



June 28, 2025

BSE Limited

Corporate Relationship Department,
2nd Floor, New Trading Wing,
Rotunda Building,
P.J. Towers, Dalal Street, Mumbai 400 001

National Stock Exchange of India Limited

Exchange Plaza, 5th Floor,
Plot No. C/1, G Block,
Bandra Kurla Complex, Bandra (E),
Mumbai 400 051

Scrip Code: 544055

Scrip Code: MUTHOOTMF

Dear Madam/Sir,

Sub: Submission of Business Responsibility and Sustainability Report for the Financial Year 2024-25

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we hereby submit the Business Responsibility and Sustainability Report for Financial Year 2024- 25, which also forms part of the Annual Report for FY 2024- 25, submitted to the Exchanges.

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

Thanking you,

Yours faithfully,

For **Muthoot Microfin Limited**

Neethu Ajay

Chief Compliance Officer and Company Secretary

MUTHOOT MICROFIN LIMITED

CIN:L65190MH1992PLC066228

Regd. Office: 13th Floor, Parinee Crescenzo, Bandra Kurla Complex, Bandra East, Mumbai, Maharashtra - 400051

Administrative: Office 5th Floor, Muthoot Towers, M G Road, Kochi, Kerala - 682035, Tel: +91 -484-4277500, +91-484-4300127, F: +91-484-4300127 E: info@muthootmicrofin.com

www.muthootmicrofin.com

ANNEXURE - IV

Business Responsibility and Sustainability Report



SECTION A : GENERAL DISCLOSURES



I. Details of the listed entity

Sl. No	Required Information	
1	Corporate Identity Number (CIN) of the Listed Entity	L65190MH1992PLC066228
2	Name of the Listed Entity	Muthoot Microfin Limited
3	Year of incorporation	1992
4	Registered office address	13 th Floor, Parinee Crescenzo, Bandra Kurla Complex, Bandra East, Mumbai - 400051
5	Corporate address	5 th Floor, Muthoot Towers, M.G Road, Kochi - 682035
6	E-mail	info@muthootmicrofin.com
7	Telephone	+91 4844277500
8	Website	https://muthootmicrofin.com/
9	Financial year for which reporting is being done	2024-2025
10	Name of the Stock Exchange(s) where shares are listed	BSE, NSE
11	Paid-up Capital	170,49,21,760
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Ammaar Mohammad, AVP-Investor Relations & ESG ammaar@muthootmicrofin.com +91 9899088588
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).	The disclosures are on standalone basis
14	Name of Assurance Provider	No Assurance conducted (As the Company does not fall under top 250 listed entities)
15	Type of Assurance obtained	No Assurance conducted (As the Company does not fall under top 250 listed entities)

II. Products/services

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

Sl. No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Microfinance	Providing financial assistance through micro loans such as income generating loans to women engaged in small businesses	94%

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

Sl. No	Product / Service	NIC Code	% of total Turnover contributed
1	Microfinance and related matters	64990	94%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	N/A	1727 (1 Head office and 26 Regional Office)	1727
International	N/A	Nil	Nil

19 Market Served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	20
International (No. of Countries)	Nil

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

Nil

C. A brief on type of customers

The company is focused on providing micro-loans to women entrepreneurs with a focus on rural regions of India.

IV. Employees

20 Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sl. No	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No.(C)	% (C/A)
Employees						
1	Permanent (D)	10646	10122	95%	524	5%
2	Other than Permanent (E)	5343	4835	90%	508	10%
3	Total employees (D+E)	15989	14957	94%	1032	6%
Workers						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total workers (F+G)	-	-	-	-	-

b. Differently abled Employees and workers:

Sl. No	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No.(C)	% (C/A)
Differently Abled Employees						
1	Permanent (D)	1	1	100%	0	0%
2	Other than Permanent (E)	0	0	0%	0	0%
3	Total differently abled employees (D+E)	1	1	100%	0	0%
Differently Abled Workers						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total differently abled workers (F+G)	-	-	-	-	-

21 Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel	4	1	25%

22 Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	27.06%	0.97%	28.03%	22.80%	0.99%	23.79%	25.85%	1.10%	26.95%
Permanent Workers	-	-	-	-	-	-	-	-	-

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

Sl. 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	Muthoot Fincorp Limited	Holding	50.21%	No

VI. CSR Details**24 (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) Yes****(ii) Turnover (in ₹) 26,17,68,84,715****(iii) Net worth (in ₹) 26,43,09,87,815****VII. Transparency and Disclosure 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		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, https://muthootmicrofin.com/disclosures/	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)		16	Nil	-	903	Nil	-
Shareholders		Nil	Nil	-	Nil	Nil	-
Employees and workers		262	Nil	-	229	Nil	-
Customers		1467	38	-	640	21	-
Value Chain Partners		Nil	Nil	-	Nil	Nil	-
Other (please specify)		Nil	Nil	-	Nil	Nil	-

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

Sl. 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	Digitization and Innovation	Opportunity	Opportunity: Digitization and innovation enable Muthoot Microfin (MML) to enhance customer experience, improve operational efficiency, reduce costs, and expand outreach, especially in remote areas. Leveraging digital tools also supports better data management, credit assessment, and product customization, fostering scalability and long-term competitiveness.	-	Positive Implication: Digitization and innovation can lead to reduced operational costs, increased loan processing speed, lower customer acquisition costs, and improved repayment rates through better monitoring and communication—ultimately enhancing profitability and enabling scalable growth.
2	Lending practices	Opportunity	Opportunity: Lending practices present an opportunity for MML to drive financial inclusion, expand its customer base, and strengthen community ties. By offering responsible and need-based credit, the company can improve client retention, reduce default rates, and build a strong reputation in underserved markets, supporting sustainable business growth.	-	Positive Implication: strong lending practices include increased loan disbursements, higher interest income, improved customer retention, and lower default rates. These outcomes contribute to stable cash flows, portfolio quality, and long-term profitability for the company.
3	Employee Well-Being	Opportunity	Opportunity: MML recognizes that employee wellbeing is essential for maintaining a motivated, productive, and loyal workforce. By focusing on health, safety, mental wellness, and work-life balance, the organization can foster a more engaged and resilient team, which directly contributes to operational excellence and service quality.	MML provides health insurance, accident insurance, maternity & paternity benefits to all its employees across branches. The company also implements proactive wellbeing programs including mental health support, wellness initiatives, flexible work arrangements, and regular employee engagement activities. MML monitor employee feedback and act promptly on concerns.	Positive Implication: Investing in employee wellbeing initiatives can lead to reduced absenteeism, lower attrition rates, and higher employee satisfaction. These outcomes contribute to improved organizational performance, lower recruitment and training costs, and enhanced brand reputation as an employer of choice.

Sl. 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)
		Risk	Risk: Neglecting employee wellbeing can result in increased stress, burnout, absenteeism, and high turnover rates. This negatively affects productivity, morale, and overall organizational performance, and can damage the company's reputation as an employer.		Negative Implication: Failure to address employee wellbeing may lead to higher healthcare and recruitment costs, reduced efficiency, and weakened employee morale, ultimately affecting profitability and long-term sustainability.
4	Human Capital Development	Opportunity	Opportunity: Presents a strategic opportunity for Muthoot Microfin as investing in employee training, well-being, and career growth enhances productivity, service quality, and employee retention. A skilled and motivated workforce directly contributes to business growth, innovation, and customer satisfaction.	MML provides training on skill upgradation and conducts performance and career development reviews for employees to enhance their capabilities, support professional growth, and align individual goals with organizational objectives.	Positive Implication: Investing in employee growth and development leads to higher retention rates. When employees see clear pathways for advancement, they are more likely to stay committed, which supports sustained business growth and organizational resilience.
		Risk	Risk: Inadequate focus on human capital can lead to high attrition, low morale, skill gaps, and reduced operational efficiency. This can impact service delivery, increase recruitment and training costs, and harm the company's reputation as an employer of choice.		Negative Implication: Failure to retain human resources in the long term can adversely impact business performance. Consequences include reduced productivity, higher recruitment expenses, and diminished achievement of business targets.
5	Financial Inclusion	Opportunity	Opportunity: For MML, Financial Inclusion presents an opportunity by allowing the company to expand its services to underserved communities, thereby increasing its customer base. By providing access to credit and other financial services, MML can foster economic empowerment, enhance its social impact, and strengthen its position in emerging markets	-	Positive Implication: Increased revenue from a larger customer base, higher loan disbursements, improved profitability, and better risk management through diversified portfolios. Additionally, it enhances access to capital and boosts investor confidence, supporting long-term growth.

Sl. No	Material issue identified	Indicate whether Risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Privacy and Data Security	Risk	<p>Risk:</p> <p>Due to its reliance on digital platforms and the handling of sensitive customer information, privacy and data security pose a risk. Any breach or misuse of data can lead to regulatory penalties, financial loss, reputational damage, and erosion of customer trust—impacting business continuity and stakeholder confidence.</p>	The company has implemented a comprehensive Privacy and Personal Data Protection Policy to safeguard customer information, ensuring compliance with relevant regulations and minimizing risks associated with data breaches.	<p>Negative Implication:</p> <p>A breach in privacy or data security can result in significant financial losses due to regulatory fines, legal liabilities, customer compensation, and increased cybersecurity costs. It can also lead to customer attrition and reduced investor confidence, affecting revenue and long-term profitability.</p>
7	Customer Satisfaction	Opportunity & Risk	<p>Opportunity:</p> <p>High customer satisfaction fosters loyalty, encouraging repeat business, timely loan repayments, and customer retention. It also increases the promoter score, expanding the customer base and enhancing market reach.</p> <p>Risk:</p> <p>Customer dissatisfaction can result in diminishing repeat business, reducing loan repayments, and ultimately affecting revenue streams. If the dissatisfaction is driven by unethical practices or non-compliance, it can trigger regulatory scrutiny.</p>	The company has implemented a comprehensive grievance handling system with a structured three-tier procedure, ensuring efficient resolution of customer concerns. Dedicated support channels for seamless customer assistance and ongoing staff training for quick issue resolution. Additionally, the company actively gathers customer feedback through regular surveys and reviews to enhance service quality.	<p>Positive Implication:</p> <p>Satisfied customers are more likely to take out additional loans, make timely repayments, and return for future services. High customer satisfaction reduces the frequency of complaints and disputes.</p> <p>Negative Implication:</p> <p>Addressing customer complaints, incurs higher operational expenses. Negative feedback can harm the company's reputation, leading to a loss of potential clients and limiting business growth and profitability.</p>
8	Regulatory & Legal Compliances	Risk	<p>Risk:</p> <p>Ensuring compliance with evolving RBI guidelines is critical to avoiding legal or financial penalties and maintaining the company's reputation. It also upholds fair lending practices and safeguards the interests of low-income borrowers, aligning with Muthoot Microfin's commitment to responsible finance.</p>	MML maintains a dedicated compliance team to monitor regulatory changes and ensure timely implementation across its operations. The company also reviews its products, procedures, policies, and control mechanisms, while conducting periodic internal audits and compliance checks.	<p>Negative Implication:</p> <p>Compliance with regulatory standards demands ongoing investment in legal support, dedicated teams, training, and technology, all of which can raise operational costs. Moreover, even unintentional non-compliance can attract financial penalties or lead to regulatory restrictions.</p>

Sl. 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)
9	Risk Management	Risk	Risk: Identifying risks early enables Muthoot Microfin to prevent disruptions, fraud, and financial losses. A structured approach to risk management ensures alignment with RBI requirements and strengthens trust among investors, customers, and partners.	The company has a robust risk management framework, supported by a Board-level Risk Management Committee. This committee oversees risk identification, assessment, and mitigation, ensuring alignment with business goals and regulatory requirements.	Negative Implication: Ineffective risk management can result in a rise in NPAs ultimately impacting profitability and balance sheet strength. Additionally, lapses in risk controls may attract regulatory penalties, damage institutional credibility, and increase the cost of borrowing due to heightened perceived risk.
10	Corporate Accountability and Ethical Practices	Risk	Risk: Shortcomings in these areas can lead to reputational damage, legal consequences, and erosion of stakeholder trust. Inadequate accountability and unethical practices may also result in operational inefficiencies and undermine long-term business sustainability.	MML mitigates ethical and accountability risks through the implementation of internal audits, employee training programs on ethical conduct, a whistleblower policy for reporting unethical behaviour, and regular compliance reviews to ensure adherence to regulatory standards.	Negative Implication: Legal penalties, reputational damage, and loss of customers can lead to reduced revenue and market share. Additionally, diminished investor confidence and increased operational costs due to inefficiencies or fraud can negatively impact financial performance.



SECTION B : MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
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	https://muthootmicrofin.com/disclosures/								
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) adopted by your entity and mapped to each principle.	Muthoot Microfin Limited has been recognised among India's top 50 Best Workplaces™ in Health and Wellness 2024 by Great Place To Work Institute.								P3: Employee Wellbeing & Engagement
		Muthoot Microfin Limited retained the Great Place To Work® certification for the 6 th time for its commitment to foster a culture of pride, trust, reliability, teamwork, and credibility amongst its employees.								P3: Employee Wellbeing & Engagement
		Muthoot Microfin receives the Corporate Agent License from IRDAI.								P4: Governance, Ethics & Transparency
		Muthoot Microfin Limited receives M1C1 Comprehensive Microfinance Grading by CRISIL.								P4: Governance, Ethics & Transparency
		Muthoot Microfin secures \$15 Million from Tripple Jump in non-convertible debentures.								P4: Governance, Ethics & Transparency
		Muthoot Microfin received WASH awards for bringing change in the sanitation and water access scenario of the underserved at Sa-Dhan Conclave'24 and WASH Awards.								P8: Inclusive and Equitable Growth
		Muthoot Microfin wins Best Cyber Security Initiative Awards at the 4 th Edition Banking Frontiers DNA Awards 2024.								P9: Customer Focus
		Muthoot Microfin wins Innovative Customer Service Award from CX Excellence Award 2024								P9: Customer Focus
		SBI enters into a co-lending partnership with Muthoot Microfin Limited.								P4: Stakeholder Responsiveness
		Muthoot Microfin recognised as Most Trusted Microfinance Brand of The Year at Brand Vision: India 2030 Leadership Conclave.								P9: Customer Focus
		Muthoot Microfin Secures E-KYC License.								P6: Technology & Innovation for Sustainability

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Muthoot Microfin Limited has been honoured as a winner in ET NOW Awards as "Best Organisation for Women 2025"							P3: Employee Wellbeing & Engagement	
	Muthoot Microfin won Gold in SKOCH Awards in the "Best Customer Application on Digital Financial Inclusion" category for its Mahila Mitra initiative (1.73 million downloads, 4.2-star average rating), and another Gold for "Best Insurance Scheme" for its Griha Suraksha Shield (2.66 million insured beneficiaries).							P9: Customer Focus	
	Muthoot Microfin secured ESG score of 72.2 by SEBI-licenced ESG rating provider CareEdge Ratings Limited outperforming Industry Medians across ESG Pillars.							P1-P9: Overall ESG Performance	
	Muthoot Microfin has adopted ISO 22301:2012 as the standard based on which the Business Continuity Management System (BCMS) is designed, implemented and monitored							P9: Customer focus	
	In addition, the above Standard, the select clauses of the Control Group 17 of ISO 27002:2013 relating to Information Security Aspects of Business Continuity has also been adopted							P9: Customer focus	
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	Environment: <ul style="list-style-type: none"> Promote the adoption of renewable energy solutions across operational locations wherever feasible Accelerate the shift toward digital processes to reduce reliance on paper-based transactions Progressively reduce GHG emissions through operational improvements and clean energy initiatives Social: <ul style="list-style-type: none"> Foster a diverse and inclusive workplace culture, with a strong focus on improving gender diversity across all organizational levels Ensure 100% employee coverage on training, upskilling programs, and professional development opportunities Strengthen employee engagement and workplace satisfaction to support long-term retention and reduce attrition Uphold employee well-being through robust grievance redressal mechanisms and a safe working environment Strengthen the existing customer satisfaction survey process by institutionalizing a structured feedback mechanism to drive continuous service improvements and elevate customer experience Governance: <ul style="list-style-type: none"> Ensure effective ESG oversight through regular Board-level review and strategic alignment Uphold high standards of transparency, ethics, and accountability in governance practices Strengthen sustainability disclosures by progressively aligning with recognized reporting frameworks and enhancing the depth and quality of reported information 								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6 Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>Environment:</p> <ul style="list-style-type: none"> Adopted an Energy Management Policy and is actively pursuing the integration of renewable energy solutions to reduce its environmental footprint Ensures responsible disposal of all generated waste through engagement with authorized and certified waste management contractors and recyclers. Accelerated the adoption of digital solutions across operations to minimize reliance on paper-based processes and promote resource efficiency Initiated the monitoring and preliminary reporting of Scope 3 emissions for select categories <p>Social:</p> <ul style="list-style-type: none"> Upholds the principles of equal opportunity and implements inclusive recruitment practices to build a diverse and equitable workforce Provides regular and need-based training on diverse topics across all staff levels across all staff levels and monitors participation to drive continuous learning and improvement Offers a comprehensive range of employee benefits aimed at enhancing well-being, while fostering engagement through structured internal practices Conducts periodic customer satisfaction surveys to assess service quality and inform improvements in customer experience Promotes financial inclusion by extending services to underserved communities and supporting local development through community engagement initiatives <p>Governance:</p> <ul style="list-style-type: none"> Established an ESG/Sustainability Committee to ensure active oversight and strategic direction on sustainability practices Promote a culture of integrity by upholding ethical business conduct and delivering regular training on ethics and compliance Implement a comprehensive Environmental and Social Management System (ESMS) policy to identify, assess, and manage ESG risks and opportunities effectively 								
<p>Governance, leadership and oversight</p> <p>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>	<p>At Muthoot Microfin, our focus on ESG reflects our dedication to creating long-term value through responsible practices. As we scale our operations, we continue to navigate regulatory shifts, stakeholder expectations, and the need to embed ESG principles into every aspect of our business.</p> <p>Our journey has demonstrated meaningful impact of financial inclusion on communities and individuals throughout India. It gives us immense pride that our unwavering commitment to providing access to finance for the unserved and underserved, fostering women entrepreneurship, and promoting sustainable livelihoods has continued to deliver meaningful impact throughout this financial year. In the past year, we have made significant strides in our ESG journey by improving resource efficiency across branches, expanding our social impact through community initiatives, and strengthening the integration of ESG risk management throughout our operations</p> <p>Looking ahead, we are committed to deepening our ESG integration by setting more ambitious sustainability goals and enhancing ESG data disclosures. We remain committed to delivering long-term value through responsible and transparent business practices.</p>								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Thomas Muthoot (DIN 00082099), Director								
9 Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Board of Directors of the Company at their meeting held on December 19, 2024 constituted ESG/ Sustainability Committee to ensure effective oversight, advisory, and guidance on Muthoot Microfin Limited's Environmental, Social, and Governance (ESG) practices.								

10 Details of Review of NGRBCs by the Company:

Subject of Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action					Yes					All policies are reviewed periodically and as on need basis								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances					Yes					All policies are reviewed periodically and as on need basis								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
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, CareEdge Advisory has undertaken a comprehensive review of the company's existing policies, mapping them against the requirements of the BRSR framework. Based on this assessment, relevant policies were developed and strategic recommendations were provided to ensure alignment and strengthen adherence to BRSR expectations.								

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

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



SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1

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

Essential Indicators

1 Percentage coverage by training and awareness 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	5	Insider Trading Regulations; Cyber Security Awareness; ESG; Regulatory Updates; Risk Management	100%
Key Managerial Personnel	5	Cyber Security, Data Protection & Data Privacy, POSH, Anti Bribery & Anti-Corruption, Compliance obligations under SEBI PIT Regulations, 2015, NBFC-MFI industry overview	100%
Employees	2082	Code of Conduct, Client Protection Principle, Fair Practices Code, Cyber Security, Data Protection & Data Privacy, Human Rights, ESG, Grievance Redressal, POSH, Prohibition of Insider Trading	100%
Workers	-	-	-

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

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Penalty/ Fine	Principle 1	BSE	5000 plus GST	Non-submission of Intimation of Board Meeting	The company has remitted the fine and made a waiver representation to the Stock Exchanges. The matter is pending before the Stock Exchange.
	Principle 1	NSE	10000 plus GST	Delay in furnishing prior intimation about the meeting of Board of Directors	The company has remitted the fine and made a waiver representation to the Stock Exchanges. The matter is pending before the Stock Exchange.
	Principle 1	BSE	10000 plus GST	Delay in furnishing prior intimation about the meeting of Board of Directors	The company has remitted the fine and made a waiver representation to the Stock Exchanges. The matter is pending before the Stock Exchange.
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

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

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

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

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

Yes, the company has established a robust Anti-Corruption and Anti-Bribery Policy to promote ethical conduct and ensure zero tolerance towards any form of bribery or corrupt practices.

The policy can be accessed on the company's website: <https://muthootmicrofin.com/wp-content/uploads/2024/11/Anti-Bribery-Policy.pdf>

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

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

6 Details of complaints with regard to conflict of interest:

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

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

Not Applicable

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payable	As Muthoot Microfin operates in the services sector, the applicability of this metric is relatively limited. Nevertheless, the company maintains a robust payment process, ensuring that all invoices are settled within the stipulated timeframe.	

9 Openness of business

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

Parameter	Metrics	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases 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	Not Applicable due to the nature of business operations	
Shares of RPTs in	a. Purchases (Purchases with related parties/ total purchases) b. Sales (Sales to related parties/ total sales) c. Loans & advances (Loans & advances given to related parties / total loans and advances) d. Investments (Investments in related parties / total investments made)	Nil 0.013%	Nil 0.096%

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
Nil		

2 Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same

Yes. The company has a Code of Conduct for Board and senior management in compliance with SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The Directors and Senior Management Personnel of the Company should not enter into any transaction or engage in any practice, directly or indirectly, that would tend to influence him/her to act in any manner other than in the best interests of the Company.



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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R & D Capex	As the company is in the business of financial services, direct R&D and capital expenditure in environmental or social technologies is limited. Nevertheless, the company continues to invest in digital platforms and technology-driven solutions that enhance customer outreach, operational efficiency, and financial inclusion.		

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

Yes, we are now promoting solar inverters in our branches and have implemented solar inverters in 3% of our total branches. Solar inverters contribute to the reduction of greenhouse gas emissions by harnessing clean energy. We have replaced 95% of laser printers in branches with inkjet printers. Inkjet printers typically generate less waste compared to traditional laser printers, as they often use cartridges that can be recycled or refilled, thus reducing landfill waste. We have also reduced our paper usage by 90%. The significant reduction in paper usage minimizes deforestation and reduces waste generation, leading to the conservation of natural resources.

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

3%

3 Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for

As an NBFC, our core operations do not involve the direct manufacturing, handling, or distribution of physical consumer products. However, we recognize our responsibility towards environmental sustainability and have instituted appropriate processes for the safe disposal and recycling of plastic and e-waste generated as part of our administrative and operational functions.

- (a) **Plastics (including packaging):** - We have adopted environmentally responsible practices to minimize the generation of plastic waste within our premises. Plastic packaging materials such as those received from office supplies etc. are segregated at source and sent to authorized recyclers in compliance with local municipal and environmental regulations. We also encourage the use of biodegradable, recyclable, or reusable alternatives wherever feasible and actively reduce the use of single-use plastic plastics in office operations.
- (b) **E-waste:** - Our organization follows a structured process for the responsible management of e-waste, such as obsolete IT and electronic equipment. End-of-life electronic items are inventoried, assessed for potential reuse or refurbishment, and where applicable, redeployed internally. Non-reusable items are handed over to authorized e-waste recyclers and disposal agencies. We maintain disposal records and ensure proper documentation and traceability.
- (c) **Hazardous waste:** Not Applicable
- (d) **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.

Not Applicable

Leadership Indicators

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

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, as per the following format:**

	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	10122	10122	100%	10122	100%	N/A	N/A	10122	100%	183	2%
Female	524	524	100%	524	100%	524	100%	N/A	N/A	111	21%
Total	10646	10646	100%	10646	100%	524	100%	10122	100%	294	3%
Other than Permanent employees											
Male	4835	4835	100%	4835	100%	N/A	N/A	-	-	12	0.2%
Female	508	508	100%	508	100%	-	-	N/A	N/A	17	3%
Total	5343	5343	100%	5343	100%	-	-	-	-	29	0.5%

*Note: Day care facilities are available at Head Office only.

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		Day Care facilities*	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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	0.27%	0.19%*

*Note: Last year's figure has been updated based on the change in methodology as per Industry Standards on BRSR Core Indicators (Dec 24)

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

Benefits	FY 2024-25			FY 2023-24		
	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	15983*	-	Y	13862**	-	Y
Gratuity	15989	-	Y	13866	-	Y
ESI	10692	-	Y	9790	-	Y
Others	6*	-	-	4**	-	-

*Note: (Out of total 15989 employees, 6 employees have not opted for EPF)

**Note: (Out of total 13866 employees, 4 employees have not opted for EPF)

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 progressively aligning its offices and premises with the accessibility for differently-abled employees. As part of this commitment, the company has initiated measures such as installing ramps at branch entrances, ensuring availability of accessible washrooms in key offices, and sensitizing staff through awareness and inclusion training programs.

4 Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the company has a Gender Equality in the Workplace Policy that underscores its commitment to fostering a non-discriminatory and inclusive environment. The policy ensures equal opportunities in recruitment, career advancement, and workplace facilities for all employees, including persons with disabilities.

The policy can be accessed on the company's website: <https://muthootmicrofin.com/wp-content/uploads/2022/09/Gender-Equal-Opportunity.pdf>

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%	99%	-	-
Female	56% returned to work and 44% are still on leave as per policy	84%	-	-
Total	95%	97%	-	-

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	N/A
Other than Permanent Workers	N/A
Permanent Employees	Yes, the Company has instituted a formal Grievance Redressal Mechanism that enables employees to raise concerns constructively, ensuring timely resolution and fostering a positive work environment. An Employee Grievance Cell is established at the Head Office, with the HR Department serving as the nodal body for grievance management. Employees can register concerns through multiple channels, including phone, email, the HR360 portal, mobile app, or written communication. Upon receipt, the HR team reviews the grievance, seeks clarification if required, and presents it to the designated official of the relevant department. A resolution is provided within seven working days, and the HR team communicates the outcome to the employee. Additionally, the CEO remains accessible to personally engage with employees regarding their concerns.
Other than Permanent Employees	

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

Category	FY 2024-25			FY 2023-24		
	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	Nil			Nil		
Male						
Female						
Total Permanent Workers						
Male						
Female						

8 Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	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	14957	10562	71%	10891	73%	13338	9453	71%	8402	63%
Female	1032	668	65%	580	56%	528	320	61%	344	65%
Total	15989	11230	70%	11471	72%	13866	9773	70%	8746	63%
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	14957	14581	97%	13338	13036	98%
Female	1032	989	96%	528	528	100%
Total	15989	15570	97%	13866	13564	98%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
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, the coverage such system?**

Yes, Muthoot Microfin Ltd. is deeply committed to ensuring a safe and healthy work environment for all employees through a well-defined Occupational Health & Safety (OHS) Policy. Fire safety systems - including extinguishers, alarms, and sprinklers—have been installed across offices as per regulatory standards. Field staff, who travel extensively to engage with customers, are supported by clear SOPs, regular safety audits, and control mechanisms to manage occupational risks. Employees receive training on hazard identification, emergency procedures, and health and safety practices relevant to their roles. Besides all the work premises are equipped with CCTV surveillance. Emergency preparedness is further strengthened through regular drills and response protocols for fire incidents, medical emergencies (supported by the M-SWASTH healthcare program), and natural disasters - ensuring all employees are equipped to respond swiftly and safely.

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

Hazard identification is conducted through regular workplace walkthroughs, review of past incidents and near-miss events, and by actively promoting employee reporting and participation. Regular trainings are conducted to build awareness about occupational health and safety. Periodic branch and field visits by internal audit team, business support (quality control) team, risk team and field senior visits help in capturing any deviations and timely corrective actions.

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

Yes, Muthoot Microfin has a formal employee grievance redressal mechanism in place to ensure workplace concerns are addressed promptly and fairly. The system promotes open communication, protects employee rights, and helps maintain a positive and transparent work environment.

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

Yes, the company provides comprehensive employee welfare support, including insurance coverage, Employees' State Insurance (ESI), access to basic healthcare services, and online doctor consultations facilitated through the M-Swasth platform.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR)	Employees	Nil	Nil
(per one million-person hours worked)	Workers	-	-
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	-	-
No. of fatalities	Employees	Nil	Nil
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	-	-

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

Muthoot Microfin is committed to maintaining a safe and secure work environment through a range of proactive health and safety measures. Regular assessments are carried out to identify potential workplace hazards, complemented by routine branch visits and safety audits to ensure ongoing compliance. Employees receive comprehensive training on safety protocols, emergency response procedures, evacuation drills, and first aid.

Prior to acquiring any premises, all branches and offices undergo strict safety validation to ensure structural and operational safety. Each location is equipped with fire safety systems, and preventive measures are in place to mitigate electrical hazards. The company has developed and implemented detailed emergency response plans for situations such as fires, natural disasters, and medical emergencies.

As a part of its risk-informed expansion strategy, Muthoot Microfin avoids securing ground-floor spaces in flood-prone areas to prioritize employee safety. These measures collectively reflect the organization's commitment to fostering a workplace where employees feel protected, valued, and empowered to carry out their responsibilities safely and confidently.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions		Nil			Nil	
Health & Safety						

14 Assessments for the year:

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

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.

Not Applicable

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

Yes, the company provides life insurance coverage for its employees, ensuring financial support for their families in the event of an untimely death - maximum up to Rs. 2 crores

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

The statutory dues are filed individually by the respective departments, with the concerned government authorities and monitored by compliance team. It is also audited by internal and external auditors.

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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	Category	FY 2024-25	FY 2023-24
Employees			Not Applicable	
Workers				

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

Yes, the company provides transition assistance through retiral benefits such as gratuity, leave encashment, and pension, supporting employees in managing career transitions following retirement or separation from the organization.

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 practices	Nil
Working Conditions	Nil

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:

The company identifies its key stakeholder groups by assessing their relationship to the organization specifically, whether they are impacted by the company or have the potential to influence its value-creation process. This identification process considers factors such as dependency, urgency, accountability, vulnerability, and influence.

Yes, stakeholders are broadly categorized into internal groups (such as employees and shareholders) and external groups (including customers, investors, communities, regulatory bodies, and other partners). Engagement is strategically prioritized based on each stakeholder group's level of interest in and potential impact on the company's operations and strategic goals. To ensure stakeholder relevance and responsiveness, the company regularly reviews and updates its stakeholder mapping in alignment with changing business priorities, emerging risks, and evolving industry dynamics.

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
Customer	Yes	SMS, Phone, Website, Centre Meetings, Branches	Ongoing and as on need basis	Loan service and addressing the queries, grievance etc
Employee	No	SMS, Phone, Email, Website, HRMS software, strategy meets, training and development	Ongoing and as on need basis	Upskilling training programs, performance appraisal, feedback, suggestions and grievances, reward and recognition etc
Shareholders & Investors	No	Investor/analysts calls & Conference, Quarterly results, General body meeting, Annual report, Media releases, Website	Ongoing, quarterly and annually	Updates on business performance, to answer queries raised
Government & Regulatory Bodies	No	SMS, Phone, Email, Website, regulatory reporting, meetings	Periodic and as on need basis	Ensuring compliance with all regulatory requirements, ensuring good governance, responding to communications seeking clarifications and explanations, payment of all statutory dues and taxes
Communities	Yes, beneficiaries of CSR initiatives	SMS, Phone, Email, Meetings, Website	Periodic and as on need basis	To promote development and wellbeing of society, advancing livelihood, environmental preservation, etc.
Lenders, Media and other business partners	No	SMS, Phone, Email, Meetings, Website	Periodic and as on need basis	Providing update on business performance, financial results, updating key issue & concerns

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.

Muthoot Microfin is committed to creating long-term value for all its stakeholders, including employees, customers, partners, vendors, government bodies, and the wider community. The company actively engages with these groups to understand their expectations, incorporate their feedback, and address their needs in a meaningful and responsive manner.

As part of its sustainability efforts, Muthoot Microfin undertook a comprehensive stakeholder engagement and materiality assessment exercise. This process aimed to identify and prioritize key environmental, social, governance, and economic issues that are most relevant to the company and its stakeholders. Each material issue was mapped against potential risks, and appropriate mitigation strategies were formulated. The outcomes of this assessment were presented to the senior leadership and the Board of Directors to seek their insights and align the company's sustainable growth strategy with stakeholder priorities.

Engagements with stakeholders are conducted on a regular and need-based basis, with the online or offline mode, tailored to suit the nature, preferences, and expectations of each stakeholder group. The Board is kept informed of significant developments through regular updates, and their feedback is actively integrated into strategic decision-making processes.

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.

Stakeholder feedback and suggestions are carefully considered and incorporated wherever feasible, forming an integral part of the company's decision-making process. Engagement with stakeholders is conducted through diverse channels and is treated as a continuous, evolving process to ensure relevance and responsiveness.

The company's material issues were identified by evaluating their significance to both internal and external stakeholders, as well as their potential impact on business operations. These insights serve as critical inputs in setting the company's Environmental, Social, and Governance (ESG) goals and targets.

For a detailed overview of the material issues identified through the stakeholder engagement process, please refer to Section A – Q26.

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

Muthoot Microfin's microfinance model is designed to foster women's entrepreneurship and promote inclusive growth by offering income-generating loans to women engaged in small businesses. Its financial inclusion efforts are centered on providing affordable, timely, and accessible financial services to underserved and rural communities. Complementing this approach, the company's CSR initiatives focus on empowering marginalized groups by creating sustainable opportunities for social and economic upliftment.

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 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	10646	4677	44%	6204	Nil	Nil
Other than permanent	5343	2084	39%	7662	Nil	Nil
Total Employees	15989	6761	42%	13866	Nil	Nil
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

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

Category	FY 2024-25 Current Financial Year					FY 2023-24 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
Employees										
Permanent	10646	892	8%	9754	92%	6204	3602	58%	2602	42%
Male	10122	735	7%	9387	93%	5984	3489	58%	2495	42%
Female	524	157	30%	367	70%	220	113	51%	107	49%
Other than permanent	5343	527	10%	4816	90%	7662	6874	90%	788	10%
Male	4835	395	8%	4440	92%	7354	6610	90%	744	10%
Female	508	132	26%	376	74%	308	264	86%	44	14%
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

a. Median remuneration / wages:

Gender	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	3	9,45,000	2	13,20,000
Key Managerial Personnel	3	90,98,150	1	51,98,150
Employees other than BoD and KMP	14954	2,53,989	1031	2,29,548
Workers	-	-	-	-

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	5.22%	4.11%

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 has constituted a Prevention of Sexual Harassment Committee (PSHC) at the workplace for addressing and resolving all complaints pertaining to sexual harassment at work place.

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

Employees can raise grievances through multiple channels, including phone calls, email, the HR 360 website, mobile application, or written letters. Upon receiving a grievance, the HR Department reviews the issue and, if necessary, seeks clarification from the complainant. A formal note is then prepared and forwarded to the designated authority within the relevant department. The designated person is expected to respond within 7 working days of receiving the note. Once a response is received, the HR Department communicates the outcome to the complainant, ensuring clarity and closure. Additionally, the company's CEO remains personally accessible to address employee concerns, reinforcing a culture of openness and support.

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

Benefits	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	Nil	Nil	-	Nil	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/ Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other Human rights related issues	Nil	Nil	-	Nil	Nil	-
Others*	262	Nil	-	229	Nil	-

*Note: Complaints categorized under 'Others' pertained to matters such as attendance, compensation, transfers, EPF, Medclaim, and exit procedures. All such issues were duly addressed and resolved within the stipulated timeframe.

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)	Nil	Nil
Complaints on POSH as a % of female employees / workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

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

The Company is committed to fostering a discrimination-free work environment. All complaints of discrimination will be promptly investigated, and appropriate disciplinary action will be taken to address and prevent inappropriate behaviour. Creating an inclusive and respectful workplace is a shared responsibility of every employee. To support this, the company encourages anyone who experiences, witnesses, or suspects any form of discrimination—whether during official duties, at company-sponsored events, or throughout the recruitment process—to report the matter immediately by submitting a written complaint to grievance@muthootmicrofin.com or whistleblower@muthootmicrofin.com

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

Yes

10 Assessments for the year:

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

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

Nil

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

The MML Communication Meet was introduced in response to employee feedback gathered through an internal survey. This platform enabled open dialogue and collaboration, leading to the launch of the company's first digital collection initiative, "PARIVARTHAN."

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

The company upholds the principle of Human Rights across all its operations, policies, and stakeholder engagements

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 has made several premises accessible to differently abled visitors by incorporating ramps, handrails, and wheelchair-friendly entryways. The company is also progressively upgrading other locations to ensure full compliance.

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	Nil
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

No such instance has been reported to the company

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment

Essential Indicators**1 Details of total energy consumption (in GJ) and energy intensity, in the following format:**

Parameter	FY 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A)	233.28	189.54*
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	233.28	189.54
From non-renewable sources		
Total electricity consumption (D)	16548.54	15175.06
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	16548.54	15175.06
Total energy consumed (A+B+C+D+E+F)	16781.82	15364.60
Energy intensity per rupee of turnover (Total energy consumed / Turnover in crores)	6.41	6.77
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Turnover adjusted for PPP in crores)	-	-
Energy intensity in terms of physical output (Total energy consumed / Full Time Equivalent)	1.58	2.48
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

*Note: Electricity consumption from renewable sources has been updated for FY24

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 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*	FY 2023-24*
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	190668.83	165976.02
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	190668.83	165976.02
Total volume of water consumption (in kilolitres)	190668.83	165976.02
Water intensity per rupee of turnover (Total water consumption / turnover in crores)	72.84	73.11
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Turnover adjusted for PPP in crores)	-	-
Water intensity in terms of physical output (Total water consumption / Full Time Equivalent)	17.91	26.75
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*Note: The estimated water consumption is taken as 45 litres per head per working day in accordance with Industry Standards on BRSR Core Indicators (Dec 24) for both the years (working days = 265 days for FY25 and 266 days for FY24)

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**

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	-	-
With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(v) Others (Municipal Sewers)	152535.06	132780.82
No treatment	152535.06	132780.82
With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	152535.06	132780.82

*Note: It is assumed that 80% of the total volume of water consumption is discharged

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**

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

Not Applicable. Being a provider of financial services, the company only uses water for human consumption.

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	FY 2023-24
NOx	-		
SOx	-		
Particulate matter (PM)	-		
Persistent organic pollutants (POP)	-		
Volatile organic compounds (VOC)	-		
Hazardous air pollutants (HAP)	-		
Others – please specify	-		

The company is in the financial sector, and hence, this has limited applicability to Muthoot Microfin

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	FY 2023-24
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) *	tCO ₂ e	0.83	0.74
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)	tCO ₂ e	3341.89	3064.52
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Turnover in crores)	tCO ₂ e/ crores	1.28	1.35

Parameter	Unit	FY 2024-25	FY 2023-24
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 / Turnover adjusted for PPP in crores)	-	-	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output (Total Scope 1 and Scope 2 GHG emissions / Full Time Equivalent)	tCO2e/FTE	0.31	0.49
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

*Note: The company does not operate any owned vehicles or diesel generator (DG) sets. Therefore, Scope 1 emissions are limited to fugitive emissions from refrigerant use in air-conditioning systems in Head office and regional offices.

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**

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

As a service-driven organization, our direct environmental footprint is inherently modest. However, we firmly acknowledge our role in supporting the transition to a low-carbon economy. Reflecting this responsibility, we have actively pursued clean energy initiatives, with a particular focus on solar power.

In alignment with our sustainability goals, we have significantly expanded the deployment of solar-powered UPS systems across our branch network. By FY 2024-25, a total of 50 branches are now equipped with solar UPS units – an increase from 39 branches in the previous year. This initiative not only reduces our reliance on conventional energy sources but also demonstrates our commitment to integrating renewable energy solutions into our day-to-day operations.

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

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	0.69	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	5.18	18.72
Radioactive waste (F)	-	-
Other Hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil). Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	5.76	51.06*
Total (A+B + C + D + E + F + G + H)	11.63	69.78
Waste intensity per rupee of turnover (Total waste generated / Turnover in crores)	0.004	0.031
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Turnover adjusted for PPP in crores)	-	-
Waste intensity in terms of physical output (Total waste generated / Full Time Equivalent)	0.001	0.011
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
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	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-

Parameter	FY 2024-25	FY 2023-24
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations (through recyclers)	11.63	69.78
Total	11.63	69.78

*Note: In FY 23-24, existing physical documents were extensively scanned and securely shredded as part of the digitisation drive.

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**

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

The types of waste generated in the company primarily includes e-waste, dry waste (mainly paper), and wet waste (largely cafeteria-related). The waste from Head Office, Regional Offices and branches are disposed off safely with support from City Corporation and Municipality waste disposal mechanism, without any environmental impact. The Company engages only authorized contractors and recyclers to handle and dispose of all categories of waste responsibly.

Sustainable Waste Management and Resource Efficiency Initiatives at MML –

- Electronic devices are repaired and reused wherever possible. E-waste, when generated, is routed through certified personnel to prevent hazardous materials from reaching landfills.
- MML actively promotes digital alternatives to minimize paper consumption across operations, transactions, and customer communications.
- Paper usage is monitored and printing practices are regulated across offices to reduce waste.
- Old records/documentation records are responsibly disposed off through environmentally sound methods.
- The use of plastic is minimized across all office premises and public-facing activities, including marketing and outreach programs.
- MML ensures that domestic wastewater from its offices and branches is not discharged into water bodies without proper treatment.

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:

Sl. 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
--------	--------------------------------	--------------------	--

Nil

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

Nil

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

Sl. 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
--------	---	---------------------------------------	---	---------------------------------

Yes, the company complies with all the applicable environmental law/ regulations/ 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:

- (i) Name of the area **Not Applicable**
- (ii) Nature of operations **Not Applicable**
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		Not Applicable
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		Not Applicable
(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*	FY 2023-24
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	11687.32	-
Total Scope 3 emissions per rupee of turnover (Total Scope 3 emissions / Turnover in crores)	tCO ₂ e/ crores	4.46	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

*Note: Initiated the tracking of Scope 3 emissions in FY 2024-25, covering Employee Commute and Business Travel.

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 10 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.

Not Applicable

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:

Sl. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Desktops and Laptops are set to Standby mode in an idle time of 5-10 minutes	-	Thus, reducing the consumption of electricity
2	Replacing Desktops with Laptops in Branches	-	Thus, reducing the consumption of electricity
3	Usage of LED Bulbs across the Offices	-	Thus, reducing the consumption of electricity
4	Usage of R410A Refrigerants	-	Making it more environmentally friendly
5	Replacement of Dot Matrix and Laser Printers with Inkjet Printers	-	Helps to reduce Carbon footprints
6	Reduced 90% of paper usage by digitization in various processes	-	Significant reduction in paper usage minimizes deforestation and reduces waste generation, leading to the conservation of natural resources
7	Encourages usage of Public transport / Vehicle pooling	-	Conserve fuel to reduce Carbon footprints
8	Drastically reduced the use of Toilet papers	-	Significant reduction in paper usage minimizes deforestation and reduces waste generation, leading to the conservation of natural resources
9	Drastically reduced the usage of Plastic by 75% through Digitalization and other means	-	Making more environmentally friendly and reduction in GHG

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

Muthoot Microfin Ltd maintains a robust Information Security Risk Assessment process under its ISMS framework, integrating Business Continuity Planning (BCP) requirements. A dedicated Business Continuity Policy covers critical IT systems, supported by periodic Disaster Recovery Drills conducted by the IT team to validate the effectiveness of the BCP setup.

The company's preparedness to handle business disruptions is regularly assessed to ensure service continuity at an acceptable level, while protecting its financial health and competitive edge in both the short and long term. The legal entities within the Muthoot Pappachan Group (MPG) have aligned their Business Continuity Management System (BCMS) with ISO 22301:2012, and have also adopted relevant clauses from ISO 27002:2013 (Control Group 17) concerning information security aspects of business continuity.

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

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

8 How many Green Credits have been generated or procured:

a. By the listed entity **Nil**

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

PRINCIPLE 7

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

Essential Indicators

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

The Company is a member of two industry chambers/ associations

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sl. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State / National)
1	Microfinance Instituion	National
2	Sa-Dhan	National

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

Name of authority	Brief of the case	Corrective action taken
Nil		

Leadership Indicators

1 Details of public policy positions advocated by the entity:

Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
Nil				

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
Nil					

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

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

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

The company has established Customer and Stakeholder Grievance Redressal to ensure prompt and fair resolution of customer and stakeholder concerns, reinforcing its commitment to transparency and client-centric service.

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

Parameter	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	75%	70%
Directly sourced within India	100%	100%

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	86.02%	86.72%
Semi-urban	-	-
Urban	5.08%	5.00%
Metropolitan	8.90%	8.28%

(Place categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

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:

Sl. No	State	Aspirational District	Amount spent (In INR)
1	Uttar Pradesh	No Aspirational District Involved	
2	Kerala	No Aspirational District Involved	

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

The company operates within the Financial Services sector, which inherently limits the scope of its procurement requirements. For routine operational needs, such as daily consumables, the company sources from local vendors at fair prices.

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:

Sl. No	Intellectual Property based on traditional knowledge	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:

Sl. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Blue Butterflies (Paediatric Cancer - Treatment Support)	89	100%
2	MPCES Consultancy (External Resources)	-	100%
3	MPCES Sports Infrastructure (Palakkad)	-	100%
4	Nutrition support programme-blue butterflies	55	100%
5	Rajasthan Project with RRF and JRF	200	100%
6	Smile please mission expenses	50	100%
7	Support for Sports training through MPCES	20	100%
8	Support to sports academy-volleyball	50	100%
9	Expenses for Cricket Academy	50	100%

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.

Muthoot Microfin Ltd, a customer-centric and financially compliant organization, follows a structured Grievance Redressal Mechanism guided by the following principles:

1. Fair and respectful treatment of clients at all times.
2. Timely and courteous resolution of customer complaints.
3. Clear communication of grievance channels and escalation procedures.
4. Efficient and fair handling of complaints within defined turnaround timelines.
5. Grievance officers act impartially and in the best interest of the client.

The Company ensures transparency and accountability in grievance redressal through a three-tier process:

- **Level 1:** Resolution initiated at the branch level.
- **Level 2:** Toll-free helpline for customers to register queries and complaints.
- **Level 3:** Escalation to the Appellate Authority at the Head Office for further resolution.

For more in-depth information, please refer to the following link: <https://muthootmicrofin.com/grievance-redressal-mechanism/>

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	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	

3 Number of consumer complaints in respect of the following:

	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of Products	33	1	-	34	3	-
Quality of Products	3	Nil	-	2	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Other*	1431	37	-	604	18	-

*Note: Other complaints are mainly associated with loan and insurance-related issues

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not Applicable

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

Yes, the company has implemented a comprehensive Privacy and Personal Data Protection Policy that outlines its commitment to safeguarding personal information and ensuring data is collected, stored, and processed responsibly and in compliance with applicable regulations.

The policy can be accessed on the company's official website: <https://muthootmicrofin.com/wp-content/uploads/2025/02/Privacy-and-Personal-Data-Protection-Policy-v1-1.pdf>

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

No such instance has occurred during the reporting period

7 Provide the following information relating to data breaches:

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

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

Muthoot Microfin provides comprehensive information on its products and services through multiple accessible channels to ensure customer convenience and transparency. These include:

- Regular centre meetings and branch offices, where customers can interact with representatives for information and assistance
- A dedicated Customer Support Service helpline to address queries and provide support
- The Mahila Mitra mobile application, which offers customers a user-friendly platform to access services, track loan details, and receive updates

Additionally, detailed insights into the company's offerings, updates, and financial services can be accessed on the official website: <https://muthootmicrofin.com/>

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

All new customers undergo a comprehensive 3-day group training program, which is followed by a Group Recognition Test to assess their understanding. Additionally, customers are re-educated on the loan terms and conditions at the time of loan sanction and disbursement to ensure complete awareness.

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

We maintain direct engagement with our customers through regular center meetings, where all relevant information regarding our products and services is clearly communicated. Additionally, customers are kept informed through multiple digital channels, including the customer mobile application, SMS alerts, and automated call notifications, ensuring timely and accessible updates.

4 Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, all loan-related information is transparently communicated to customers. A loan card containing key terms and conditions, along with a detailed pricing fact sheet, is provided to each customer at the time of disbursement. Additionally, this information is accessible through the Mahila Mitra customer mobile application and the company's official website: <https://muthootmicrofin.com/>

Yes, customer satisfaction surveys are conducted periodically to gather feedback on products, services, and overall customer experience.