

Muthoot Microfin Limited – Equal Opportunity Policy

(In line with the Rights of Persons with Disabilities Act, 2016)

Purpose

Equal opportunity and non-discrimination are fundamental to a fair and inclusive workplace. The Rights of Persons with Disabilities Act, 2016 (“RPwD Act”) requires establishments to formulate and publish an Equal Opportunity Policy to ensure that persons with disabilities are provided equitable access to employment, growth opportunities, and a barrier-free work environment.

The purpose of this Policy is to provide a structured and implementable framework for promoting equal opportunity and non-discrimination for persons with disabilities at Muthoot Microfin Limited (“MML” or “the Company”), in alignment with applicable law and the Company’s commitment to fairness, dignity, and inclusion.

Preamble

Muthoot Microfin Limited, the microfinance arm of the Muthoot Pappachan Group, is committed to fostering a workplace culture based on equality, respect, and merit. The Company recognizes that diversity strengthens institutional resilience and that persons with disabilities should have equitable access to employment opportunities, career progression, and workplace participation.

This Equal Opportunity Policy is formulated in accordance with the Rights of Persons with Disabilities Act, 2016 and shall be read in conjunction with MML’s Human Resources policies, Code of Conduct, Prevention of Sexual Harassment Policy, Grievance Redressal Policy, and other applicable internal policies and labour laws.

The Policy seeks to ensure statutory compliance in a practical, operationally feasible, and risk-balanced manner.

Scope

This Policy applies to:

- All employees of MML (permanent, contractual, probationary, and trainees)
- Job applicants and prospective candidates
- Workplace facilities owned, leased, or operated by MML
- All offices, branches, and administrative locations of the Company

The Policy is applicable across all geographies where the Company operates.

Policy Statement

MML shall endeavour to provide equal opportunity in employment to persons with disabilities and shall not discriminate on the ground of disability in matters relating to

recruitment, promotion, training, compensation, or other employment conditions, subject to job requirements and business feasibility.

The Company shall take reasonable steps to:

- Ensure non-discrimination in employment practices
- Provide reasonable accommodation, wherever required and feasible
- Promote a progressively accessible and inclusive work environment
- Maintain confidentiality and dignity of employees with disabilities

Nothing in this Policy shall require the Company to create positions inconsistent with business requirements, compromise safety standards, or incur disproportionate or undue hardship.

Key Principles

MML's equal opportunity framework shall be guided by the following principles:

- **Non-Discrimination:** No person shall be discriminated against on the ground of disability in employment-related matters.
- **Merit-Based Selection:** Recruitment and career progression shall be based on merit, qualifications, competence, and suitability for the role.
- **Reasonable Accommodation:** Appropriate and necessary modifications or adjustments may be considered to enable persons with disabilities to perform essential job functions, provided such measures do not impose disproportionate or undue hardship.
- **Progressive Accessibility:** Accessibility enhancements shall be undertaken in a phased manner, aligned with infrastructure upgrades and operational feasibility.
- **Confidentiality & Dignity:** Disability-related information shall be handled sensitively and treated as confidential.

Equal Opportunity Measures

1. Recruitment & Selection

- Job descriptions shall not contain discriminatory criteria relating to disability unless directly relevant to inherent job requirements.
- Candidates with disabilities shall be considered on an equal basis with other applicants.
- Selection decisions shall be based on objective evaluation of qualifications, experience, and role suitability.

2. Workplace Accessibility

Subject to operational feasibility and financial prudence, MML shall endeavour to:

- Improve physical accessibility in new or renovated premises, where feasible
- Provide reasonable modifications to workstations, seating, or equipment
- Facilitate accessible communication formats, where practicable

Accessibility measures may be implemented progressively in alignment with business expansion and infrastructure planning.

3. Reasonable Accommodation

Reasonable accommodation may include, where appropriate and feasible:

- Flexible work arrangements, subject to role requirements
- Assistive devices or modifications to work equipment
- Adjustments to work processes to enable effective performance

Requests for reasonable accommodation shall be evaluated by the Human Resources Department in consultation with the concerned functional head, considering business needs and operational impact.

4. Training & Career Development

- Employees with disabilities shall have equal access to training, learning, and development programmes.
- Performance evaluations shall be based on objective and role-aligned criteria.
- No discrimination shall occur in promotion or career advancement decisions on the ground of disability.

5. Safety & Emergency Preparedness

- Emergency procedures shall, to the extent feasible, take into account the needs of employees with disabilities.
- Branch heads and facility managers may identify suitable assistance measures for emergency situations.

Maintenance of Records

The Human Resources Department shall:

- Maintain records relating to employees with disabilities in compliance with statutory requirements
- Preserve confidentiality of medical or disability-related information
- Maintain documentation of reasonable accommodation requests, where applicable

Liaison Officer

In accordance with the Rights of Persons with Disabilities Act, 2016, the Company shall designate an appropriate senior-level officer as the **Liaison Officer** for matters relating to persons with disabilities.

The Liaison Officer shall:

- Oversee implementation of this Equal Opportunity Policy

- Monitor compliance with applicable provisions of the RPwD Act
- Coordinate reasonable accommodation requests, where applicable
- Maintain statutory records relating to employees with disabilities
- Act as the internal point of contact for disability-related matters
- Liaise, where required, with governmental or regulatory authorities

The Liaison Officer shall function in coordination with the Human Resources Department and relevant business heads to ensure practical implementation of this Policy.

Details of the designated Liaison Officer, including name, designation, and contact information, shall be displayed on the Company's website and at prominent locations in offices, in accordance with applicable rules.

The appointment of the Liaison Officer shall not create additional obligations beyond those prescribed under applicable law.

Grievance Redressal

Any employee who believes they have been subjected to discrimination on the ground of disability may raise the matter through the Company's Grievance Redressal Mechanism or the Human Resources Department.

Complaints shall be addressed promptly, fairly, and confidentially, in accordance with existing grievance procedures.

Roles & Responsibilities

- **Board of Directors:** Overall oversight of the Policy
- **Senior Management:** Ensuring effective implementation in alignment with statutory requirements
- **Human Resources Department:**
 - Implementation and monitoring of equal opportunity measures
 - Evaluation of reasonable accommodation requests
 - Record maintenance and statutory compliance
 - **Liaison Officer:** Monitoring and coordination of disability-related compliance
 - **Branch Heads/Functional Heads:** Support operational implementation
 - **Employees:** Maintain a respectful and inclusive workplace environment

Review of Policy

The Board will review this Policy periodically or as required to ensure that it remains consistent with the Board's objectives and responsibilities.

Amendment of this Policy

The Board of Directors of the Company has the right to amend or modify this Policy from time to time, based on regulatory changes, business requirements, or internal assessments.

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