

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L65922MH1989PLC052257
2	Name of the Listed Entity	LIC Housing Finance Limited
3	Year of incorporation	1989
4	Registered office address	Bombay Life Building, 2 nd Floor, 45/47, Veer Nariman Road, Fort, Mumbai 400001.
5	Corporate address	131, Maker Tower "F" Premises, 13 th Floor, Cuffe Parade, Mumbai 400005.
6	E-mail	lichousing@lichousing.com
7	Telephone	(+91) 22 2217 8600
8	Website	www.lichousing.com
9	Financial year for which reporting is being done	FY 2024-25
10	Name of the Stock Exchange(s) where shares are listed	Bombay Stock Exchange Limited (BSE), National Stock Exchange of India Limited (NSE)
11	Paid-up Capital	110.08 crore
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report	Ms. Varsha Hardasani Company Secretary & Compliance Officer Telephone Number:022 22178610 Email Id: varsha.hardasani@lichousing.com
13	Reporting boundary (Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone-Basis Reporting (excluding foreign branches)
14	Name of assurance provider	SGCO & Co. LLP (Company's Joint Statutory Auditor)
15	Type of assurance obtained	Reasonable Assurance of BRSR Core KPIs as per SEBI guidelines

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 (FY 2024-25)
1	Financial and insurance Service (K)	LIC Housing Finance Limited (LIC HFL) is a leading housing finance company in India. Its primary business activity is providing long-term finance to individuals for the purchase, construction, repair, or renovation of residential properties. Additionally, LIC HFL offers loans for non-residential purposes and provides financing to builders and developers engaged in the construction of residential projects. The company aims to facilitate housing development by offering competitive interest rates and a range of financing solutions tailored to meet the diverse needs of its customers.	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	Providing loans for the purchase or construction of residential houses, commercial real estate and certain other purposes in India.	65922	99.99%

Note: <https://mospi.gov.in/classification/national-industrial-classification/alphabetic-index-5digit>

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

Location	Number of branches	Number of offices	Total
National	Not Applicable*	385	385
International		1	1

Note:

1.The company has a network of 385 offices including 307 Area Offices, 23 Back Offices, 44 Cluster Offices, 9 Regional Offices, 1 Corporate Office & 1 Registered Office, spread across 23 states and 4 Union Territories in India as of 31st March, 2025.

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

Locations	Number
National (No. of States)	Pan-India (23 States + 4 Union Territories)
International (No. of Countries)	1*

*International - Dubai

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

Not Applicable.

c. A brief on types of customers

The company serves a diverse customer base across the housing finance sector. The key types of customers include:

1. Retail Home Loan Borrowers:

Individuals availing housing loans for purchase, construction, extension, or renovation of residential properties or availing loans against residential or non-residential property for personal or business use.

Individual borrowers include salaried, professionals, self-employed and non-resident Indians (NRIs).

2. Non-Individuals Borrowers:

Corporates availing loans for purchase, construction, extension of non-housing properties or availing loans against non-residential property for business use. Builders and developers seeking project finance for constructions finance.

1. Income category wise individual housing loan disbursement.

Income Slab	No. of Loans Disbursed	Amount Disbursed (₹ crore)
Upto ₹3 lakh (EWS)	3,622	441.50
₹3 lakh - ₹6 lakh (LIG)	46,583	8,570.72
₹6 lakh - ₹18 lakh (MIG)	1,06,641	32,014.85
Above ₹18 lakh (HIG)	17,501	10,587.31

2. Disbursement by Occupational Type.

Employment Type	No. of Loans Disbursed	Amount Disbursed (₹ crore)
Professional	1,507	797.18
Salaried	1,39,714	40,973.13
Self-Employed	33,126	9,844.08

3. Key Portfolio Metrics

- **Average Ticket Size:** ₹29.66 lakh
- **Average Loan-to-Value (LTV) at Origination:** 56.18%
- **Average Age of Customers:** 40.83 Years

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total*		Male		Female		Other	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	
EMPLOYEES									
1	Permanent (E)	2,352	1,590	67.6%	762	32.4%	0	0%	
2	Other than Permanent (F)	190	130	68.42%	60	31.57%	0	0%	
3	Total employees (E + F)	2,542	1,720	67.66%	822	32.33%	0	0%	
WORKERS									
4	Permanent (G)				Not Applicable				
5	Other than Permanent (H)				Not Applicable				
6	Total workers (G + H)				Not Applicable				

Note:

Permanent Employees: This category includes all employees who have been confirmed in their roles. It also includes:

- LIC officials deputed to LIC Housing Finance Limited (LIC HFL), and
- LICHFL employees deputed to its subsidiaries.

Other-than-Permanent Employees:

Other-than-Permanent' employees include probationers and management trainees, who are confirmed as permanent upon successful completion of their term. The Company has no SEBI-defined workers. Housekeeping and security services are outsourced, with vendor payments made against invoices.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female		Other		
			No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	
DIFFERENTLY ABLED EMPLOYEES									
1	Permanent (E)	5	4	80%	1	20%	0	0%	
2	Other than Permanent (F)	0	0	0	0	0	0	0%	
3	Total differently abled employees (E + F)	5	4	80%	1	20%	0	0%	
DIFFERENTLY ABLED WORKERS									
4	Permanent (G)				Not Applicable				
5	Other than permanent (H)				Not Applicable				
6	Total differently-abled workers (G+H)				Not Applicable				

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	13	1	8%
Key Management Personnel	3	1	33%

Note: Key Management Personnel includes the MD & CEO, CFO, and Company Secretary. The MD & CEO also serves as a member of the Board of Directors.

22. Turnover rate for permanent employees and workers

	FY 2024-25				FY 2023-24				FY 2022-23			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent Employees	3.41%	3.92%	0%	3.57%	5.57%	3.91%	0%	5.03%	4.10%	3.11%	0%	3.78%
Permanent Workers	Not Applicable											

Note: Turnover percentage is calculated considering all exits (Resignation, Termination, Retirement, Early retirement, Repatriation of LIC employees back to LICHFL, end of service due to death) except transfer of LICHFL employees to its subsidiaries on deputation.

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (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	LICHFL Care Homes Limited	Subsidiary	100%	No
2	LICHFL Financial Services Limited	Subsidiary	100%	No
3	LICHFL Trustee Company Limited	Subsidiary	100%	No
4	LICHFL Asset Management Co. Limited	Subsidiary	94.6%	No
5	LIC Mutual Fund Trustee Co. Limited	Associate	35.3%	No
6	LIC Mutual Fund Asset Management Co. Limited	Associate	33.52%	No

VI. CSR Details

- 24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013:** (Yes/No): Yes
- (ii) **Turnover (in ₹):** 28,056.22 crore
- (iii) **Net worth (in ₹):** 34,538.42 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:**

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			FY 2023-24		
		Current Financial Year			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	No	-	-	-	-	-	-
Investors (other than shareholders)	Yes	0	0	-	1	0	All Complaints were Resolved in the same year
Shareholders	Yes	29	0	All Complaints were Resolved in the same year	11	0	All Complaints were Resolved in the same year

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			FY 2023-24		
		Current Financial Year			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
Employees and workers	Yes	-	-	-	-	-	-
Customers	Yes	3,494	4	4 Complaints were pending at the end of the year	13,486	0	All complaints were Resolved in the same year
Value chain Partners	Yes	-	-	-	-	-	-
Other (Depositors)	Yes	3034	5	3,029 Complaints were resolved in FY 2024-25	3256	15	All complaints pertaining to FY 2023-24 were duly resolved as of 31 st March, 2025.

The grievance redressal mechanism is available at: <https://cdn.lichousing.com/2025/06/policy-on-grievance-redressal.pdf>

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Corporate Governance and Ethics	Risk and Opportunity	Risk: Instances of unethical practices and behavior can lead to reputational damage, legal penalties, and loss of trust among stakeholders, including investors, customers, and regulators. This is crucial for a financial institution like LIC HFL, where trust and credibility are fundamental. Opportunity: A strong culture of ethics and governance enhances reputation, increase stakeholder trust, and improve operational efficiency. This aligns with the organization’s mandate and strengthens relationships with customers, partners, and regulators.	To mitigate risks, LIC HFL implements a Code of Conduct, ensuring all employees and stakeholders adhere to high standards of ethical conduct. Training sessions on ethics and compliance are conducted. Transparent reporting mechanisms for unethical behavior are in place. Internal Audit Committee monitors adherence to ethical standards.	Negative: The financial impact can be indirect but significant, including potential legal costs, fines, and loss of business due to diminished stakeholder confidence and reputational damage. Positive: By fostering a robust ethical culture, LIC HFL can enhance stakeholder trust, leading to long-term relationships and improved business outcomes. This can result in increased investor confidence, customer loyalty, and potentially lower costs related to risk management and compliance.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Customer Privacy & Data Security	Risk	Customer privacy and data security are critical for protecting customer data and maintaining trust. In the financial sector, safeguarding sensitive information is paramount to prevent data breaches, which can result in significant reputational and financial damage. Compliance with regulations such as the Digital Personal Data Protection Act 2023 is essential to avoid legal penalties and ensure data protection throughout its lifecycle.	Implement robust cybersecurity measures, including advanced security checks within applications and software. Increase the frequency of IT systems audits from biannual to annual reviews to identify and address vulnerabilities more frequently. Adopt and enforce a comprehensive suite of IT policies, such as Anti-Virus, Backup, Email Security, Internet Security, and more, to ensure a structured and thorough approach to data protection. Conduct regular staff training on data protection and cybersecurity awareness to minimize human error and enhance response to potential threats. Ensure compliance with the Digital Personal Data Protection Act 2023 by implementing technical and organizational measures aligned with regulatory guidelines.	Negative: Potential financial penalties for non-compliance with data protection laws, reputational damage, loss of customer trust, and costs associated with data breaches, including system recovery, review, and improvement post-incident.
3	Climate risk	Risk	Climate risk is a significant challenge for LIC HFL, as it can impact the lending portfolio and operational efficiency. Physical risks such as extreme weather events, flooding, and heatwaves may damage collateral against loans and disrupt business operations. Transition risks associated with the shift to a low-carbon economy could render certain sectors obsolete, leading to potential loan defaults. Stringent environmental regulations may increase compliance costs and limit lending opportunities in carbon-intensive industries.	Risk management framework designed to proactively identify and manage various risks to its business is in place, climate-related risks shall be incorporated in the same. Considering to integrate climate risk considerations into its credit appraisal processes to ensure thorough evaluation of potential risks when lending to borrowers. LIC HFL integrates climate risk into valuations and promotes insurance. Regular monitoring of climate risk exposure and the effectiveness of management strategies is crucial to adapting to changing environmental conditions.	Negative: . These could include increased loan defaults due to climate-related events affecting borrowers, reduced asset values, especially in vulnerable sectors, rising insurance premiums, and increased compliance costs due to stringent environmental regulations.
4	Customer Satisfaction	Opportunity	Customer satisfaction is essential for retaining customers and fostering business growth. By effectively capturing and utilizing customer feedback, LIC HFL can enhance its products and services to better meet customer needs, leading to increased satisfaction and loyalty. This focus on customer satisfaction can differentiate LIC HFL from competitors and create a strong reputation in the market.	Regularly review and analyze customer feedback to identify trends and areas for improvement. Implement changes based on feedback to improve products and service delivery. Train employees to prioritize customer satisfaction and deliver exceptional service.	Positive: By enhancing customer satisfaction, LIC HFL increases customer retention and attracts new customers through positive word-of-mouth. This leads to higher revenues and market share, ultimately driving business growth. The long-term relationships built through customer satisfaction also reduces marketing and acquisition costs, further improving financial performance.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	Employee well-being and safety	Risk and Opportunity	Employee well-being and safety are critical for maintaining a productive and resilient workforce. Recognizing employee well-being as both a risk and an opportunity allows LIC HFL to address potential issues that can arise from neglecting these aspects, such as decreased productivity and increased absenteeism, while also leveraging the benefits of a healthy and engaged workforce.	Implement comprehensive health and safety programs to ensure a safe working environment. Offer health benefits and conduct regular wellness programs to promote physical and mental health. Develop well-defined well-being and development initiatives to enhance employee engagement and performance.	Positive: Investing in employee well-being can lead to reduced absenteeism and higher productivity. Enhanced job satisfaction and morale can increase employee retention, reducing recruitment and training costs. A positive work culture can drive better organizational performance and profitability. Negative: Costs associated with implementing health programs and safety measures. Initial investment required for wellness initiatives and development programs.
6	Energy and Emissions	Risk and Opportunity	For LIC HFL, addressing this issue is both a risk and an opportunity. The risk arises from potential regulatory fines, increased operational costs, and reputational damage if emissions are not managed properly. Conversely, it presents an opportunity to enhance operational efficiency, reduce costs, and improve brand reputation by adopting sustainable practices.	Implement energy-saving measures across all operations to optimize consumption. Increase the use of renewable energy sources to reduce reliance on fossil fuels. Conduct regular carbon footprint assessments to monitor and manage emissions. Engage with stakeholders to promote sustainability initiatives and transparency.	Positive: Cost savings from improved energy efficiency and reduced energy consumption. Enhanced brand reputation and customer trust, potentially leading to increased business opportunities. Negative: Initial investment required for implementing energy-efficient technologies and renewable energy infrastructure. Potential regulatory fines and penalties if emissions targets are not met or if compliance is lacking.
7	Regulatory Compliance	Risk	Regulatory compliance is a critical issue for LIC HFL due to the need to adhere to legal standards and avoid penalties or reputational damage. Non-compliance can pose significant risks including legal fines, operational disruptions, and increased scrutiny from regulatory bodies.	Implement robust compliance frameworks that are regularly updated to reflect changes in regulations. Conduct regular audits to ensure compliance with all applicable laws and standards. Provide comprehensive training to staff on regulatory requirements and best practices. Strengthen internal controls and ensure effective leadership oversight in compliance activities.	Negative: Potential fines and penalties for non-compliance with regulations, leading to financial losses. Business disruptions and reputational risks resulting from compliance failures. Increased scrutiny from regulatory bodies, which can incur further operational costs.
8	Financial Performance	Opportunity	Financial performance is a key driver of LIC HFL's ability to expand, innovate, and enhance its competitive position in the market. By focusing on improving financial metrics, LIC HFL can capitalize on opportunities for growth, increase shareholder value, and invest in new technologies or markets.	Stringent monitoring, regular follow-ups and sustain asset quality. Provide Early Warning signals to borrowers to help them understand the importance of timely repayment. Dedicated team for regular monitoring of day-to-day collections and also ensure a robust System Recovery vertical.	Positive: Enhanced ability to invest in technology upgrades and market expansion, boosting competitive advantage. Improved shareholder value and investor confidence, potentially attracting more investment and funding opportunities.
9	Brand and Reputation Management	Opportunity	Brand and Reputation Management	Increasing presence in social media and augmenting about customer engagement programs to increase brand visibility Focus on delivering high-quality products and services that consistently meet customer expectations.	Positive: Improved public image and stakeholder trust can lead to better business opportunities and partnerships

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10	Human Capital development	Opportunity	Human capital development is essential for LIC HFL to foster a skilled and motivated workforce capable of driving innovation and achieving business objectives. Skilled staff improve loan underwriting and risk management quality.	Implement comprehensive training and development programs tailored to different career stages and roles. Promote a culture of continuous learning and professional growth through workshops, seminars, and e-learning platforms. Recognize and reward employee achievements to foster motivation and engagement. Develop leadership programs to prepare future leaders and ensure a robust succession planning process.	Positive: Enhanced employee skills and capabilities can lead to improved productivity and innovation. Increased job satisfaction and morale can result in higher employee retention, reducing recruitment and training costs.
11	Diversity, Equity and Inclusion	Opportunity	Diversity, equity, and inclusion (DEI) are crucial for an innovative workforce at LIC HFL. A diverse and inclusive workplace can improve employee engagement, satisfaction, and retention	Implement robust diversity programs that actively recruit and retain diverse talent across all levels of the organization. Establish and enforce equal opportunity policies that ensure fair treatment and advancement for all employees. Promote an inclusive workplace culture by providing training on unconscious bias, cultural competence, and inclusive leadership. Encourage employee resource groups and forums for discussion to foster a sense of community and belonging.	Positive: Increased innovation and creativity from diverse perspectives can lead to enhanced product development and service delivery. Higher employee satisfaction and engagement can result in improved retention rates, reducing recruitment and training costs. A strong reputation for DEI can attract top-tier talent and expand market reach, driving business growth and profitability.
12	Prudent Risk Management	Risk	Prudent risk management is crucial for LIC HFL to safeguard its assets, ensure business continuity, and maintain stakeholder trust. Poor risk management increases non-performing assets in housing loans.	Develop comprehensive risk management frameworks that incorporate industry best practices and align with regulatory requirements. Conduct regular risk assessments to identify, evaluate, and prioritize potential risks across all areas of the business. Implement robust risk mitigation strategies, including insurance coverage, contingency planning, and crisis management protocols. Foster a risk-aware culture by providing training and resources to employees, ensuring they understand and adhere to risk management practices. LIC HFL uses credit scoring and portfolio reviews to manage risk.	Negative: Potential financial losses from unmanaged risks, including operational disruptions, legal liabilities, and reputational damage. Increased costs associated with addressing and recovering from risk events.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
13	Sustainable and Responsible Financing	Opportunity	Sustainable and responsible financing presents a significant opportunity for LIC HFL to align its financial products with societal expectations and environmental goals. With increasing regulatory focus on sustainability and growing consumer demand for responsible investment options, LIC HFL can capitalize on this trend by integrating sustainable practices into its financing operations.	Develop and offer green financial products that support environmentally friendly projects and initiatives. Engage with stakeholders, including investors and customers, to promote awareness and understanding of responsible finance. Monitor and report on the impacts of sustainable financing to ensure transparency and accountability. Collaborate with partners and industry leaders to innovate and expand sustainable financing options.	Positive: Increased revenue from sustainable finance products as demand grows for environmentally and socially responsible investment options. Enhanced brand reputation and customer loyalty from demonstrating commitment to sustainability and ethical practices.
14	Water Management	Risk	Water management is a critical issue for LIC HFL due to the increasing scarcity of water resources and stringent regulatory demands for sustainable usage. Water scarcity affects property values and operational costs in housing finance.	Implement water-saving technologies and practices to optimize water usage across operations. LIC HFL promotes water-efficient homes and office practices.	Negative: Potential costs associated with non-compliance, such as fines and increased operational expenses due to inefficient water use.
15	Waste Management	Risk	Waste management is a significant concern due to environmental regulations and societal expectations for responsible disposal and recycling. Poor waste practices in financed projects lead to fines and liabilities.	Develop and implement comprehensive waste management strategies to minimize waste generation and promote recycling. Partner with waste management experts and organizations to improve waste handling and recycling efforts. LIC HFL supports eco-friendly construction and waste monitoring.	Negative: Costs associated with waste disposal, potential fines for non-compliance, and reputational risks from poor waste management practices.
16	Community Relations and Well-being	Opportunity	Community relations and well-being are crucial for LIC HFL as they offer a pathway to build trust, strengthen the company's reputation, and contribute positively to societal development.	Engage in regular dialogue with community stakeholders to understand their needs and expectations. Implement initiatives that address local issues, such as education, health, and economic development. Monitor and assess the impacts of community relations and well-being programs to ensure effectiveness and sustainability.	Positive: Strengthened brand reputation and improved community relations can lead to increased customer loyalty and potential market growth. Enhanced corporate image and trust within communities can attract new business opportunities and partnerships.
17	Sustainable Procurement	Opportunity	Sustainable procurement is increasingly important due to rising expectations for environmental and social responsibility in supply chains. Responsible sourcing cuts costs and ensures supply chain stability.	Digitalisation of internal processes for procurement and internal servicing.	Positive: Saves cost and builds operational resilience.

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.

S. No.	Principle Description										
P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.										
P2	Businesses should provide goods and services in a manner that is sustainable and safe										
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains										
P4	Businesses should respect the interests of and be responsive to all its stakeholders										
P5	Businesses should respect and promote human rights										
P6	Businesses should respect and make efforts to protect and restore the environment										
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent										
P8	Businesses should promote inclusive growth and equitable development										
P9	Businesses should engage with and provide value to their consumers in a responsible manner										
Disclosure Questions		P 1	P 2	P 3	P 4	P 5	P 6	P 7*	P 8	P 9	
Policy and management processes											
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	c. Web Link of the Policies, if available	All the policies are available at https://www.lichousing.com/investors/policy-codes									
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
4.	Name of the national and international codes/certifications/ labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) mapped to each principle.	We are an ISO 2700:2013 (Information security management system) certified.									
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	LIC HFL does not have specific commitments, goals, or targets with defined timelines at this moment. However, the company is committed to establishing such targets in the near future. Currently, LIC HFL has taken up the following commitments LIC HFL is committed to support financial Inclusion by focusing on increasing the women borrowers, affordable housing loans, budget home loans to low-income group customers. LIC HFL is aiming to enhance access to finance in tier-2 and tier-3 cities. LIC HFL is trying to create safe and inclusive work environment for the employees. Deployment of video conferencing technologies to cut air travel and the associated emissions. Use of Recycled Copier paper wherever possible. Switch to Renewable energy wherever possible. Installed energy efficient lighting equipment, replacing CFL lighting with LED lights across most of the premises. Installation of Motion sensor light to reduce energy usage. Monitoring emissions and energy consumption trends to identify energy-saving opportunities. LIC HFL is aiming to build ESG capacity for both internal and external stakeholders.									

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7*	P 8	P 9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	LICHFL is dedicated to achieving the commitments and targets as they are fundamental to the company's mission. While LIC HFL does not have specific commitments, goals, or targets with defined timelines at this moment, the company is committed to establishing such targets in the near future to better align the efforts with measurable outcomes.								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>The Company at its core believes that sustainable practices are essential to building a resilient and prosperous future for all. The BRSR Policy of the Company aligns with its goal of sustainable development and aims to minimize risks and impacts through robust and documented systems. ESG goals include ensuring profitability with ethical, environmental & social responsibility, mainstreaming ESG practices into business & operations and getting a head start on emerging ESG issues. The Company believes that going forward, with collective efforts, will make considerable progress towards integrating ESG considerations into its decision-making processes, policies, and practices.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	Name: Shri T Adhikari Designation: MD & CEO								
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, LIC Housing Finance Limited (LICHFL) is committed to sustainability, guided by an ESG Committee at the board level that oversees its efforts. This committee collaborates with senior management to evaluate LICHFL's social, environmental, and economic impacts. The company's strategy involves identifying ESG opportunities, establishing clear goals, and implementing action plans to achieve concrete results. Various functional teams within LICHFL are actively involved in this process, meeting regularly to review and enhance the systems and processes necessary for effective decision-making.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	
Performance against above policies and follow up action	Yes, Committees of the Board									Others On need-basis								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, Committees of the Board. The Company is in compliance with the regulations, as applicable.									Others On need-basis								

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.									YES

Note: The Company has taken a Independent Opinion on the Green Financing Framework by Vinod Kothari Consultants Private Limited.

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

Note: Principle-wise policies

Principle 1	Code of Conduct for Board Members, Compliance Policy, Fit & Proper Criteria for Directors, Fraud Risk Management Policy, Investment Policy, Policy for Determination of Materiality of an Event, Policy on Appointment of Statutory Auditors, Related Party Transaction Policy & Procedures, Whistle Blower Policy
Principle 2	Outsourcing Policy, Policy on Grievance Redressal, Resource Planning Policy
Principle 3	Promotion Policy, Remuneration Policy
Principle 4	Outsourcing Policy, Policy on Grievance Redressal, PR Publicity Policy, Resource Planning Policy
Principle 5	Board Diversity Policy, Fraud Risk Management Policy, POSH Policy
Principle 6	Business Continuity Plan, ESG Charter, Green Deposits Policy, Green Financing Framework, ICAAP Policy, Investment Policy, Resource Planning Policy, Risk Management Policy
Principle 7	BRSR Policy
Principle 8	CSR Policy, ESG Charter
Principle 9	BRSR Policy, Cyber Crisis Management Plan, Cyber Security Policy, Dividend Distribution Policy, Information Transfer Policy & Procedure, IT Outsourcing Policy, IT Security Policy, Material Subsidiaries Policy, Policy for Development & Change Management (IT related), Policy on Archiving of Information or Content Hosted on Website, Policy on Preservation of Documents, PR Publicity Policy

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1	Regulatory amendments, SARFAESI, valuation, project finance risks, ESG/BRSR	100%
Key Managerial Personnel	1	Regulatory amendments, SARFAESI, valuation, project finance risks, ESG/BRSR	100%
Employees other than BoD and KMPs	42	Audit, legal, credit appraisal, Sanchay deposits, receivables, induction, leadership, digitization, fraud prevention, risk management, consumer protection, ESG, BRSR, NBFC regulations, green housing, etc.	38.51%
Workers		Not Applicable	

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

Monetary					
	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
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					
Punishment				Not Applicable	

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

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

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

No, the Company has adopted the Code of Conduct & Ethics which lays out a zero-tolerance stance towards bribery and corrupt practices. It emphasizes the commitment to conducting business affairs and relationships professionally, fairly, and with integrity. The Company has implemented and enforced effective systems to counter bribery, accompanied by explicit guidelines to discourage any misconduct. Stringent control measures are in place to prevent such activities and actively encourages to report any malpractices.

The following policies and codes of the Company imbibe the matter pertaining to anti-corruption or anti-bribery:

Name of the Policy	Web link
Whistle Blower Policy & Vigil Mechanism	https://cdn.lichousing.com/2025/01/Whistle_Blower_Policy.pdf
Fair Practices Code	https://cdn.lichousing.com/2025/01/FAIR_PRACTICES_CODE.pdf
Code of Conduct for Direct recovery Agents	https://cdn.lichousing.com/2025/01/CODE_OF_CONDUCT_FOR_THE_RECOVERY_AGENTS.pdf
Code of Conduct for Marketing Intermediaries	https://cdn.lichousing.com/2025/01/CODE-OF-CONDUCT-FOR-MARKETING-INTERMEDIARIES.pdf
Code of Internal Procedure and Conduct for Insider Trading	https://cdn.lichousing.com/2025/01/Prohibition-of-Insider-Trading.pdf
Code Of Conduct for Board Members and Senior Management	https://cdn.lichousing.com/2025/01/Code-of-Conduct-for-Board-Members-and-Senior-management.pdf
Business Responsibility and Sustainability Policy	https://cdn.lichousing.com/2025/01/BRSR-Policy.pdf
Anti-Fraud Policy	https://cdn.lichousing.com/2025/01/Anti_Fraud_Policy.pdf

Note: Further, the Company also runs a campaign every year whereby during the Vigilance Awareness Week, all the employees are mandated to undertake an Integrity Pledge and update the same in the employee management portal.

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	0	0
KMPs	0	0
Employees	0	0
Workers	Not Applicable	Not Applicable

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	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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

During the year, there were no cases of corruption and conflicts of interest.

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 payables	86.59	90.77*

***Note:**

Accounts Payables include trade payables as per Note No. 14 of the Standalone Financial Statements for the year ended on 31.03.2025. Cost of goods / services procured include actual Fees & Commission expenses and Other expenses incurred during the Financial Year 2024-25 (not on amortised basis) and capex additions as per Note 12 excluding CSR expenses as per Note 34 of the Standalone Financial Statements for the year ended on 31.03.2025. The figures for Financial Year 2023-24 has been reclassified and revised in line with the Financial Year 2024-25.

Link to the Industry Standards Industry Standards: Industry Standards.

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:

Metrics		FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	4.65%	4.61%
	b. Sales (Sales to related parties / Total Sales)	0.03%	0.03%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.0020%	0.0018%
	d. Investments (Investments in related parties / Total Investments made)	1.95%	1.69%

Purchases & sales with the related parties are considered as per IGAAP

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
More than 525 training / awareness programs were conducted for Marketing Intermediaries in FY 2024-25.	<p>Topics / Principles covered under Training programmes as follows:</p> <ul style="list-style-type: none"> • Business Planning for FY 2024-25. • Marketing of Newly launched products viz Griha Sugam, Griha Bhoomi Equity, Griha Rakshak etc. • How to market Other than Home loan products? • Product knowledge and detailing of different housing loan scheme. • Strengthening Builder Relationship for Retails Business. 	Approximately 95% of Marketing Intermediaries (Value Chain Partners) were covered under the awareness programmes in 2024-25.

Note: In 2024-25 LICHFL had 44 Cluster Offices and 307 Area Offices all over India. All Offices conducted training for their Marketing Intermediaries on monthly basis on different topics to develop product knowledge and Marketing of different products.

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 adopted the following policies and terms of appointment, which incorporate provisions to avoid and manage conflicts of interest involving members of the Board:

Name of the Policies/ Terms of appointment	Web link
Terms And Conditions of Appointment of Managing Director & CEO	https://cdn.lichousing.com/2025/01/TermsAndConditions-of-appointment-of-Managing-Director.pdf
Terms and conditions of appointment of independent director	https://cdn.lichousing.com/2025/01/Terms-And-Conditions-of-appointment-of-Independent-Directors.pdf
Terms And Conditions of Appointment of Non-Executive Director	https://cdn.lichousing.com/2025/01/TermsAndConditions-of-appointment-of-Non-Independent-Director-2023.pdf
Code of conduct for Board members and senior management	https://cdn.lichousing.com/2025/01/Code-of-Conduct-for-Board-Members-and-Senior-management.pdf
Related Party Transaction Policy and Procedures	https://cdn.lichousing.com/2025/01/Related_Party_Transaction.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	Nil	Nil	Nil	Nil
Capex	Nil	Nil	Nil	Nil

Note: The Company primarily operates in the financial services sector. As such, its capital expenditure is largely directed towards information technology infrastructure, including IT hardware and software.

The Company remains committed to reducing its environmental footprint and continues to invest in sustainable and energy-efficient initiatives. It has built a strong digital ecosystem to enhance operational efficiency and minimize resource consumption. During the year, the Company undertook green initiatives such as installing a solar rooftop system at one of its offices, as well as implementing power factor correctors and automated lighting control sensors to optimize energy usage.

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

No. However, LIC Housing Finance Limited, being a financial services institution with relatively low material resource intensity, has adopted several sustainable practices to align with its environmental responsibility goals. The Company focuses on optimizing resource consumption, minimizing waste, and promoting energy-efficient operations.

Key sustainable sourcing practices include:

- Adoption of sustainable stationery such as recycled copier paper, introduced in late FY 2024-25.

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

Not Applicable. The exact percentage of sustainably sourced inputs could not be ascertained due to limited data availability on categorizing materials as sustainably sourced. However, through the recycled stationery initiative alone in FY 2024-25, the Company contributed to conserving 20 trees, saving 21,760 litres of water, and preventing 640 kilograms of CO₂ emissions. Going forward, the Company aims to improve data tracking and reporting mechanisms to facilitate more comprehensive disclosures on sustainable sourcing.

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 a Housing Finance Company, we do not offer physical product deliveries or generate post-consumer waste. Therefore, disclosures relating to waste generated after product use are not applicable to our line of business.

Category	Disclosure
Plastics	Not Applicable
E-waste	Not Applicable
Hazardous	Not Applicable
Other waste	Not Applicable

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

Given the service-oriented nature of our operations and the minimal use of material resources, Extended Producer Responsibility (EPR) is not applicable to our business and does not constitute a significant material issue for us

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

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

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

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

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Not Applicable		

4. Of the products and packaging reclaimed at end of life of products, amount (in Metric Tonnes) reused, recycled, and safely disposed of.

As a financial services company, we do not deal in physical products. The limited physical resources we utilize to deliver our services are procured from Original Equipment Manufacturers (OEMs). Therefore, this requirement is not applicable to our operations.

	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable

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

Essential Indicators

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

Category	% of employees covered by										
	Total* (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)	
Permanent employees											
Male	1,590	1,590	100%	1,590	100%	0	-	1,590	100%	0	-
Female	762	762	100%	762	100%	762	100%	0	-	0	-
Other	0	0	-	0	-	0	-	0	-	0	-
Total	2,352	2,352	100%	2,352	100%	762	100%	1,590	100%	0	-
Other than Permanent employees											
Male											
Female	Not Applicable										
Total											

Note:

- Permanent employees are eligible for the above-mentioned benefits.
- LIC HFL is dedicated to supporting its employees. LIC HFL is actively exploring alternative solutions to assist working parents and remain committed to an inclusive workplace

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

Category	% of workers covered by								
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits	
	Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	
Permanent workers									
Male									
Female	Not Applicable								
Other									
Total									
Other than Permanent workers									
Male									
Female	Not Applicable								
Other									
Total									

Note: The company does not have any workers as defined in the guidance note issued by SEBI. All the housekeeping and security support teams have been engaged through a Third Party.

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	0.088%	0.062%

Note: As part of the company’s continued investment in employee well-being, LIC HFL provides comprehensive Group Insurance and Medclaim coverage to ensure a safety net for the employees. The total expenditure under well-being measures includes Group Insurance, Medclaim, Gratuity, Medical Lumpsum, and Preventive Health Checkups.

***Note:** This year the calculation methodology has been updated. Hence numbers are updated for FY 2023-24.

2. Details of retirement benefits.

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%	Not Applicable	Yes	100%	Not Applicable	Yes
Gratuity	100%	Not Applicable	Yes	100%	Not Applicable	Yes
ESI	Not Applicable NA					
Others – please specify						

Note: * All Permanent employees are eligible for PF, gratuity, and leave encashment upon retirement

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

The Company is dedicated to fostering an inclusive environment and is committed to maintaining accessibility across all its offices. In line with this commitment, appropriate infrastructure and facilities are provided in locations where differently abled employees are posted, ensuring their comfort and ease of access.

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.

No. While the Company does not have a standalone Equal Opportunity Policy as mandated under the Act, it is committed to fostering an inclusive workplace. LIC HFL promotes equitable recruitment, training, and career development for individuals with disabilities. In locations where differently abled employees are posted, necessary infrastructure and facilities are provided to ensure accessibility and comfort.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	Not Applicable	NA
Female	100%	100%		
Other	0%	0%		
Total	100%	100%		

Note: In compliance with the Maternity Benefit Act, 1961 parental leave (maternity leave) of up to 6 months each for two children is allowed. There is no discrimination made amongst the female employees for availing such leave and after such employee resumes office, their earlier position/profile is restored.

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

(If yes, then give details of the mechanism in brief)

Permanent Employees	Yes, LIC Housing Finance Limited has a uniform grievance redressal mechanism applicable to all categories of employees, including permanent employees, management trainees, and those on probation. Grievances can be raised through the HR Department, reporting managers, or via the intranet-based feedback portal. In exceptional cases, concerns may be escalated directly to the General Manager (HR). The mechanism ensures equal access and resolution channels for all employees, irrespective of employment status.
Other than Permanent Employees	

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

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(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
Male						
Female		Not Applicable			Not Applicable	
Other						
Total Permanent Workers						
Male						
Female		Not Applicable			Not Applicable	
Other						

Note: All the employees and workers are free to exercise their right to form and/or join trade unions, refrain from doing so, or bargain collectively. However, LIC HFL does not maintain data on the membership of employees in associations or unions as it respects individual privacy and freedom of association.

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	1720	57	3.31%	624	36.28%	1613	29	1.80	1048	64.97
Female	822	28	3.41%	270	32.85%	783	43	5.49	544	69.48
Other	0	0	-	0	-	0	0	-	0	-
Total	2542	85	3.34%	894	35.17%	2396	72	3.01	1592	66.44
Workers										
Male										
Female										
Other										
Total										

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year	
	Total (A)	No. (B)	% (B/A)	No. (D)	%
Employees					
Male	1720	1720	100%		
Female	822	822	100%	783	783
Other	0	0	-	0	0
Total	2542	2542	100%		
Workers					
Male					
Female					
Other					Not Applicable
Total					

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, what is the coverage of such a system?

Yes, LIC Housing Finance Limited is committed to maintaining high standards of employee health and workplace safety. Recognising the desk-based nature of its operations, the Company undertakes various preventive and support measures to safeguard employee well-being.

During the year, LIC HFL conducted health and wellness initiatives including preventive health check-ups for employees aged 35 and above, safety awareness sessions, and regular training on fire safety and emergency response. Fire drills, evacuation exercises, and infrastructure safety inspections were also carried out across office locations to ensure preparedness.

The Company provides group mediclaim coverage for employees and their dependents, along with medical allowances and paid sick leave. First aid kits are maintained at all offices, and additional financial support is considered in cases of critical illness.

These efforts aim to foster a safe, healthy, and supportive workplace environment across the organisation.

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

LIC HFL conducts regular safety inspections across offices, including checks on fire extinguishers and elevators. Employees receive training on emergency procedures and safe equipment use. Wellness sessions and preventive health check-ups for employees over 35 support early risk identification. A group health insurance policy covers employees and dependents.

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

No, given the nature of business, this is not directly applicable to the company

d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?

Yes, the company prioritizes employee well-being by providing a robust healthcare program.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	Not Applicable	
Total recordable work-related injuries	Employees	0	0
	Workers	Not Applicable	
No. of fatalities	Employees	0	0
	Workers	Not Applicable	
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	Not Applicable	

Note: LIC HFL currently do not track Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked). However, LIC HFL has all the measures in place to avoid any health and safety related incidents.

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

The Company places a strong emphasis on employee well-being by maintaining a comprehensive occupational health and safety management system. LIC HFL's commitment to a safe and healthy workplace is reflected in the following key measures:

- **Comprehensive Health Programs:**

The Company promotes employee health and well-being through periodic health check-ups, wellness initiatives, and access to quality medical care, encouraging proactive health management and overall productivity.

- **Robust Safety Infrastructure:**

A multi-layered safety framework has been implemented across office locations, which includes:

- o CCTV surveillance in critical areas
- o Fire alarms integrated with fire and smoke detection systems
- o Readily accessible fire extinguishers and first-aid kits
- o Routine inspection and maintenance of all safety equipment
- o Installation of earthing pits and lightning conductors (at applicable locations)
- o Provision of safe drinking water in all offices
- o Adequate ventilation systems to ensure a healthy indoor environment

These initiatives reflect the Company's ongoing efforts to uphold high standards of occupational safety and employee welfare

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

	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	0			0		
Health & Safety	0			0		

14. Assessments for the year:

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

Note: None of the plants and offices have been formally assessed by external entities, statutory authorities, or third parties. Companies internal team assess the said parameters during quality management assessments.

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

(A) Employees – Yes

(B) Workers – Not Applicable

The Company provides life insurance coverage to all eligible employees under the Group Savings Linked Insurance (GSLI) Scheme, with a portion of the premium borne by the Company. In the event of death during service, the insurance amount is paid to the legal beneficiary.

Additionally, all statutory dues such as Provident Fund, Gratuity, and Final Settlement are processed on priority to provide timely financial support to the bereaved family.

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 all statutory dues applicable to transactions involving the Company are duly deducted and deposited in compliance with prevailing regulations. This process is subject to regular review under internal and statutory audit frameworks.

Furthermore, the Company expects its value chain partners to adhere to principles of business responsibility, transparency, and regulatory compliance. These expectations are embedded in contractual agreements and form an integral part of the Company's commitment to responsible sourcing and governance.

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	
	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	0	0	0	0
Workers	Not Applicable			

Note: There were no work-related injuries reporting in the financial year.

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, LIC Housing Finance Limited is committed to supporting employees throughout their career lifecycle, including during transitions arising from retirement or separation. During their tenure, employees receive comprehensive exposure to core financial functions, along with regular technical, functional, and soft skills training. These initiatives are designed to enhance their professional competencies and promote continued employability beyond their service with the Company.

While a formal transition assistance program is not currently in place, the skills, experience, and professional development provided during employment equip individuals to pursue gainful engagement post-retirement or upon conclusion of their employment.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	-
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.

Not Applicable

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.

LIC Housing Finance Limited follows a structured approach to identifying its key stakeholder groups, based on the degree of influence, interest, dependency, and impact on the Company's operations and value creation.

The identification process considers factors such as business dependency, regulatory environment, operational impact, and social relevance. Key stakeholder groups are identified through internal assessments conducted by respective business units and departments, based on their roles, service areas, and communication needs.

Identified stakeholder groups include:

- Customers – retail and institutional
- Employees
- Investors and shareholders
- Regulatory and government authorities
- Value chain partners – vendors, associates, and service providers

- Communities in operational geographies
- Media and communication platforms

Each department or business function is responsible for establishing effective and transparent engagement channels with their respective stakeholders to address concerns, gather feedback, and support sustainable decision-making.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government and regulatory authorities	No	Letters, email, one on-one meetings, Conference calls, videoconference	Need based	<ul style="list-style-type: none"> • To seek clarifications and regulatory inspections and responding to queries and communicating challenges. • To provide recommendations, knowledge sharing.
Shareholders	No	Quarterly results, Investor presentations, Annual Report, Annual General Meeting, Investor/analysts calls and meet, Media releases, Website.	Ongoing engagement with at least one engagement on a quarterly basis	<ul style="list-style-type: none"> • To seek approval of the shareholders on the items as statutorily or regulatorily required • To answer investor queries on financial performance • To present business performance highlights to investors • To discuss publicly available Company information to shareholders and investors
NGOs	No	Community Meetings	Quarterly	Engagement on CSR activities
Academia	No	-	-	-
Employees	No	Direct contact, Email, Intranet portal, senior leadership connect programs, team engagements, surveys, and Calls	Ongoing engagement on daily basis	<ul style="list-style-type: none"> • To ensure a safe and inclusive workplace for employees and offer opportunities for their professional advancement. • To increase and encourage employee engagement in normal business courses.
Customers	No	Multiple channels – physical and digital	Frequent and need based	To maintain regular communication with customers throughout the loan's lifecycle and address any issues they may have.
Suppliers	No	Business partner meets, conferences and forums, One-to-one meetings, Telephonic and email, business management portal and app	Frequent and need based	

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Local community	Yes	Through LIC HFL's on-ground CSR implementation partners and in person visits by LIC HFL employees/ CSR assessment agencies	Continuous/ Need based	<ul style="list-style-type: none"> LIC HFL work towards budling self- reliant communities in marginalized India, to mitigate the problems in the areas of Health, Education, livelihood and rural development. LIC HFL CSR works in 26 states and 2 UTs by joining hands with government departments, Panchayati Raj Institutes, Nonprofit Organizations, and communities. Currently LIC HFL has created footprints in 38 Aspirational Districts and driving core agenda of inclusive and sustainable growth for all.
Investors	No	Website, meetings, E-mails	Quarterly	Providing relevant information, progress, strategic initiatives and performances, future action plans
Media	No	Newspaper, pamphlets, social media, website	Need-based / as required	Latest developments of the company

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.

LIC HFL maintains continuous engagement with all its stakeholders through multiple channels and at scheduled intervals. Management regularly communicates with key stakeholders, including investors, customers, channel partners, and analysts, to share strategies and performance updates. These interactions are typically led by relevant business functions, with senior executives taking part when necessary. Critical issues and feedback are then reviewed by the appropriate Board committees. The organization places significant emphasis on feedback to enhance its products, services, and conduct, recognizing its importance for long-term value creation. Additionally, this year, LIC HFL has conducted a Stakeholders Engagement and Materiality Assessment to better understand its key material topics related to environmental, social, and governance issues. The company also engages with stakeholders through various surveys and questionnaires.

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, LIC HFL uses stakeholder consultations to identify and manage environmental and social topics. These consultations are integral to the company's materiality assessment process, involving key stakeholders such as customers, analysts, and investors through surveys. The insights gathered are analyzed to create a materiality matrix, which informs the company's sustainability strategy. This approach helps LIC HFL prioritize critical issues, identify risks and opportunities, and develop strategies to mitigate negative impacts while enhancing positive outcomes. Stakeholder engagement enables the company to align with stakeholders' needs and expectations, ultimately enhancing its environmental and social performance.

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

LIC Housing Finance Limited actively addresses the concerns of vulnerable and marginalized stakeholder groups through its comprehensive Corporate Social Responsibility (CSR) initiatives. These efforts focus on alleviating the challenges faced by disadvantaged segments of society. Detailed information about LIC HFL's CSR projects and their impact can be found in the CSR Report. For further specifics, please refer to the CSR Projects approved for FY 2024-25 via this link: [CSR Projects Report](#). Through these initiatives, LIC HFL reaffirms its commitment to fostering inclusive growth and uplifting communities in need.

Principle 5: Businesses should respect and promote human rights**Essential Indicators**

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	2,352	481	20%		212	9%
Other than permanent	190	109	57%	47	2	4%
Total employees	2,542	590	23%		214	9%
Workers						
Permanent						
Other than permanent						Not Applicable
Total workers						

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

Category	FY 2024-25					FY 2023-24				
	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										
Male	1,590	0	0	1,590	100%	1,579	0	0	1,579	100%
Female	762	0	0	762	100%	770	0	0	770	100%
Other	0	0	0	0	0	0	0	0	0	0
Other than permanent										
Male	130	0	0	130	100%	47	0	0	47	100%
Female	30	0	0	30	100%	13	0	0	13	100%
Workers										
Permanent		Not Applicable					Not Applicable			
Male										
Female										
Other than permanent										
Male										
Female										

Note: *Company is compliant with major governmental laws related to minimum wages. Minimum wages are paid to each employee (permanent & other than permanent employees) of the organization. Further, the Company does not have any workforce who can be termed as 'workers'

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

a. Median remuneration / wages:

	Male		Female		Other	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD)	10	17,50,000	1	19,40,000.00	0	-
Key Managerial Personnel	2	88,69,888.90	1	38,44,594.00	0	-
Employees other than BoD and KMP	1,718	22,51,966.70	821	20,98,042.00	0	-
Workers			Not Applicable			

Note:

- The details of the Board of Directors do not include the MD & CEO, as they are covered under Key Managerial Personnel. Non-Executive Nominee Directors are not paid any sitting fees for attending Board or Committee meetings and are therefore excluded from the sitting fees disclosure.
- Median cannot be calculated as there is only one women representative in the Board of Directors & KMP
- The total number of employees considered for computing the median remuneration includes all employees eligible to receive salary as of 31st March, 2025, as well as former employees (who separated from the Company due to retirement, resignation, death, or termination) to whom salary payments were made during the year.
- The Company does not have any worker as defined in the guidance note of BRSR.

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Gross wages paid to females as % of total wages	31.06%	31.38%

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 company is committed to fostering a safe and respectful work environment for all employees. LIC HFL has implemented a comprehensive policy in line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013, which has been approved by the Board of Directors. To ensure its effective execution, LIC HFL has established dedicated Internal Committees at the Corporate Office and across all nine Regional Offices.

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

LIC HFL has implemented a comprehensive framework designed to ensure equitable treatment for all stakeholders. This framework encompasses a Whistleblower Policy, a Fair Practices Code, codes of conduct tailored for various agents and leadership, a Business Responsibility and Sustainability Policy, a POSH Policy, and an Anti-Fraud Policy. Through these policies, LIC HFL establishes clear pathways for grievance redressal while fostering a culture rooted in equality, fairness, and justice.

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

	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	1	The hearing of the Internal Committee is in process.	1	0	On enquiry, the IC has concluded that the complaint is of disciplinary nature. Thus, the same does not fall under purview of POSH Policy
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	-	-	-	-	-	-

	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
Forced Labour/ Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

	FY 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	1
Complaints on POSH as a % of female employees / workers	0.12%	0.13%
Complaints on POSH upheld	0	0

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

LICHFL is committed to preventing adverse consequences to complainants in cases of discrimination and harassment. LICHFL has established robust mechanisms and policies to ensure a safe and supportive environment for all employees, customers, and stakeholders. The Company is committed to provide and promote safe and healthy environment to all its employees without any discrimination. The Company on a regular basis sensitizes its employees on prevention of sexual harassment through various workshops, awareness programs.

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

Yes, Important Terms & Conditions, prominently displayed in every office, are guided by fair practice codes rooted in principles of justice and equity. The organization is dedicated to operating in a way that respects and supports human rights.

10. Assessments of the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0
Forced/involuntary labour	0
Sexual harassment	100%
Discrimination at workplace	0
Wages	0
Others – please specify	0

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

Not Applicable

Leadership Indicators

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

Not Applicable

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

-

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes. The Company ensures accessibility across all front-end offices. Most branches are located on the ground floor or are equipped with elevators where required. The Corporate Office has ramps and other infrastructure to support the movement of differently abled visitors.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	
Discrimination at workplace	
Child labour	
Forced/involuntary labour	Not Applicable
Others – please specify	
Wages	

Note: LICHL has plans to assess its value chain partners on the environment impacts in the subsequent years based on regulatory guidelines and disclose.

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

No significant risks/concerns were seen with respect to the above matters with the Value Chain partners.

Principle 6: Businesses should respect and make efforts to protect and restore the environment**Essential Indicators****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
From Renewable Sources		
Total electricity consumption (A)	553.94	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	553.94	0
From Non-Renewable Sources		
Total electricity consumption (D)	18,959.48	18,183.60
*Total fuel consumption (E)	89.27	800.32
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	19,048.75	18,983.92
Total energy consumed (A+B+C+D+E+F)	19,602.69	18,983.92
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations)	0.000000699	0.0000030
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.000001444	0.00000087
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – Per FTE	7.71	0.34

***Note:**

- In the current financial year, we have reported non-renewable electricity consumption for all branches of our organization. For a majority of these, the data is based on actual electricity consumption (derived from available electricity bills). For the remaining branches (where bills are not available), we have extrapolated electricity consumption using the average kWh per square foot. We are actively working towards expanding this reporting to include all branches, ensuring a comprehensive understanding of our energy usage.
- Petrol consumption from owned vehicles (Company owned car) reported as non – renewable energy fuel consumption
- All DG sets consuming diesel have been replaced with battery-based UPS across the majority of offices. Hence, non-renewable fuel consumption has decreased significantly over the past year.
- PPP conversion factor of 22.44 INR/USD considered for FY 2023-24
- PPP conversion factor of 20.66 INR/USD considered for FY 2024-25.

6. Data pertaining to FY 2023-24 has been updated based on a revised calculation approach.
7. Total fuel consumption (Diesel from DG sets) has reduced since last financial year as DG sets have been replaced with UPS systems.

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

Yes, SGCO & Co. LLP

2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Not Applicable

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water (Municipal water supplies)	30,705.3	28,961.3
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	30,705.3	28,961.3
Total volume of water consumption (in kiloliters)	30,705.3	28,961.3
Water intensity per rupee of turnover (Total Water consumption / Revenue from operations)	0.0000001	0.0000001
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.0000023	0.0000023
Water intensity in terms of physical output	-	-
Water intensity (optional) - Per FTE	12.66	12.09

***Note:**

1. PPP conversion factor of 22.44 INR/USD considered for FY 2023-24
2. PPP conversion factor of 20.66 INR/USD considered for FY 2024-25.
3. The organization's water consumption has been estimated using an average of 45 liters per employee per day, aligned with ISF standards (NBC - 2016). This calculation considers the number of full-time equivalent employees and their working days. We've applied this method for FY 2023-24 and will refine it as our data collection improves.
4. Water intensity in terms of physical output was not calculated for FY 2023-24 due to ongoing developments in the methodology. However, for FY 2024-25, water intensity has been assessed based on the number of full-time equivalent (FTE) employees, in accordance with the updated BRSR guidelines.

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

Yes, SGCO & Co. LLP

4. **Provide the following details related to water discharged:**

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
No treatment	0	0
With treatment – please specify level of treatment	0	0

Parameter	FY 2024-25	FY 2023-24
(ii) To Groundwater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iii) To Seawater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iv) Sent to third parties		
No treatment	24,564.2	23,169.0
With treatment – please specify level of treatment	0	0
(v) Others	-	-
No treatment	0	0
With treatment – please specify level of treatment	0	0
Total water discharged (in kiloliters)	24,564.2	23,169.0

Note: Water Discharge estimated to be 80% of the total water consumption based on (NITI Aayog 2016). FY 2023-24 data has been revised based on the same approach.

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

Yes, SGCO & Co. LLP

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

Not Applicable

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

Parameter	Please specify 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			

Not Applicable

LICHFL reports on GHG emissions for its operations. Given the nature of the business, details of air emissions other than GHG are not material to the organization.

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

No

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	4.43	313.74
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3,827.89	3,616.16
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO ₂ equivalent/rupee	0.00000001366	0.0000000144

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO ₂ equivalent/rupee equivalent adjusted to PPP (PPP-National currency units/US dollar)	0.00000028188	0.000000004
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	CO ₂ e/employee	1.51	0.13

***Note:**

- Scope 1 Emissions: Energy consumption from diesel & petrol consumption calculated using the DEFRA emissions factor
- Scope 2 Emissions: CEA-published grid emission factor used the emissions calculation
- PPP conversion factor of 22.44 INR/USD considered for FY 2023-24
- PPP conversion factor of 20.66 INR/USD considered for FY 2024-25.
- Total scope 1 & 2 emissions intensity (Per FTE) data pertaining to FY 2023-24 has been updated based on a revised calculation approach.
- The company is actively working on implementing mechanisms to accurately track the fugitive emissions . For FY 2023-24, the data on fugitive emissions has been updated to "Nil" due to limitations in our data collection processes during that period. Moving forward, we are committed to enhancing our reporting capabilities and anticipate providing comprehensive fugitive emissions data in future reports.
- In the current financial year, we have reported non-renewable electricity consumption for all branches of our organization. For a majority of these, the data is based on actual electricity consumption (derived from available electricity bills). For the remaining branches (where bills are not available), we have extrapolated electricity consumption using the average kWh per square foot. We are actively working towards expanding this reporting to include all branches, ensuring a comprehensive understanding of our energy usage.

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

Yes, SGO & Co. LLP

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

Yes, LIC HFL is actively engaged in several projects aimed at reducing greenhouse gas emissions. Here's an overview of some of the key initiatives:

Installation of LEDs at Offices: LIC HFL has replaced conventional lighting with energy-efficient LED fixtures across the office locations. This initiative has led to improved energy efficiency and a significant reduction in carbon emissions.

Green Tariff Procurement: Starting January 2025, LIC HFL has procured renewable (green) energy from utility providers for five office locations. By FY 2024-25, this measure has resulted in a reduction of approximately 111.83 tonnes of CO₂e emissions.

On-site Solar Installation: In March 2025, LIC HFL commissioned a 10 kWp rooftop solar power plant at one of the offices. This was the company's first in-house solar installation, which contributes to reduced dependency on the grid and a lowered carbon footprint.

AI-based Energy Optimization: LIC HFL has implemented an AI-powered module to monitor and optimize energy consumption across selected offices. This system utilizes intelligent analytics to identify inefficiencies and suggest corrective actions, enhancing energy efficiency through data-driven decisions.

Sensor-based and Timer-controlled Lighting Systems: Sensor-based lighting systems and timer-controlled lighting have been deployed across the facilities. These systems automate lighting control, which improves energy efficiency by reducing electricity consumption and operational costs.

Installation of Power Factor Correction Equipment: The company has equipped selected facilities with Power Factor (PF) correction devices to improve electrical efficiency and reduce energy losses due to reactive power. This initiative improves power quality, reduces electricity wastage, and optimizes energy consumption, resulting in cost savings and enhanced system stability.

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0	0
E-waste (B)	0	0
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (paper waste)	0	0
Total (A+B + C + D + E + F + G + H)	0	0
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0	0
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0	0
Waste intensity in terms of physical output	-	-
Waste intensity (optional) - the relevant metric may be selected by the entity	0	0
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	0	0

Note:

- The company is actively working on implementing mechanisms to accurately track the waste generated and disposed of by the organization. For FY 2023-24, the data on waste has been updated to "0/Nil" due to limitations in our data collection processes during that period. Moving forward, we are committed to enhancing our reporting capabilities and anticipate providing comprehensive waste data in future reports.

Note:

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

Yes, SGCO & Co. LLP

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

LICHFL does not use hazardous and toxic chemicals in its products and processes. However, LICHFL has been working towards sustainable management of waste generated from day-to-day operations. Given the nature of LIC HFL's operations in the financial services sector, the generation of physical scrap is minimal.

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

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

Given the nature of the business, the organization does not have any operations or offices in ecologically sensitive areas

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

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

Not Applicable

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

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

LIC HFL is compliant with all applicable environmental laws, regulations and guidelines in India.

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	-	-

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

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

No

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	7,176.59	-
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/ Rupee	0.00000002558	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/FTE	2.82	-

In this financial year, the following categories were considered for reporting under scope 3:

- Category 1: Purchased Goods and Services
- Category 2: Capital Goods
- Category 7: Business travel
- Category 8: Upstream Leased Assets

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

No

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

Given the nature of its business, the has a minimal direct impact on biodiversity. However, it ensures that large industrial and infrastructure projects it finances comply with all applicable environmental and biodiversity regulations.

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	Installation of LEDs at Offices	Replaced conventional lighting with energy-efficient LED fixtures across office locations.	Achieved improved energy efficiency and a reduction in carbon emissions.
2	Green Tariff Procurement	Procured renewable (green) energy from utility providers for five office locations starting January 2025.	As of FY 2024-25, green energy usage at five offices has resulted in a reduction of approximately 111.83 tonnes of CO ₂ e emissions.
3	On-site Solar Installation	Commissioned a 10 kWp rooftop solar power plant at one of the company's offices in March 2025.	First in-house solar installation to generate renewable energy, contributing to reduced grid dependency and carbon footprint.
4	AI-based Energy Optimization	Implemented an AI-powered module to monitor and optimize energy consumption across selected offices. The system leverages intelligent analytics to identify inefficiencies and suggest corrective actions to minimize energy loss.	Enhanced energy efficiency by enabling data-driven decisions and proactive measures to reduce unnecessary energy usage.
5	Sensor-based and Timer-controlled Lighting Systems	Implemented sensor-based lighting systems and timer-controlled lighting across facilities. Signages with timer-based control have been deployed across the company's branches to reduce unnecessary energy usage.	Improved energy efficiency through automated lighting control, leading to reduced electricity consumption and operational costs.
6	Installation of Power Factor Correction Equipment	Installed Power Factor (PF) correction devices at selected facilities to improve electrical efficiency and reduce energy losses caused by reactive power.	Improved power quality, reduced electricity wastage, and optimized energy consumption, contributing to cost savings and system stability. Power factor correction reduces reactive power demand, ensuring more efficient operation of electrical systems. By minimizing energy waste, companies can reduce electricity bills and avoid penalties imposed by utilities for low power factor.
7.	Recycled Stationery Initiative	Promoted use of recycled paper products across offices, thereby reducing dependence on virgin resources.	Helped conserve 20 trees, save 21,760 litres of water, and avoid 640 kg of CO ₂ emissions in FY 2024-25.

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

The Company has implemented a comprehensive system to address consumer complaints and gather feedback through various channels and initiatives:

a) Channels for Raising Complaints:

Integrated Customer Relationship Management (ICRM) Module

National Housing Bank (NHB)

National Consumer Helpline (NCH)

Public Grievance Portal (CPGRAMS)

Task Management System

- b) Complaint Resolution Process: Complaints received via the ICRM module are directly managed by the respective Area Offices. Complaints from channels such as NHB, NCH, and CPGRAMS are centrally handled by the Customer Relationship Management (CRM) team. The CRM team examines grievances and collaborates with Regional Offices, Back Offices, and Area Offices to ensure timely resolution.
- c) Document Management Cell: A dedicated cell within the Company addresses grievances related to document handling, ensuring timely resolution within the prescribed turnaround time (TAT).
- d) Key Initiatives and Highlights: The Corporate Office CRM department organized a two-day residential training program for CRM officials from all regions, with 30 participants.

A "Customer Experience Survey" conducted in collaboration with the IT department received feedback from 10,823 customers, with 65.06% willing to recommend LIC HFL to others. Feedback was shared with regional offices for further action.

Various regions undertook special initiatives in alignment with the "Azadi Ka Amrit Mahotsav" celebrations to engage customers and the community. The Virar Area Office organized a Blood Donation Camp with the Lion's Club and Nair Hospital, collecting 34 bottles of blood. The ZAO Yogakshema office distributed indoor plants to 33 customers, engaging with them personally and addressing their queries.

Several regions conducted initiatives such as Return of Document (ROD) programs, customer awareness campaigns, and staff training. As a goodwill gesture, the Kadapa Area Office presented a sapling to a customer during their Housewarming Ceremony.

Complaints and service requests received via social media platforms are prioritized and promptly addressed.

- e) Document Management Department Initiatives: To enhance accessibility, storage, and retrieval of documents, an ongoing project focused on scanning legacy documents has been undertaken. As of 31st March, 2024, scanning has been completed for 21 out of 23 back offices, with significant progress made in the remaining two offices.

This structured approach ensures effective management of customer complaints and feedback, enhancing overall customer satisfaction.

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.

LICHFL recognizes the importance of understanding and managing the environmental and social impacts associated with its operations and value chain. As part of its commitment to sustainable practices, LICHFL is dedicated to integrating Environmental, Social, and Governance (ESG) considerations into its business processes.

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

LICHFL has planned to assess its value chain partners on the environment impacts in the subsequent years based on regulatory guidelines and shall take appropriate corrective and mitigation measures

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

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

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

Essential Indicators

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

NIL

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a 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	NIL	NIL

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

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

There were no reported instances of anti-competitive conduct involving the Company during the reporting period.

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
The Company does not actively engage in policy advocacy. However, the Company					

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results Communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
Not Applicable						

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

The Company has established robust mechanisms to receive and address grievances through various channels. Customers and stakeholders can register their concerns through the Company's official grievance redressal portal, accessible at <https://cdn.lichousing.com/2025/01/Policy-on-Grievance-Redressal.pdf>. Grievances may also be submitted via email, toll-free number, physical letters, or in person at branch offices.

LIC HFL values community engagement and believes in transparent, multi-tiered grievance resolution mechanisms for its CSR initiatives. Communities are encouraged to first communicate their concerns to the implementing NGO partners on-site. If grievances are not resolved at the implementation level, community members can escalate the matter to the LIC HFL-designated SPOC for the respective project. For further escalation, the CSR team at LIC HFL's Corporate Office can be contacted directly. In case of unresolved issues, final redressal is undertaken at the Head of Department (HOD) level to ensure fair and timely resolution. These processes are complemented by regular site visits, feedback sessions, and quarterly monitoring interactions with communities, ensuring that voices from the ground are heard and acted upon.

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	3.26%*	1.56%**
Sourced directly from within India	100%	100%

*The extraction process is limited to MSME vendors with a specific designation within the vendor portal.

** FY 2023-24 figures have been regrouped.

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	2%	1%
Semi-urban	5%	5%
Urban	40%	53%
Metropolitan	53%	41%

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
	Not Applicable

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

S. No	State	Aspirational District	Amount spent (In ₹)
1	Andhra Pradesh	Visakhapatnam	₹ 1.51 crore
2	Assam	Baksa	₹ 0.26 crore
3	Assam	Darrang	₹ 2.50 crore
4	Assam	Goalpara	₹ 0.49 crore
5	Assam	Udalguri	₹ 1.26 crore
6	Bihar	Muzaffarpur	₹ 1.18 crore
7	Bihar	Nawada	₹ 0.42 crore
8	Bihar	Purnia	₹ 1.43 crore
9	Chhattisgarh	Mahasamund	₹ 1.41 crore
10	Gujarat	Narmada	₹ 1.57 crore
11	Himachal Pradesh	Chamba	₹ 0.54 crore
12	Jharkhand	Godda	₹ 0.59 crore
13	Jharkhand	Ramgarh	₹ 0.42 crore
14	Jharkhand	Ranchi	₹ 0.27 crore
15	Jharkhand	Sahebganj	₹ 1.62 crore
16	Karnataka	Raichur	₹ 1.50 crore
17	Kerala	Wayanad	₹ 0.81 crore
18	Madhya Pradesh	Chhatarpur	₹ 0.11 crore
19	Madhya Pradesh	Damoh	₹ 1.40 crore
20	Maharashtra	Gadchiroli	₹ 1.50 crore
21	Maharashtra	Jalgaon	₹ 0.21 crore
22	Maharashtra	Nandurbar	₹ 0.12 crore
23	Maharashtra	Osmanabad	₹ 1.61 crore
24	Meghalaya	Ri Bhoi	₹ 0.12 crore
25	Nagaland	Kiphire	₹ 0.06 crore
26	Odisha	Balangir	₹ 1.73 crore
27	Odisha	Dhenkanal	₹ 1.54 crore
28	Odisha	Nabarangpur	₹ 1.12 crore
29	Punjab	Moga	₹ 1.06 crore
30	Rajasthan	Jaisalmer	₹ 1.51 crore
31	Tamil Nadu	Ramanathapuram	₹ 0.50 crore
32	Telangana	Jayashankar	₹ 1.46 crore
33	Tripura	Dhalai	₹ 1.38 crore
34	Uttar Pradesh	Bahraich	₹ 0.50 crore
35	Uttar Pradesh	Chitrakoot	₹ 0.11 crore
36	Uttar Pradesh	Siddharthnagar	₹ 1.55 crore
37	Uttar Pradesh	Sonbhadra	₹ 1.80 crore

3. (a) **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)**
No
- (b) **From which marginalized /vulnerable groups do you procure?**
Not Applicable
- (c) **What percentage of total procurement (by value) does it constitute?**
Not Applicable

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

S. No. on traditional knowledge	Intellectual Property based Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
			Not Applicable

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

Name of authority	Brief of the Case	Corrective action taken
		Not Applicable

6. **Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	HRIDAY (Integrated Rural Development)	96,535	95%
2	LIFE (Livelihood Empowerment)	9,600	98%
3	Sanjeevani (Health)	2,13,353	72%
4	Sangam (Livelihood Enhancement)	3,265	95%
5	Udyam (Skill Development)	2,668	85%
6	Vidyadhan (Educational Scholarships)	858	100%
7	CTH (Remedial Education for Children of Migrant Workers)	2,150	100%
8	SATHI (Digitalization of Government Schools)	14,100	100%
9	Sujalam (Conservation and Enhancement of Natural Water Bodies)	9,583	83%
10	Green Tomorrow (Renewable Energy)	13,60,000	85%
11	Green Tomorrow (Waste Management)	4,03,000	82%
12	Green Tomorrow (Ecological Conservation)	2,000	95%
13	Sujalam (Safe Drinking Water)	4,880	86%
14	Sujalam (Rainwater Harvesting)	2,500	88%
15	Rahat (Humanitarian assistance and relief interventions)	2,500	100%
16	Sarthak (Economic Welfare for Persons with Disabilities (PwD))	680	100%
17	Special Project (Infrastructure Development of Hospital)	1,00,000	92%
18	Special Project (Renewable Energy)	15,000	88%
19	Special Project (Infrastructure Upgradation of School)	9,600	82%
20	Special Project (Animal Welfare)	6,500	100%
21	Special Project (Infrastructure Development of School)	3,176	86%
22	Special Project (Skill Education in alignment with NEP, 2020)	3,000	80%

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
23	Special Project (Infrastructure Development to promote Art and Culture)	2,000	50%
24	Special Project (Livelihood Enhancement)	2,000	85%
25	Special Project (Digitalization of Government Schools)	1,322	100%
26	Special Project (Conservation and Enhancement of Natural Water Bodies)	700	85%
27	Special Project (Economic Welfare for Persons with Disabilities (PwD))	54	100%
28	Special Project (Infrastructure Development of Hostel)	40	100%
		2,271,064*	

*Total Number of Beneficiaries

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

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

The Company has established various interfaces and engagement initiatives to facilitate the resolution of customer complaints and gather feedback. These include:

- a) Channels for Raising Complaints:
 - i) The ICRM (Integrated Customer Relationship Management) module
 - ii) The National Housing Bank (NHB)
 - iii) The National Consumer Helpline (NCH)
 - iv) The Public Grievance Portal (CPGRAMS)
 - v) Task Management System
- b) Complaint Resolution Process: Complaints received through the ICRM module are managed directly by the respective Area Offices. Complaints from other channels such as NHB, NCH, and CPGRAMS are handled centrally by the Customer Relationship Management (CRM) team. The CRM team examines the grievances and works in collaboration with the respective Regional Offices, Back Offices, and Area Offices to provide timely resolutions.
- c) Document Management Cell: A dedicated cell within the Company manages grievances related to document handling and ensures timely resolution within the prescribed turnaround time (TAT).
- d) Key Initiatives and Highlights:
 - i. The Corporate Office CRM department conducted a two-day residential training program for CRM officials from all regions, with 30 participants.
 - ii. A "Customer Experience Survey" was conducted in collaboration with the IT department, receiving feedback from 10,823 customers. 65.06% of respondents expressed willingness to recommend LIC HFL to their family and friends. The feedback was shared with regional offices for further action.
 - iii. Various regions organized special initiatives in alignment with the "Azadi Ka Amrit Mahotsav" celebrations, engaging customers and the community.
 - iv. The Virar Area Office organized a Blood Donation Camp in association with the Lion's Club and Nair Hospital, collecting 34 bottles of blood.
 - v. The ZAO Yogakshema office distributed indoor plants to 33 customers, engaging with them personally and responding to their queries.
 - vi. Several regions conducted initiatives such as Return of Document (ROD) programs, customer awareness campaigns, and staff training.
 - vii. As a goodwill gesture, the Kadapa Area Office presented a sapling to a customer during their Housewarming Ceremony.

viii. Complaints and service requests via social media platforms are given priority and addressed promptly.

- e) Document Management Department Initiatives: To enhance accessibility, storage, and retrieval of documents, the scanning of legacy documents has been an ongoing project. As of 31st March, 2024, scanning of legacy documents has been completed for 21 out of 23 back offices, with significant progress made in the remaining two offices.

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

Safe and responsible usage

Not Applicable*

Recycling and/or safe disposal

*Since the Company is in the business of providing housing loans this aspect has limited applicability in respect of the Company.

3. Number of consumcomplaints 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	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security (Digital Complaints)	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other: Credit Information Companies (CIC) related complaints	3,034	5	3,029 Complaints were resolved in FY 2024-25	3,256	15	All complaints pertaining to FY 2023-24 were duly resolved as of 31 st March, 2025.

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

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

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

Yes, the entity has established a comprehensive set of IT policies to address cybersecurity and data privacy risks. These policies include the Anti-Virus Policy, Backup Policy, Email Security Policy, Internet Security Policy, IT Asset Inventory Policy, Mobile Computing Policy, Physical & Environmental Security Policy, User Accounts & Password Security Policy, Website Security Policy, IT Asset Disposal Policy, Data Center Information Security Policy, Business Continuity Plan, IT Cybersecurity Policy, Policy for IT Development & Change Management, Cyber Crisis Management Plan, Social Media Policy, and Information Security Audit Policy. Together, these policies form the entity's framework for cybersecurity and data privacy protection.

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.

There have been no instances related to advertising, delivery of essential services, cybersecurity and data privacy concerns, recurrence of product recalls, or penalties/actions by regulatory authorities regarding the safety of products/services. Consequently, no corrective actions have been required or are currently underway.

7. Provide the following information relating to data breaches:**a. Number of instances of data breaches:**

The Company did not experience any instances of data breach during the financial year 2024-25, reflecting its strong commitment to data security and customer privacy.

b. Percentage of data breaches involving personally identifiable information of customers:

Nil

c. Impact, if any, of the data breaches:

N.A

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

Information regarding the Company's products and services is available on the official website at <https://www.lichousing.com>. In addition, comprehensive notice boards displayed at all branch offices provide details about the Company's product offerings, features, applicable charges, and other key information to ensure transparency and accessibility for customers.

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

LIC HFL actively educates its customers about safe and responsible usage of its products and services. The Most Important Terms and Conditions (MITC) are prominently displayed on the Company's website as well as on noticeboards at all branch offices. Customers are regularly informed through SMS and email communications advising them not to share sensitive personal or financial information. Additionally, educational content, safety tips, and FAQs related to digital transactions and fraud prevention are made accessible through the Company's official website to promote secure and informed customer behavior.

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

E-mail alerts and SMS notifications are promptly sent to customers in the event of any anticipated or actual service disruptions. Restoration updates are also communicated through the same channels to ensure transparency and keep customers informed. This helps customers make informed decisions and reinforces LIC HFL's commitment to proactive communication and service continuity.

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

Yes. The Company communicates all relevant terms and conditions of its housing loan schemes to applicants prior to financing. Product features, fees and charges, interest rates, and grievance redressal mechanisms are prominently displayed at all branch offices as per regulation and on the Company's website. The Most Important Terms and Conditions (MITC) are included in the loan kit and explained to customers before disbursement. The Company is committed to fairness and transparency in all customer interactions.

B. 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)

No. While the Company has not conducted a formal consumer satisfaction survey, it has a structured mechanism for collecting and analyzing customer feedback. Input from customers are actively considered during product development and service enhancement processes.

SGCO & Co.LLP

Chartered Accountants

INDEPENDENT PRACTITIONER'S REASONABLE ASSURANCE REPORT

To the Board of Directors of LIC Housing Finance Limited,

We have undertaken to perform a reasonable assurance engagement, for LIC Housing Finance Limited ("The Company") vide Engagement Letter dated 13th June 2025 in respect of the agreed Sustainability Information listed below (the "Identified Sustainability Information"), pertaining to BRSR Core (Annexure 1) as notified by SEBI vide circular dated 11th November 2024. This Sustainability Information is as included in the BRSR of the Company for the period from April 1, 2024 to March 31, 2025. This engagement was conducted by a team including assurance practitioners, environmental and social practitioners.

Identified Sustainability Information

Identified sustainability information (ISI) subject to assurance	Period subject to assurance	Reporting criteria
BRSR Core (refer annexure 1) Notified by SEBI Circular number SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12 July 2023	From 1 April 2024 to 31 March 2025	<ul style="list-style-type: none"> - Regulation 34(2)(f) of the Securities and Exchange Board of India (SEBI) (Listing Obligations and Disclosure Requirements), Regulations, 2015 as amended. - Guidance Note for BRSR Format issued by the SEBI. - Industry Standards on Reporting of BRSR Core. - Department for Environment, Food & Rural Affairs (DEFRA). - World Resource Institute (WRI). - National Building Code (NBC) 2016. - Central Electricity Authority (CEA). - Greenhouse Gas Protocol. - Standard on Sustainability Assurance Engagement (SSAE) 3000, "Assurance Engagement on Sustainability Information" issued by the Sustainability Reporting Standards Boards of the Institute of Chartered Accountants of India.

4A, Kaledonia,
2nd Floor, Sahar Road,
Near Andheri Station,
Andheri (East),
Mumbai - 400 069

Tel. +91 22 6625 6363
Fax. +91 22 6625 6364
E-mail. info@sgco.co.in
www.sgco.co.in

Mumbai • Delhi • Jaipur

SGCO & Co.LLP
Chartered Accountants

Our reasonable assurance engagement was with respect to the year ended March 31, 2025 information 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.

Management's Responsibility

The Company's management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information, taking into account applicable laws and regulations, if any, related to reporting on the 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

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.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India and have the required competencies and experience to conduct this assurance engagement.

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

Our Responsibility

Our responsibility is to express a reasonable assurance conclusion on the Identified Sustainability Information based on the procedures we have performed and evidence we have obtained.

We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India. This standard requires that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Information are prepared, in all material respects, in accordance with the Reporting Criteria. A reasonable assurance engagement involves assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances.

SGCO & Co.LLP

Chartered Accountants

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.

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

1. Made inquiries with the relevant personnel of the company's management responsible for Sustainability, Environmental Social Governance (ESG) and their team for understanding the process of collecting, collating and reporting the subject matter as per Global Reporting Initiative (GRI) Standards and SEBI Circular for BRSR Core.
2. Checked the consolidation for the various offices and other locations (excluding international operations) to ensure completeness of data being reported.
3. Where applicable, for the Identified Sustainability Information in the BRSR, we have relied on the information in the audited standalone financial statements of the Company for the year ended March 31, 2025 and the underlying trial balance.
4. Performed substantive testing on a sample basis of the Identified sustainability Information to verify that data had been appropriately measured with the underlying documents recorded, collated and reported. This included assessing records and performing testing including random recalculation of sample data.
5. Assessed appropriateness of basis used for selecting sample offices for extrapolation.
6. Assessed the appropriateness of calculations used for extrapolation of data for sample offices to arrive at estimated annual data.
7. Evaluated the reasonableness and appropriateness of significant estimates and judgements made by the management in the preparation of the Identified Sustainability Information.
8. Obtained representations from the Company's management.

Exclusions:

Our assurance scope excludes the following and therefore we do not express a conclusion on the same:

1. Operations of the company other than those mentioned in the "Scope of assurance".
2. Aspects of BRSR and the data/information (qualitative or quantitative) other than the Identified Sustainability Information.
3. Data and information outside the defined reporting period i.e. April 1, 2024 to March 31, 2025.
4. Data and information relating to international locations and operations of the company.
5. The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Company.

SGCO & Co.LLP
Chartered Accountants

Reasonable Assurance Opinion

Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Information for the year ended March 31, 2025 (as stated under “Identified Sustainability Information”) are prepared in all material respects except as referred to in Annexure 1, in accordance with the criteria as stated under reporting criteria above.

Restriction on use

Our Reasonable Assurance report has been prepared and addressed to the Board of Directors of the company at the request of the company solely, to assist company in reporting on Company’s sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the company. Our Deliverables should not be used for any other purpose or by any person other than the addressees of our Deliverables. The firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.

For S G C O & Co. LLP
Chartered Accountants
FRN: 112081W/W100184

SUDHA JAIDEEP SHETTY  Digitally signed by
SUDHA JAIDEEP SHETTY
Date: 2025.07.10
20:43:28 +05'30'

Sudha Shetty
Partner
Mem No. 047684
UDIN: 25047684BMIFZQ3506
Place: Mumbai
Date: 10th July 2025

SGCO & Co.LLP
Chartered Accountants

Annexure 1

BRSR Indicator	Type of assurance
PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment	
Attribute 1: Green-house gas (GHG) Footprint	
Question 7: Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:	Reasonable (to the extent data was available)
Total Scope 1 Emissions	
Total Scope 2 Emissions	
Total Scope 1 & 2 emission intensity per rupee crore of turnover	
Total Scope 1 & 2 emission intensity per rupee crore of turnover adjusted for purchasing power parity (PPP)	
Total scope 1 & 2 emission intensity in terms of physical output/any other relevant metric	
Attribute 2: Water Footprint	
Question 3: Details of the following disclosures related to water:	Reasonable
Water withdrawal by source (in kiloliters)	
Total volume of water withdrawal (in kiloliters)	
Total volume of water withdrawal (in kiloliters)	
Water intensity per rupee crore of turnover (Total water consumption/revenue from operations)	
Water intensity per rupee crore of turnover adjusted for Purchasing Power Parity(PPP)	
Water Intensity in terms of physical output/any other relevant metric	
Question 4: Details related to water discharge	
Water discharge by destination and level of treatment (in kiloliters)	
Total water discharged (in kiloliters)	
Attribute 3: Energy footprint	
Question 1: Details of total energy consumption (in Joules or multiples) and energy intensity:	Reasonable
Total energy consumed from renewable sources	
Total energy consumed from non-renewable sources	
Energy intensity per rupee crore of turnover (Total energy consumed / Revenue from operations)	
Energy intensity per rupee crore of turnover adjusted for Purchasing Power Parity (PPP)	