

	Target	Timeline	Status at the end of FY 24-25	Status at the end of FY 23-24
Environment	Carbon Neutrality (Scope 1 & 2 Emissions)	70% by FY 2032-33 and 100% by FY 2049-50	47.72%	20.59%
	Scope 3 Emissions (Plastic & Paper Waste)	50% by FY 2027-28	44.00%	-
	Carbon Offset - Planting 70,000 Trees - Solar Plant 3,500 KWP - Green Housing Offset	By FY 2029-30	13,051 trees planted - Installed 620 KWP Solar Plant 348 certified Self-Built Green Homes	1,850 trees planted. - Installed 295 KWP Solar Plant. 150 certified Self-Built Green Homes.
Social	Increase Women Workforce up to 8%	By FY 2027-28	5.69%	4.89%
	Increase women workforce in H.O. & related office up to 25%	By FY 2027-28	26.91%	24.26%
	Maintain Fresh Hire up to 20%	Every Year	36.70%	23.12%
	Increase the Specially Abled Employees up to 10	By FY 2027-28	2	2
	CSR:- - Engage 5,50,000 + people in Education & Holistic Development. - Engage 4,50,000+ beneficiary through women empowerment and Gram Siddhi Program.	By FY 2029-30	3,42,012 Beneficiaries (Direct + Indirect) 3,526 Beneficiaries (Direct + Indirect)	1,17,000 Beneficiaries (Direct + Indirect) 52,800 Beneficiaries (Direct + Indirect)
Governance	BRSR Core Assurance	From 2023-24	The Company has voluntarily assured on BRSR Core Standards.	The Company has voluntarily assured on BRSR Core Standards.
	Target to get low ESG risk ratings/score.	-	The Company is in discussion with various ESG Rating Providers.	-
	Climate Impact reporting and became a member of CDP and attain a rating of A.	By FY 2027-28	The Company will go for CDP rating in FY 25-26.	-
	Sustainability Report to be aligned with international reporting frameworks.	-	The Company aligns its report with SDG as well as GRI standards.	The Company aligns its report with SDG as well as GRI standards.

Environment:

- The Company has significantly neutralised its total Scope 1 and Scope 2 emissions by 47.72%, marking a major milestone in its journey toward carbon neutrality.
- The Company has implemented measures to monitor paper usage at its Central Support Office, launched paper recycling initiatives, and reduced plastic consumption across its offices, branches, and promotional activities.
- The Company under its Go Green Initiative digitized its operations to minimize paperwork and facilitate online applications for home loans through its web portal and mobile application. The Company has initiated a pilot phase for E-signing in its loan documentation process.
- The Company under its CSR wing planted more than 13,051 trees and installed 620 KWP Solar plant which resulted in carbon saving.
- The Company has built 348 Self-Built Green Homes, saving more than 402 tCo₂, 16,830 m³ water and 542 MWh energy per year.

Social:

- The Company's workforce includes 5.69% women overall, with 26.91% in the Central Support Office and related offices at the end of FY 24-25.
- To promote gender equality, the Company has implemented various range of initiatives, such as Perna Mentor-Mentee program, Perna webinars, wellness sessions, women wellness leave, workplace hygiene measures, and the Women Excellence Award.
- Under Employee health and well-being, the Company provides flexible working hours, Group insurance, Accidental and Health insurance as well Maternity and Paternity leaves.
- A dedicated Creche facility has been established at the Central Support Office, offering a safe, nurturing, and engaging environment for employee's children.
- Through its CSR program, the Company engaged with 3,42,012+ beneficiaries in Education & Holistic Development.
- Through the CSR program, the Company has reached 3,526+ beneficiaries through women empowerment and the Gram Siddhi Program.

Governance:

- The Company has a CSR & ESG Committee as well as ESG Policy to highlight its increased focus on ESG matters.
 - The Company has voluntarily complied with BRSR Core Assurance which is in line with SEBI's mandate.
 - The Company has received ESG ratings from various ESG rating providers such as CRISIL given 63, ESG Risk Assessment & Insights has rating of 70.62, and SES has given a rating of 77.8. The Company has not collaborated with any of these providers, all ratings were independently assigned based solely on publicly available data.
 - The Company is consecutively honoured with the Best Mid-Cap – Service Sector Award in the Sustainability Reporting Awards 2023-24 by the Institute of Chartered Accountants of India (ICAI) for Excellence in BRSR.
-

Governance, leadership and oversight**7. Statement by Director responsible for business responsibility report, highlighting ESG related challenges, targets and achievements.**

The Company takes immense pride in our significant strides towards embracing green and sustainable solutions within the workplace and beyond. Believing that charity begins at home, the Company initiated this journey by obtaining a green building certification for our Central Support Office.

In the Indian housing finance sector, we are pioneering solutions by bridging the financing gap for self-built green homes, particularly in the affordable segment. The Company empower lower and middle-income households to construct energy-efficient, independent Green Homes, achieving a remarkable 20% reduction in materials, energy usage and water consumption. This initiative not only reduces the cost of home ownership but also strengthens our commitment to environmental stewardship, setting an unparalleled global example of scalable, inclusive and affordable climate action.

The Company is equally dedicated to fostering an inclusive environment for our new hires and advancing gender equality. Initiatives like Perna, the Mentor-Mentee Program, Perna Webinars and the Women Excellence Award reflect our commitment to empowering women professionals, promoting leadership, and creating a more equitable workplace.

The Company is consecutively honoured with the Best Mid-Cap – Service Sector Award in the Sustainability Reporting Awards organized by the ICAI for Excellence in BRSR. Our holistic approach to sustainability spans multiple dimensions, including climate action, resource efficiency, diversity and inclusion. Additionally, the Company emphasized digitization and robust data security systems to enhance operational efficiency. By conducting initiatives such as green housing financing, women's wellness policies, and leadership development programs, sustainability is embedded deeply within our ethos.

The Company remain steadfast in our mission to drive positive change within the Company and in the wider community, making a meaningful impact on the world we share. Together, we are shaping a sustainable and inclusive future.

- 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).** Mr. Sachinderpalsingh Jitendrasingh Bhinder
Managing Director and Chief Executive Officer (MD & CEO)
DIN:- 08697657
- 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, Board of Directors of the Company has embodied various Board Committees, which are accountable for and have hold over Key Sustainability & ESG related policies of the Company, as mentioned below:
- 1. CSR & ESG Committee-** Acknowledging global trends and the growing significance of ESG factors, the Company has established a board-level CSR & ESG Committee to oversee ESG-related matters. Additionally, a management-level ESG Steering Committee offers regular oversight and direction to the three ESG Working Groups and the ESG team.
 - 2. Risk Management Committee-** The Company has established a Board constituted Risk Management Committee to assist in fostering a risk-aware culture and developing a risk governance framework to identify both internal and external risks, including those related to ESG.

The MD & CEO, along with the senior management team, oversee the Company's performance in ESG aspects. Additionally, the BOD reviews the Company's sustainability performance on a quarterly basis.

10. Details of Review of NGRBC's 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	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	All	the	policies	of	the	Company	are	approved/	reviewed	by	the	BOD.	A	A	A	A	A	A
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances.	The	Company	adheres	to	the	existing	regulations	as	applicable	and	there	were	no	non-compliances.	A	A	A	A

- 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 |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| The processes and compliances are reviewed by Internal Auditors, Statutory Auditors, Secretarial Auditors, Regulators, and Credit Rating Agencies, as applicable. To uphold best practices and address risks, policies are periodically assessed and updated by the Senior Management and the Board. | | | | | | | | | |
| An independent assessment of the ESG Reporting of the Company has been provided by Churchgate Partners. Link - https://www.aavas.in/esg-reporting . | | | | | | | | | |
| The Company has obtained independent assurance of its BRSR Core Statement from Grant Thornton Bharat LLP. | | | | | | | | | |

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)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

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 developed customized learning paths for employees on different roles and career stages. The Company collaborated with reputed universities, colleges and professional training organisations to support career development for its employees. It has also leveraged technology to provide e-learning platforms in the form of webinars, virtual classrooms and self-paced online courses.

Prerna: The Company has launched a comprehensive initiative aimed at empowering women and fostering gender equality and inclusivity within the workplace. As part of this initiative, a mentor-mentee program has been introduced, where seasoned leaders mentor and support women professionals aspiring to grow in their careers. Additionally, a webinar on gender diversity was organized, featuring expert speakers and panel discussions to raise awareness and share best practices.

In celebration of Women's Day, the Company hosted a grand event to honor and recognize women leaders who have made remarkable contributions. The event showcased inspiring stories, awards, and offered heartfelt recognition, all culminating in a vibrant celebration that championed women's empowerment and inclusivity. Through these endeavors, the Company affirms its dedication for creating a work environment where women can excel, thrive and succeed.

New Employee Orientation: The Company recognizes the importance of a well-designed orientation program in setting up new employees for success. The Company orientation is thoughtfully tailored to address the unique requirements of various job roles, ensuring that each new hire receives the necessary training and insights to excel in their position. The program goes beyond providing an overview of the Company, focusing on equipping employees with knowledge of key performance indicators and essential functional skills.

For frontline staff, orientation sessions are conducted at regional training centers by dedicated Regional Learning & Development Managers. Meanwhile, orientation for roles such as Branch Heads, Credit Managers, and other senior positions is organized at Central Support Office.

To uphold the highest quality standards, functional training is delivered by subject matter experts (SMEs). Additionally, the Company prioritizes connecting leaders with new employees to inspire them and help them align with the Company mission, vision, and core values. This comprehensive and structured approach ensures that every new team member is well-prepared to drive the growth and success of the Company.

Leadership Trainings: The Company has implemented comprehensive leadership training programs to meet the evolving needs of managers at all levels, from first-time managers to vertical heads. These programs focus on fostering a strong sense of identity and mindset while equipping leaders with essential skills such as strategic planning, conducting effective meetings, providing constructive feedback, addressing performance challenges, and managing difficult conversations.

The Company's training initiatives aim to cultivate a culture of coaching, enhance stakeholder management, and create a supportive, productive workplace. Furthermore, it utilizes psychometric assessments to deliver customized trainings for vertical heads, ensuring they are well-equipped to lead their teams with confidence and efficiency. Through these efforts, the Company is dedicated to developing capable, confident leaders who will drive the Company towards achieving its mission and vision.

Special Initiatives:

The Company is committed to support functions through targeted training interventions based on Training Needs Identification. The initiatives include:

- **Performance Improvement Plans (PIP):** Focused on uplifting the performance of Relationship Officers (ROs) in low performance bucket.
- **New System Launches:** Training on the Lead Management System in the system.
- **Customer Service Excellence:** Training the Customer Service team on delivering enhanced customer service.
- **Sales Managers Mindset:** Special training for Tele Sales team to develop a winning mindset.
- **Win-Win Negotiation Skills:** Training for the retention team to boost their negotiation skills.

ESG Training: The Company has integrated ESG training into its overall training program, ensuring that all employees receive fundamental knowledge on responsible business practices. This training is provided through induction sessions for new employees as well as physical training programs conducted at various intervals. By embedding ESG principles into its learning framework, the Company aims to foster a culture of sustainability, ethical decision making, and corporate responsibility across all levels.

Green Home Training: The Company organised intensive capacity building and training programs round the year to promote green home awareness among its front line teams across all branches covering employees through group workshops, virtual webinars and self-paced training courses.

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
BOD	32 Hours	Familiarization Program on Cyber, Technology Update and Programme on Regulatory Updates by SEBI/MCA/NHB/ RBI	100%
KMPs	25 Hours	Cyber Security Awareness IT Training , Technology Update and Programme on Regulatory Updates by SEBI/MCA/ NHB/ RBI, Insider Trading, POSH Training etc.	100%
Employees other than BOD and KMPs	2,91,951 Hours	Prarambh Induction, ESG Training, Cyber Security Training, Green Homes Training, Credit & Collections Training, Refresher Training, BM-BH Program, POSH Training etc.	100%

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

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

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

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

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 implemented an Anti-bribery and Corruption Policy, which demonstrates its commitment to maintain a zero-tolerance approach towards bribery and corruption. This policy aligns with the prevailing regulations and laws on anti-bribery and anti-corruption in India. Its scope covers all individuals within the Company, including directors, senior management, employees, and anyone else who is directly associated with the Company. The objective of this policy is to establish a robust and transparent operational framework that promotes accountability in all aspects of the Company's operations. The Company also communicate and create awareness among its employees through its internal communication. The policy is available on the Company's website at <https://www.aavas.in/codes-and-policies>.

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

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

	FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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:

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payable	1.45	10.78

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

Parameter	Metrics	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Concentration of Purchases	a) Purchases from trading houses as % of total purchases	Nil	Nil
	b) Number of trading houses where purchases are made from	Nil	Nil
	c) Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a) Sales to dealers/ distributors as % of total sales	Nil	Nil
	b) Number of dealers/distributors to whom sales are made	Nil	Nil
	c) Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	Nil	Nil
Share of RPTs in	a) Purchases (Purchases with related parties/ Total Purchases)	0.040%	0.005%
	b) Sales (Sales to related parties/ Total Sales)	Nil	Nil
	c) Loans & Advances (Loans & Advances given to related parties/ Total Loans & Advances)	Nil*	0.002%
	d) Investments (Investments in related parties/ Total Investments made)	Nil	Nil

* Mr. Sharad Pathak has stepped down from the position of Company Secretary and is now serving as Chief Compliance Officer only. Hence, he is no longer part of the KMP.

Leadership Indicators

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

During the year, the Company organized various programs and has taken various initiatives for its value chain partners as well as to improve awareness on green homes build up across diverse locations and branches across India. These include:

Total Number of Awareness Programs Held	Topics/Principles covered under the training	% age of value chain partners covered (by the value of business done with such partners) under the awareness programmes.
One (1)	Mentor-Mentee Program	Under Prerna initiative, the Company launched an exclusive Mentor-Mentee Program designed specifically for female employees. This program, in collaboration with an external training provider, aims to empower women professionals by fostering their growth and development within the Company. Through five virtual sessions—including Know Each Other, Listen to Understand ABC (Aspiration, Blocks & Challenges), Explore Choices, Assess Consequences, and Respond Creatively mentees gain access to experienced mentors for guidance, valuable insights and support.
Regular and round the year	Prerna Wellness Series	The Company has introduced Prerna series to enhance the health and overall wellbeing of its valued women employees. This initiative includes various strategies such as mentoring, training, coaching interventions and buddy programs. Aavas also prioritizes the health and psychological well-being of its female employees, offering women-friendly policies and creating a safe working environment.
Three (3)	Green Samvaad in Jodhpur, Junagadh and Raipur	To foster green home awareness among the supplier community and support ecosystem for green self-built homes, the Company organized 'Green Samvaad' in Jodhpur, Junagadh and Raipur engaging more than 300 members from the supplier community including builders, masons, contractors, architects, developers etc.
Regular and round the year	Green Home Training for Employees	The Company organized training sessions round the year on Green Homes, covering Relationship Officers (RO's), Disbursement Officers (DO's), Branch Heads, and other frontline employees across all branches. The Company also engaged 3,600+ employees in self-paced virtual training course on green housing. The Company has also developed an in-house team of EDGE experts through intensive engagement with International Finance Corporation (IFC) to foster green home ecosystem development. The Company has also imparted training on Jan Griha certification program.

Total Number of Awareness Programs Held	Topics/Principles covered under the training	% age of value chain partners covered (by the value of business done with such partners) under the awareness programmes.
One (1)	Transforming Mindsets with Green Home Documentaries	To bring an ecosystem-level shift towards green housing, the Company developed and disseminated a compelling documentary capturing real life experiences of household (Bengaluru, Karnataka) who have embraced the green and sustainable housing. The documentary serve as a testament to the success of green homes, inspiring wider adoption by illustrating the enduring benefits and dispelling common misconceptions.
Regular and across the customer base	In-house Green Home Advisory and Assistance Services	The Company regularly engages customers through digital and in-person outreach, providing technical guidance during Green Home construction.

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 a Code of Conduct for the Board of Directors and the Senior Management Personnel which specifies that the members of the Board and Senior Management shall not engage in any transaction or activity that may conflict with the interest of the Company. The Code of Conduct can be accessed on the website-<https://www.aavas.in/img/pdf/code-of-conduct-for-the-board-of-directors-and-the-senior-management-personnel.pdf>.

The Company also has a policy on Materiality of Related Party Transactions and on Dealing with Related Party Transaction which addresses the issue of conflict of interest. The Policy on Materiality of related party transactions and on dealing with related party transactions can be accessed on the website- <https://www.aavas.in/img/pdf/Policy-on-Materiality-of-related-party-transactions-and-on-dealing-with-related-party-transactions.pdf>.

Principle 2

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

Essential Indicators

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	Details of improvements in environmental and social impacts
R & D	-	-	Green Housing Program: The Company is a pioneer in India's affordable housing finance space by supporting certification of 348 self-built green homes. As per projections these homes are designed to collectively save – • 16,830 m³ of water per year • 542 MWh of energy per year • 402 tons CO₂ of GHG emissions per year • ₹ 45,47,000/- cost per year The Company is actively nurturing an entire ecosystem for green affordable housing in India's housing finance space by engaging all key stakeholders from the green housing value chain including customers, employees, suppliers, government bodies, partners etc. through seminars, workshops, webinars, conferences, emailers, documentaries and other awareness and outreach initiatives on the concept, features and benefits of green homes.
Capex	1.51%	2.81%	In the Financial Year 2024-25, 1.51% of the total revenue of the Company was allocated towards Information Technology (IT) hardware and software. This investment in IT facilitated enhanced digital initiatives, leading to increased efficiencies and a reduction in paper usage across the Company's operations.

2a. Does the entity have procedures in place for sustainable sourcing? b. If yes, what percentage of inputs were sourced sustainably?

Given the Company's primary focus on providing housing finance, resource consumption is inherently limited. However, the Company actively ensures sustainable operations and moderated resource utilization. Under its ESG Policy, the Company is committed to procuring environmentally friendly inputs and sourcing materials locally, with a particular emphasis on supporting women-led MSMEs.

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 generated by the Company. In the Current Financial Year, approximately 12.96 metric tons of waste was generated at the Central Support Office and its related offices out of which 4.34 metric tons of paper and e-waste was recycled through authorized vendors.

The Company has already launched 'Go Green Initiative' to reduce paper consumption, thereby reducing paper waste. The Company monitors and regulates the printing and photocopy operations. The Company also strives to adopt measures to segregate waste and ensure recycling/reuse of waste, wherever practicable.

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

No, given the nature of the Company's operations, EPR is not applicable to the Company.

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 the 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.
64910	Housing Finance Activities	100%	FY 2024-25	No	The Company primarily offers housing loans, for which the loan cycle is a sequential process ranging from sourcing of the loan to approval, disbursement, servicing, and repayment of the loan. The said cycle is designed to create customer delight with focus on ease and speed. The loan process flow is available on the website of the Company at https://www.aavas.in/product .

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

NA

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

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:

NA

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product 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 well-being of employees.

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care Facilities	
		NO. (B)	% (B/A)	NO. (C)	% (C/A)	NO. (D)	% (D/A)	NO. (E)	% (E/A)	NO. (F)	% (F/A)
PERMANENT EMPLOYEES											
Male	6,823	6,577	96.39%	6,823	100%	0	NA	6,577	96.39%	Nil	Nil
Female	410	395	94.34%	410	100%	395	94.34%	0	NA	Nil	Nil
Total	7,233	6,972	96.39%	7,233	100%	395	100%	6,577	100%	Nil	Nil
OTHER THAN PERMANENT EMPLOYEES											
Male	2,069	2,069	100%	2,069	100%	0	NA	2,069	100%	Nil	Nil
Female	126	126	100%	126	100%	126	100%	0	NA	Nil	Nil
Total	2,195	2,195	100%	2,195	100%	126	100%	2,069	100%	Nil	Nil

b. Details of measures for wellbeing of workers.

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care Facilities	
		NO.	%	NO.	%	NO.	%	NO.	%	NO.	%
		(B)	(B/A)	(C)	(C/A)	(D)	(D/A)	(E)	(E/A)	(F)	(F/A)
PERMANENT WORKERS											
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
OTHER THAN PERMANENT WORKERS											
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

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the Company	0.31%	0.31%*

*The same has been restated due to improved methodology and calculations.

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

Benefits	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	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*	100.00%	NA	Y	100.00%	NA	Y
Gratuity	100.00%	NA	Y	100.00%	NA	Y
ESI**	49.00%	NA	Y	47.00%	NA	Y
Others	NA	NA	NA	NA	NA	NA

*All employees except apprentice trainees 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.

3. Accessibility of Workplaces

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.

Yes, as per its Equal Opportunity Policy, Central Support Office of the Company is equipped with easily accessible facilities and infrastructure to enable differently abled employees to effectively discharge their duties. The Company also endeavors to make all events and meetings inclusive, and ensures that specially-abled employees are put to roles where they can work without any barriers and utilize their skills at the optimum level. It can be accessed on the website at- <https://www.aavas.in/img/pdf/equal-opportunity-policy.pdf>.

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 committed to a diverse and inclusive work environment free from all forms of discrimination based on age, gender, caste, race, religion, or disability. This practice is duly enshrined in the Company's Equal Opportunity Policy, which can be accessed on the website at <https://www.aavas.in/img/pdf/equal-opportunity-policy.pdf>.

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

Gender	Permanent Employees	
	Return to Work Rate	Retention Rate
Male	100%	53.09%
Female	100%	66.67%
Total	100%	53.57%*

*The same has been calculated as per the SEBI Guidance note.

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	
Permanent Employees	Yes*
Other than Permanent Employees	

*The Company believes in open and receptive channels of communication within its workflow, and encourages employees to freely share their concerns with their departmental heads, HR or members of the senior management. To address the instances of unresolved employee grievances, the Company has put in place a mechanism under its Employee Grievance Redressal Policy which provides all employees with an adequate opportunity to have their grievances resolved effectively and at the earliest possible stage. The policy is available on the intranet portal of the Company where it is accessible to all 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, however, it recognizes the right to freedom of association and does not discourage collective bargaining.

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (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	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total Permanent Workers	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (Previous Financial Year)				
	Total (A)	On health and safety measures		On Skill Upgradation		Total (D)	On health and safety measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
EMPLOYEES										
Male	8,892	8,892	100%	8,892	100%	8,128	8,128	100%	8,128	100%
Female	536	536	100%	536	100%	417	417	100%	417	100%
Total	9,428	9,428	100%	9,428	100%	8,545	8,545	100%	8,545	100%
WORKERS										
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

Note: Some of the training programs offered under health and safety/wellness and skill upgradation are mandatory. Hence, all employees have been included in such training programs.

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

Policies for career growth and progress are in place for all employees. All employees undergo an annual performance appraisal process based on their defined Key Responsibility Areas (KRA) and ratings are given on a 5 point scale, based on which their annual increments and bonuses are determined.

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No.(B)	%(B/A)	Total (C)	No. (D)	%(D/C)
EMPLOYEES						
Male	8,892	6,906	77.66%	8,128	8,128	100%
Female	536	432	80.59%	417	417	100%
Total	9,428	7,338	77.83%	8,545	8,545	100%
WORKERS						
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?

The Company specializes in housing finance and, faces minimal occupational health and safety risks due to the nature of its work. However, as a responsible corporate entity, it remains dedicated to fostering a safe and healthy work environment, guided by its Human Rights Policy. The Company engages through various means such as:

We Care Initiative: The program is an ongoing employee well-being initiative designed to support better health, reduce stress, and promote work-life balance. Through various campaigns, the Company:

- Cultivates a positive work environment, enhances mental resilience, and encourages healthier lifestyle choices.
- Prioritizes employee happiness and engagement.
- Promotes physical and mental well-being.
- Offers free in-house health check-ups for employees and their families.
- Conducts awareness sessions on preventing sexual harassment in the workplace.
- Ensures a safe and respectful environment with robust grievance redressal mechanisms.
- Provides women wellness leaves.

Free Medical Screening: It was conducted at the Central Support Office, focusing on improving employee health, particularly for disadvantaged groups. This initiative aimed to reduce the burden of disease and financial strain by offering various health check-up such as Blood Pressure, Pulmonary Function, Bone Mineral Density, Random Blood Sugar etc.

Encouraging Fitness through various programs and challenges, such as tie-up with a professional badminton academy, fittest challenge, weekly steps challenge, weight loss challenge, push-up challenge, best fitness video contest and zumba sessions.

The Company remains committed to a holistic approach to employee health and well-being. Awareness is fostered through regular communication, interactive sessions, wellness challenges, informative emails, and workshops to ensure employees are both engaged and informed.

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, under its Human Rights Policy, the Company ensures that all parameters of health and safety are complied with at all its workspaces and takes sufficient measures to avoid any workplace hazards.

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 Accidental Policy and, majority of the employees are also covered under its Health Insurance Policy.

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

Safety Incident/Numbers	Category	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
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 places utmost importance on ensuring a safe and healthy working environment for both staff and customers. To enhance safety measures, all branches and offices are equipped with fire extinguishers, which are regularly inspected and refilled. Furthermore, every branch is secured with CCTV cameras, security guards and officers, ensuring comprehensive security coverage.

We Care is our ongoing employee well-being initiative designed to support better health, alleviate stress, and promote work-life balance. Through these campaigns, we cultivate a positive work environment, enhance mental resilience, and inspire healthier lifestyle choices ultimately leading to happier, more engaged employees. Employee well-being is a key priority, with medical kits available at all locations. At the Central Support Office, employees and their families have access to free weekly consultations with an empanelled doctor. Additionally, the Company has partnered with hospitals to provide employees with health benefits at concessional rates. In support of women's health, the Company has implemented a Women's Wellness Policy, offering an additional monthly paid leave for women experiencing discomfort or health issues due to menstruation. Webinars focusing on topics such as Aging is Optional and Retirement Planning for Women are also organized to empower female employees.

A dedicated Creche facility has been established at our Central Support Office offering a safe, nurturing, and engaging environment for employees' children. The creche facility was officially launched on International Women's Day, as part of our commitment to inclusive employee welfare,

- to support working parents, especially mothers, in balancing professional and personal responsibilities.
- to promote a gender inclusive workplace by reducing career breaks due to parenting needs.
- to enhance employee satisfaction, reduce stress, and increase productivity.

The facility operates during official working hours. Safety and hygiene are prioritized, ensuring peace of mind for parents. This facility improves work-life balance and reduces absenteeism. This boost employee morale and retention, especially among women employees. Reinforcement of our employee-centric culture and sustainability commitments under ESG goals.

The Company further demonstrates its commitment to health and wellness by conducting Basic Life Support training at various branches, organizing blood donation camps, and hosting sessions on topics like Finding Happiness at Work, Posture Perfect: Preventing Back and Neck Pain, Cancer Awareness, Provision of Creche Facility and fitness challenges. Additional webinars covering financial wellbeing, eye health, social connections, investment strategies, and self-care through creative activities are held to promote a well-rounded and supportive workplace environment. Aavas offers in-house health check-up facilities, encouraging employees to prioritize their physical and mental well-being.

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

	FY 2024-25 (Current Financial Year)			FY 2023-24 (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 & 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 provides adequate safeguard to families of deceased employees through its health/accidental/term insurance policy. Benefits like Provident Fund, Gratuity and ESIC, as applicable, are settled on a priority basis. Additionally, employee stock options granted to deceased employee immediately vest with the nominee upon death and the Company assists the family in exercising such options.

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 the same business responsibility principles and values of transparency and accountability as are observed by the Company.

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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Employees	Nil	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)

Yes, the Company helps its employees in their career progression, it intend to put in place system and strategies to understand the capacity of an employee and undertake capacity building efforts by providing training. From time to time, the Company promotes in-house talent and in continuation to this, it opens opportunities for Performer/Right Skill Set/Enthusiasm People. The Company helps employees in their transition from officers to managers, and managers to leaders.

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. The Environment & Social Policy has a prohibited activities list which lays down certain activities that do not qualify for financing which include 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.

A Key stakeholder is any individual or group, connected to the Company, who significantly influences and adds value to its organizational operations. This include customers, employees, shareholders, investors, business partners, suppliers, regulatory bodies, government entities, and community at large.

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 yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement, key topics and concerns raised during such engagement
Customers	Yes, some customers may be identified as vulnerable or marginalized group, if they qualify specific criteria with regard to their income, gender, etc.	Physical- Branches, notice boards, pamphlets, personal visits, letters. Digital/Electronic- Mobile app, website, email, SMS, WhatsApp, direct calling, customer care, ChatBot feature on website, surveys and feedback.	Regular and Need basis	Maintain contact with the customer during the loan period, address the customer's potential problems to ensure quality service as well as through customer grievance redressal mechanism.

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 yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement, key topics and concerns raised during such engagement
Employees	No	Direct interactions and other communication mechanisms such as email, SMS, HRMS portal & application, physical and virtual meetings, awards & recognition programs, appraisal process, employee engagement initiatives, online surveys, trainings etc.	Regular and need basis	Develop a culture that promotes meritocracy, provides adequate growth opportunity and ensures a diverse, equitable and inclusive workplace. The employees are updated about Company values and business strategies.
Shareholders & Investors	No	Annual General Meeting, Annual Report, Quarterly Reports, Website, Quarterly Earning Calls, Regular investor meetings/conference calls, Stock Exchange Disclosures, Social/ Print Media	Regular and as per regulatory requirements	Update on Company's performance and milestones, adherence to regulatory compliances, in true spirit of transparency & governance.
Business Partners & Suppliers	No	Regular meetings, emails, SMS, phone calls, and Mobile App and website.	Regular and need basis	Ensure effective communication for quality and efficient service.
Regulators & Government	No	Email, one-to-one meetings, conference calls, mandatory fillings with regulators, policy updates, circulars, guidelines and directives.	Regular and as per regulatory requirements	Adherence to all relevant laws and responsiveness towards regulatory changes.
Community	Yes	Aavas Foundation actively implements CSR initiatives across multiple locations, engaging in various social activities. Communication efforts are carried out through print and social media and regular meetings, both directly and in collaboration with implementing agencies.	Regular and need basis	To support the sustainable growth of communities through continuous engagement and facilitate ongoing project monitoring and reviews.

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 has always maintained continuous and proactive engagement with key stakeholders which enables it to better communicate its strategies and results to the Board. The Company has a board level CSR & ESG Committee for inculcation of economic, environmental and social topics into its core strategic framework.

The Company has also engaged CARE Analytics & Advisory Pvt. Ltd. as an ESG consultant to provide a broad scope of services such as GHG foot printing, Website Development and Capacity Building Sessions. The Board and its various Statutory Committees are kept abreast of developments and feedback on ESG issues on a quarterly basis by updating ESG related progress to the CSR & ESG Committee and incorporating sustainability related updates in investor and risk presentation.

ESG updates are also uploaded on the Company's website at the end of every quarter and for wider access by various stakeholders, intimations on major milestones are sent to the Stock Exchanges. The Company has also on boarded Churchgate Partners for third party assessment of ESG activities of the Company.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, the Company engages with various stakeholders to ensure sustain and long-term value creation for all of them. The following are certain instances where input from stakeholders have been incorporated to bring positive change-

- With the Green Housing initiative, the Company has taken a decisive step towards responsible housing development by engaging with the entire ecosystem around the green home value chain, including customers, frontline employees,

suppliers, technical experts as well as international certifiers through stakeholder engagement initiative such as Green Samvaad, capacity building workshops, social media awareness campaigns etc. In the pioneering initiative, the Company bridges a critical gap between global vision and local reality by conveying ground-level challenges and real-world feedback to international visionaries and experts while also addressing local myths around eco-friendly housing among home owners.

- Under Prerna initiative, the Company launched an exclusive Mentor-Mentee Program designed specifically for female employees. This program, in collaboration with an external training provider, aims to empower women professionals by fostering their growth and development within the Company. Through five virtual sessions—including Know Each Other, Listen to Understand ABC (Aspiration, Blocks & Challenges), Explore Choices, Assess Consequences, and Respond Creatively mentees gain access to experienced mentors for guidance, valuable insights, and support.

To further enhance opportunities for stakeholder feedback, the Company, under its ESG Policy has established a management-level ESG Steering Committee and a functional Social & Governance Working Group to obtain feedback from relevant internal and external stakeholders on the Company's ESG practices wherever necessary.

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

The Company has taken a comprehensive approach towards addressing the concerns of vulnerable communities through education, empowerment, outreach and direct support initiatives.

- **Skilling Programs Under Aavas Udaan:** The Company in partnership with Ambuja Foundation and TeamLease Foundation, launched Banking Correspondence Banking Facilitators (BCBF) and Banking Financial Service and Insurance (BFSI) training programs under its flagship initiative, Aavas Udaan. Pan India through nine centers, the program trained 380 underprivileged youths to bridge the skills gap, impart modern skills, and enhance employability. Over 70% of participants secured placements upon successful completion.
- **Road Safety Initiatives:** For three consecutive years, the Company has promoted road safety through its CSR efforts in collaboration with Rajasthan Sadak Suraksha Society, government departments, and local communities. In FY 2024–25, the Company organized 18 workshops, distributed 8,000 helmets, and installed 39 Traffic Police Assistance Booths across Rajasthan, Gujarat, Madhya Pradesh, Maharashtra, and Uttar Pradesh.
- **School Infrastructure Renovation:** The infrastructure of two Government Schools, Jaipur was renovated, including the construction of new buildings, restoration of old structures, beautification, installation of school desks, and bala paintings. These improvements benefit over 650+ students annually, ensuring better access to quality education. Additionally, the establishment of five Mini-Science Centers in government senior secondary schools across Jaipur and Bhilwara that has benefitted over 2,500 students.
- **Preventive Eye Care and Support for Persons with Disabilities:** The Company collaborated with Blind People's Association India to organize 25 preventive eye check-up camps in villages of Ahmedabad's Daskroi and Bareja blocks, screening patients for minor eye ailments and cataracts. As a result, 6,094 patients received minor treatments, 2,504 were provided spectacles, and 200 cataract patients underwent free surgeries. Additionally, the Company supported 200 persons with disabilities (PWDs) by providing artificial limbs, fostering mobility and independence in Gujarat, Maharashtra, and Madhya Pradesh.
- **Infrastructure Support for Emergency Medical Services:** Under its CSR initiative, the Company provided five car ambulances to government hospitals in Jaipur, Pune, Ujjain, and Gokak, enhancing accessibility to emergency medical services.
- **Free Meal Services for Patients and Caregivers:** Understanding the challenges faced by destitute patients and caregivers outside government hospitals, the Company initiated the Aavas Aahar Program, which provides daily cooked meals to over 1,000 individuals outside Sawai Man Singh Hospital and Jaipuria Government Hospitals in Jaipur, Rajasthan.
- **Empowering Rural Women through Gram Siddhi:** As part of its flagship program, Gram Siddhi, the Company has collaborated with PraveenLata Sansthan Foundation in FY 2024–25 to train 25 rural women in Beauty and Wellness, enabling them to establish beauty parlors in Indore's Sanwer and Depalpur regions, generating an average monthly income of ₹ 6,000.

- **Early Childhood Care and Development Centers:** The Company has partnered with Mobile Creches for Working Mothers Children NGO to establish three childcare centers in urban slums of Delhi and Ahmedabad. These centers cater 150 underprivileged children aged six months to six years, providing early education, nutrition, immunization, and access to mainstream education.
- **Safety and Well-Being of Construction Workers:** The Company conducted 188 workplace safety awareness sessions and distributed 2,000 safety kits, promoting safety among construction workers. The initiative also connected workers to government schemes, banks, and financial services, benefitting over 13,000 workers since its inception.

These impactful interventions showcase unwavering commitment to creating sustainable social change across diverse communities.

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:

The Company has board approved Code of Conduct, Human Rights Policy, Equal Opportunity Policy and other best practices/policies around human rights to ensure dignity, fair practices, equal opportunity and absence of all forms of discrimination at workplace. The employees are educated through regular trainings and communications for the above practices/policies.

During the Financial Year, the Company upheld its commitment to a safe, dignified and harassment free workplace by organizing 427 Prevention of Sexual Harassment (POSH) trainings, covering 6,195 employees, in addition to a mandatory training for the members of Internal Complaints Committee (ICC). POSH training sessions are also an integral part of our induction process to empower employees to take proactive steps towards a respectful and inclusive work environment.

The Company is deeply committed to upholding human rights and fostering a fair, inclusive, and discrimination free workplace. This commitment is reflected in its Board approved policies, including the Code of Conduct, Human Rights Policy, and Equal Opportunity Policy, as well as other best practices aimed at ensuring dignity, fair treatment, and equal opportunities for all employees. Regular training sessions and communication initiatives are conducted to educate employees about these policies and practices.

In observance of Sexual Harassment at Workplace Prevention Week organized by Ministry of Women and Child Development, the Company organized POSH webinar attended by 1,100+ employees and also launched POSH learning series on its intranet portal covering all employees.

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. of employees / workers trained (B)	% (B/A)	Total (C)	No. of employees/ workers trained (D)	% (D/C)
Employees						
Permanent	7,233	7,233	100%	6,075	6,075	100%
Other than Permanent	2,195	2,195	100%	2,470	2,470	100%
Total Employees	9,428	9,428	100%	8,545	8,545	100%
Workers						
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 and workers, in the following format:

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (Previous Financial Year)				
	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	7,233	407	5.63%	6,826	94.37%	6,075	281	4.62%	5,794	95.38%
Male	6,823	381	5.58%	6,442	94.42%	5,788	270	4.66%	5,518	95.34%
Female	410	26	6.34%	384	93.66%	287	11	3.84%	276	96.16%
Other than permanent	2,195	143	6.51%	2,052	93.49%	2,470	95	3.84%	2,375	96.16%
Male	2,069	140	6.77%	1,929	93.23%	2,340	91	3.88%	2,249	96.12%
Female	126	3	2.38%	123	97.62%	130	4	3.07%	126	96.93%
Workers										
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**a. Median remuneration:**

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/img/pdf/policy-on-nominations-remuneration.pdf>.

	Male		Female	
	Number	Median remuneration of respective category	Number	Median remuneration of respective category
BOD	6	30,00,000	2	30,00,000
KMPs	4*	2,13,85,172	0	0
Employees other than BOD and KMP**	6,820	2,65,186	410	2,55,898

*Mr. Sachinderpalsingh Jitendrasingh Bhinder, MD & CEO, is included in the Key Managerial Personnel for the purposes of this table.

**The Employees considered for this table are permanent employees of the Company.

b. Gross wages paid to females as % of total wages paid by the entity:

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Gross Wages paid to females as % of total wages	5.61%	4.56%*

* The Gross wages are calculated only of the permanent female employees.

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, the Chief People Officer (CPO) oversees the related function and is responsible for addressing the same. The Company has also put in place a comprehensive ESG Policy which addresses human rights issues and impacts, particularly equality of opportunity, employee health & wellbeing, diversity & inclusion, positive work environment etc.

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 2024-25 (Current Financial Year)			FY 2023-24 (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	1	-	Action Taken	Nil	Nil	-
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. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	0
Complaints on POSH as a % of female employees/ workers	0.20%	0.00%
Complaints on POSH upheld	1	0

8. 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, Vigil Mechanism/Whistle Blower Policy, and Vishaka Policy which provides a mechanism to prevent discrimination and harassment at workplace. As per the said policies, all the disclosures made shall be treated as sensitive, confidential and non-retaliatory.

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

Yes, in certain business agreements and contracts where relevant.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	Nil
Forced/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 9 above.

The Company is diligent in implementing its human rights policies and sensitizing its workforce on the importance of human rights in the workplace. Hence, no corrective actions have been necessitated.

Leadership Indicators

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

The Company is of the belief that it has upheld basic principles of human rights in all its dealings in alignment with its Human Rights Policy. Hence, no significant change has been necessitated with respect to the business process.

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

The Company has adopted 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 necessary.

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 Central Support 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 has not conducted any such assessment of value chain partners. The Company through its ESG Policy outlines and always requires that suppliers comply with all applicable laws, regulations and standards within the geographies in which they operate as part of the Supply Chain initiative.
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.

NA

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 direct 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	Unit of Measurement	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
From Renewable Sources			
Total electricity consumption (A)	-	Nil	Nil
Total fuel consumption (B)	-	Nil	Nil
Energy Consumption through other sources (C)	-	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	-	Nil	Nil
From Non-renewable Sources			
Total electricity consumption (D)	Giga Joule	13,598.79	11,874.65
Total fuel consumption* (E)	Giga Joule	142.89	74.37
Energy Consumption through other sources (F)	-	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	Giga Joule	13,741.68	11,949.02
Total energy consumed (A+B+C+D+E+F)	Giga Joule	13,741.68	11,949.02

Parameter	Unit of Measurement	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Energy Intensity per rupee of turnover (Total energy consumed/ Revenue from Operations)	Giga Joule per ₹	0.00000058	0.00000059
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)** (Total energy consumed/Revenue from operations adjusted for PPP)	Giga Joule per USD	0.000012	0.000012
Energy intensity in terms of physical output	-	NA	NA
Energy Intensity (optional) (Total energy consumed/full time employees)	Giga Joule per employee	1.46	1.39

* The Company uses Diesel Generators in its Central Support Office only, which is included under fuel consumption.

**The PPP conversion rate is 20.66, as published by International Monetary Fund (IMF) on its website.

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 of GHG Emissions was carried out by independent consultant firm, Care Analytics and Advisory Pvt. Ltd and the same has been assured by assurance provider.

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:**

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 Central Support Office and its related offices, censor taps are used in washrooms to economize water consumption.

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water Withdrawn by source (in kiloliters)		
(i) Surface water	Nil	Nil
(ii) Groundwater	1,19,033.79**	4,671*
(iii) Third party water	Nil	Nil
(iv) Seawater/desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)	1,19,033.79	4,671
Total volume of water consumption (in kiloliters)	1,19,033.79	4,671
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.00000506 kiloliters per ₹	0.00000023 kiloliters per ₹
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.000104 Kiloliters per USD	0.000005 Kiloliters per USD
Water intensity in terms of physical Output	NA	NA
Water intensity (optional) (Total water consumption / Full time employee)	12.63	0.54

* The Company started recording water withdrawal and water consumption data from June 01, 2023. Thus, the data reported for FY 2023-24 is of 10 months and pertains to Central Support Office only.

**For Central Support Office, Water withdrawal & Consumption data is based on actual readings and for Branches it is estimated using Industry Standard, as outlined in the BRSR Core Guidelines.

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

The same has been assured by assurance provider.

4. Provide the following details related to water discharged:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

No.

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

No.

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others– please specify	-	-	-

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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 1 emissions	tCo ₂ e	33.02	20.22
Total Scope 2 emissions	tCo ₂ e	2,746.20	2,361.74
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	tCo ₂ e/ ₹	0.00000012	0.00000011
Total Scope 1 and Scope 2 emissions 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)	tCo ₂ e/ per USD	0.0000024	0.0000024
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	NA	NA
Total Scope 1 and Scope 2 emission intensity (Total Scope 1 and Scope 2 emissions/Full time employees)	tCo ₂ e/FTE	0.29	0.28

*The PPP conversion rate is 20.66 as published by International Monetary Fund (IMF) on its website.

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 of GHG emissions was carried out by independent consultant firm, Care Analytics and Advisory Pvt. Ltd and the same has been assured by assurance provider.

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

The Company is striving to minimize its GHG emissions wherever feasible. The Central Support Office of the Company was certified LEED Gold in May 2022. Further, through its CSR initiatives, the Company has taking forward its commitment to an eco-friendly and sustainable future by proactively undertaking various projects on environmental sustainability like Tree plantation drive – ‘Each One Plant One’ initiative and plantation drive organized by NHB under ‘Meri Maati Mera Desh’ initiative led by Government of India, investment in clean energy, and Green Housing Initiative.

Savings from	Carbon Reduction (tCo ₂ e)
620 KWP solar plants	905.20
13,051 Tree Plantation	420.94
Total Savings	1,326.14

9. Provide details related to waste management by the entity:

As the nature of business of the Company is providing housing finance, the key waste products are plastic, paper and e-waste.

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste* (A)	3.954	4.825
E-waste (B)	2.950	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive Waste (F)	-	-
Other hazardous waste. Please specify if any. (G)	-	-
Other non-hazardous waste- Paper Waste* (H)	6.056	-
Total (A+B+C+D+E+F+G+H)	12.960	4.825
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) MT/ ₹	0.00000000055	0.00000000022

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/ Revenue from operations adjusted for PPP)	0.0000000114	0.0000000049
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – (Total waste generated /Full Time Employees) MT/ FTE	0.00137	0.00056
For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes)		
Category of Waste		
(i) Recycled	4.34	-
(ii) Re-used	-	0.24
(iii) Other Recovery Operations	-	-
Total	4.34	0.24
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	8.62	4.58
Total	8.62	4.58

* Computed with respect to the Central Support Office only.

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 of GHG Emissions was carried out by independent consultant firm, Care Analytics and Advisory Pvt. Ltd and the same has been assured by assurance provider.

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.

As the nature of business of the Company is providing housing finance, there has been no hazardous waste generated by the Company. In the current Financial Year, approximately 12.96 metric tons of waste was generated at the Central Support Office out of which 4.34 metric tons of paper and e-waste was recycled through authorized vendors.

The Company has already launched 'Go Green Initiative' to reduce paper consumption, thereby reducing paper waste. The Company monitors and regulates the printing and photocopy operations. The Company also strives to adopt measures to segregate waste and ensure recycling/reuse of waste, wherever practicable.

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:

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.
			Nil

12. 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
Nil					

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):

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
Nil				

Leadership Indicators

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

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

- Name of the area- Not Applicable
- Nature of operations- Not Applicable
- Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) –the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment- please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment–please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
(v) Others	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No) 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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 3 emissions	tCo ₂ e	14,430.15	13,387
Total Scope 3 emissions per rupee of turnover	tCo ₂ e/ ₹	0.0000006	0.0000007
Total Scope 3 emission intensity (optional) – (Total Scope 3 Emission /Full Time Employees)	tCo ₂ e /FTE	1.53	1.57

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

No.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

As the Company is providing financial services, it does not cause any significant, direct impact on biodiversity. The Company's offices and branches are not operated in and around the ecologically sensitive areas.

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:

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	GATI	Aavas is committed to continuous improvement and has embarked on a digital-first initiative called Project 'GATI'. The project involves building a single platform to streamline the entire loan origination and customer service journey, providing customers with a more seamless experience.	The new system has significantly reduce manual data entry, paper work and project assessment time, thereby ensuring a seamless customer experience.
2.	Green Building Certification	The Company has actively integrated green and sustainable solutions into its operations. The Company achieved a significant milestone by securing LEED Gold certification for the Central Support Office, making it the first existing commercial building in Jaipur, Rajasthan to receive the prestigious recognition.	The initiative has significantly improved energy efficiency, reduced water consumption, and elevated indoor air quality, ensuring a more sustainable and healthier environment.
3.	LED lightening & robust IT systems	LED lighting, insulation to reduce air conditioning usage, and the Company prioritise energy-efficient equipment with higher star ratings, utilises power supervision technology, and has adopted cloud-based technology and virtualised information centres.	It reduces energy consumption, decreases air conditioning demand, lowers expenses, enhances comfort, and promotes sustainability.
4.	Go Green Initiative	The Company under its Go Green Initiative digitized its operations to minimize paperwork and facilitate online applications for home loans through its web portal and mobile application.	It minimizes paper consumption in loan documentation and contributes to cost savings by optimizing file storage.
5.	E-Signing of Loan Documentation	The Company has initiated a pilot phase for E-signing in its loan documentation process. This digital transformation aims to enhance efficiency, reduce paper usage, and streamline operations, making loan processing more seamless and cost-effective. By integrating electronic signatures, the Company seeks to improve customer experience, strengthen security measures, and contribute to environmental sustainability.	Through this initiative the Company will pave the way for a broader adoption of digital documentation.

5. 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 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 its customers.

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

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

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

The Company as per its ESG Policy expects its supply chain partners to demonstrate commitment on sustainability and align on environmental aspects. The Company has not assessed its value chain partners for environmental impacts.

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

a. **By the listed entity:** Nil, While no green credits have been procured, the Company is exploring renewable energy options to strengthen its sustainability efforts.

b. **By the top ten (in terms of value of purchases and sales, respectively) value chain partners:** Nil

Principle 7

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

Essential Indicators

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

The Company is a member of 3 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.	Confederation of Indian Industry (CII)	National
2.	The Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National
3.	PHD Chamber of Commerce and Industry (PHDCCI)	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.

NA

Name of authority	Brief of the case	Corrective action taken
	NA	

Leadership Indicators

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

The Company has propagated public policy positions which are as follows:

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
1.	Standardization of Legal Documents for Individual Housing Loans by National Housing Bank (NHB)	The issue of complexity and differences across institutions in legal documents for housing loans was highlighted during the meeting of CEOs of Housing Finance Companies (HFC) organized by NHB. NHB constituted a working group to examine the issue and develop a standard format of legal documents which can be used by Lending Institutions. The proposed formats was shared with all the HFCs for inputs. The Company shared inputs on the same.	Yes	On Requirement Basis	https://www.nhb.org.in/wp-content/uploads/2025/01/Working-group-Standardisation_web.pdf

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
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The Company's operations do not involve any projects which require need for any Social Impact Assessments. However, from a CSR standpoint, to ensure adherence to programme objectives and maximization of social impact, the Company works closely with its implementing partners on CSR programme design, the implementation model, and the governance and reporting of impact during the course of the programme.

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

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

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

The Company has various mechanisms in place to receive and redress grievances of its various stakeholders. The Company also has in a place a whistleblower mechanism to capture any grievance / complaint of any internal or external stakeholder which includes vendors, communities, etc. Details of such mechanisms and policies are given in Section A: General Disclosure of this report.

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	17.51%	21.14%
Sourced directly from within India	96.31%	97.90%

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 2024-25* Current Financial Year	FY 2023-24 Previous Financial Year
Rural	0.54%	0.37%
Semi-Urban	16.06%	13.50%
Urban	23.91%	25.23%
Metropolitan	59.49%	60.90%

*The places are categorized as per RBI Classification system-rural/ semi-urban/ urban/ metropolitan and Census 2011.

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 (INR)
		NA	

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?

Although the Company does not have a specific procurement policy but it covers the procurement practice under its ESG Policy. The Company strives to procure, as far as possible, inputs, which are:

- i. Recycled/reusable
- ii. Environment friendly
- iii. Energy-Efficient
- iv. Locally sourced from small vendors/MSMEs, especially women-led MSMEs

The Company expects its value chain partners to adhere to the same laws, regulations, and human rights standards as are observed by the Company, including laws pertaining to safety & wellness at workplace, prohibition of forced labour, human trafficking, environment protection etc.

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

S.No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Nil				

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

Name of the authority	Brief of the Case	Corrective action taken
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 groups
1.	Education, Holistic Development & Sports - Skill Development - Road Safety Awareness - Quality Education & Scholarships	3,43,912	
2.	Environment Sustainability, Climate Change and Energy - Solar Plant - Tree Plantation	18,708	100%
3.	Healthcare and Wellness - Free Food Distribution - Artificial Limbs	3,37,470	(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. The Company strive to improve the social economic condition of these communities.)
4.	Reducing Inequalities (Socially and Economically Backward Groups) - Vishwakarma - Childcare Centers	10,750	
5.	Rural Development and Community Development (Women Empowerment) - Gram Siddhi - Water Coolers	3,526	
Total		7,14,366 lives touched	

Principle 9

Businesses should engage with and provide value to their customers in a responsible manner

Essential Indicators

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

The Company has a structured grievance redressal system to receive and address consumer complaints effectively. Grievance redressal mechanism is also integrated into loan agreements, ensuring customers are informed about the process. Complaints are logged in the 'Complaint & Grievance Register' at branches during working hours. Additionally, a three step escalation process is in place, if any complaint remains unresolved within 15 days, customers can reach out to the Nodal Officer of the Company via email or phone and finally if complaint is not resolved within 30 days, it can be escalated to NHB via government portals. The detailed Grievance Redressal Policy is available on the Company's website at <https://www.aavas.in/resource/grievance-redressal-policy>.

Additionally, the Company leverages Customer Relationship Management (CRM) software and advanced digital tools like Salesforce-CRM, chatbots, Application, IVR and online portals to track and enhance complaint resolution efficiently.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	All loan products, Key Fact Statement (KFS) and Other Most Important Terms & Conditions (MITC) are completely transparent and disclose all product related details. The other MITC is available in 8 languages, including English, Hindi and 6 other regional languages on website of the Company.
Recycling and/or safe disposal	

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

	FY 2024-25 (Current Financial Year)		Remarks	FY 2023-24 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
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:

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		NA

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

Yes, the Company has a framework and policy on cyber security and risk related to data privacy. The IT Strategy Committee which is headed by Independent Director 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. The policy can be accessed on the website- <https://www.aavas.in/privacy-policy>.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

No penalties/regulatory action has been levied/taken on the above parameters.

7. Provide the following information relating to data breaches:

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

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> as well on its application. 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, KFS, other MITC, and Schedule of Charges to inform and educate consumers about safe and responsible usage of its services. The same is informed to customers through various modes such as SMS, branches as well as available 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 BCMP gets activated and as per the process, the Company approaches 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. The Company provides the product information through the KFS and other MITC. No, the Company does not carry out any such survey with regard to customer satisfaction relating to its major services.

Annexure-A

INDEPENDENT PRACTITIONER'S LIMITED ASSURANCE REPORT ON IDENTIFIED SUSTAINABILITY INFORMATION IN AAVAS FINANCIERS LIMITED'S BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR) FOR THE FINANCIAL YEAR ENDED MARCH 31, 2025

To
The Board of Directors
Aavas Financiers Limited
Jaipur, Rajasthan, India

- We have been engaged to perform a limited assurance engagement for Aavas Financiers Limited ('Aavas' or 'the Company') vide our engagement letter dated April 26, 2025, in respect of the data and information pertaining to Core attributes of BRSR (the "Identified Sustainability Information") in accordance with the Criteria stated below. This Identified Sustainability Information is included in the Business Responsibility and Sustainability Report (BRSR) of the Company for the financial year ended March 31, 2025. This engagement was conducted by a multidisciplinary team including assurance practitioners and engineers.

IDENTIFIED SUSTAINABILITY INFORMATION

- The Identified Sustainability Information for the financial year ended March 31, 2025 is summarised 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) - GHG Emission Intensity (Scope 1 + 2)
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 – cost incurred as a % of total revenue of the Company
	Principle 3 – 11	Details of 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
	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	Input material sourced from following sources as % of total purchases – Directly sourced from MSMEs/ small producers and from within India
	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 Aavas and its operation in India which includes the Corporate Office, Regional Offices and Branches.
4. Our limited assurance engagement is with respect to the Identified Sustainability Information for the reporting boundary as mentioned above for the financial year ended 31 March 2025 only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR and therefore, do not express any conclusion thereon.

CRITERIA

5. The criteria used by the Company to prepare the Identified Sustainability Information is summarised below ('hereinafter referred to as 'Criteria'):
- a. Regulation 34(2)(f) of the Securities and Exchange Board of India ("SEBI") (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('LODR Regulations') as amended, read with SEBI Master circular SEBI/HO/CFD/PoD2/CIR/P/0155 dated 11 November 2024 and SEBI Circular SEBI/HO/CFD/CFD-PoD-1/P/CIR/2025/42 dated 28 March 2025; and
- b. SEBI Circular SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated 20 December 2024 read with BRSR Core Reporting Standard formulated by Industry Standards Forum.

MANAGEMENT'S RESPONSIBILITIES

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 Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

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 have complied with the independence and other ethical requirements of International Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants ('IESBA') which is founded on fundamental principles of integrity, objectivity, professional competence, and due care, confidentiality and professional behaviour.
9. Our firm applies International Standard on Quality Management (ISQM) 1, "Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements" which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

PRACTITIONER'S RESPONSIBILITY

10. Our responsibility is to express a limited assurance in the form of a conclusion on the Identified Sustainability Information based on the procedures we have performed and evidence we have obtained.
11. We conducted our limited assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), "Assurance Engagements other than Audits or Reviews of Historical Financial Information ('ISAE 3000 (Revised)') issued by the International Auditing and Assurance Standards Board ('IAASB'). This standard requires that we plan and perform our engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement.
12. A limited assurance engagement undertaken in accordance with ISAE 3000 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, identifying areas where material misstatement is likely to arise in the Identified Sustainability Information whether due to fraud or error, designing and performing procedures to address identified risk areas as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information.
13. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

14. 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.

15. Given the circumstances of the engagement, in performing the procedures listed above, we:

- Performed walkthrough and discussion with individual data owners for understanding business processes, data management processes, and to verify data and documents;
- Carried out discussions at the corporate office for data and document verification;
- Interviewed senior executives to understand the reporting process, governance, systems and controls in place during the reporting period.
- 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.
- Evaluated the suitability and application of the Criteria and that the Criteria have been applied appropriately to the subject matter.
- Selected key parameters and representative sampling, based on statistical audit sampling tables and agreeing claims to source information to check accuracy and completeness of claims such as source data, meter data, etc.
- Re-performed calculations to check accuracy of claims,
- 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;

16. The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had

we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Identified Sustainability Information have been prepared, in all material respects, in accordance with the Criteria.

EXCLUSIONS:

17. Our limited assurance engagement scope excludes the following and therefore we do not express an opinion on the same:

- Aspects of the BRSR and data/information (qualitative or quantitative) other than the Identified Sustainability Information.
- Operations of the Company other than those mentioned in the Identified Sustainability Information section above
- Data and information outside the defined reporting period
- Data related to Company's financial performance, strategy and other related linkages expressed in the Identified Sustainability Information.
- The Company's statements that describe expression of opinion, belief, aspiration, expectation, forward looking statements provided by the Company and assertions related to Intellectual Property Rights and other competitive issues.
- Mapping of the Identified Sustainability Information with reporting frameworks other than those mentioned in 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.

CONCLUSION

18. Based on the procedures we have performed and the evidence we have obtained and the information and explanations given to us along with the representation provided by the management, nothing has come to our attention that causes us to believe that the Identified Sustainability Information included in the BRSR for the financial year ended 31 March 2025, is not prepared, in all material respects, in accordance with the Criteria.

RESTRICTION ON USE

19. Our limited 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, this report may not be suitable for any other purpose and should not be used by any other party other than the Board of Directors of the Company. Further, we do not accept or assume any duty of care or liability for any other purpose or to any other party to whom this report is shown or into whose hands it may come without our prior consent in writing.

GRANT THORNTON BHARAT LLP

Abhishek Tripathi

Partner

Dated: June 18, 2025

Place: Grant Thornton Bharat LLP

Plot No. 19A, 2nd Floor, Sector – 16A,

Noida - 201301, Uttar Pradesh, India