July 15, 2026

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 2025-26

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 2025- 26, which also forms part of the Annual Report for FY 2025- 26, 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
Digitally signed by Neethu Ajay
Date: 2026.07.15 20:50:47 +05'30'
Neethu Ajay
Chief Compliance Officer and Company Secretary

ANNEXURE - IV

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

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	13th Floor, Parinee Crescenzo, Bandra Kurla Complex, Bandra East, Mumbai - 400 051
5.	Corporate address	5th Floor, Muthoot Towers, M.G Road, Kochi - 682 035
6.	Email	info@muthootmicrofin.com
7.	Telephone	+91 4844277500
8.	Website	https://muthootmicrofin.com/
9.	Financial year for which reporting is being done	2025-26
10.	Name of the Stock Exchange(s) where shares are listed	**Name of Exchange** / **Stock Code** BSE Limited / 544055 National Stock Exchange of India Limited / MUTHOOTMF
11.	Paid-up capital	₹ 1,70,49,21,760.00
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 98 9908 8588
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 a standalone basis
14.	Name of assurance provider	No assurance was conducted as the Company does not fall under the top 500 listed entities
15.	Type of assurance obtained	No assurance was conducted as the Company does not fall under the top 500 listed entities

II. Products/services

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

S. no.	Description of main activity	Description of business activity	Percentage of turnover of the entity
1	Onward lending of microfinance loans	Microfinance	93%

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

S. no.	Product/service	NIC Code	Percentage of total turnover contributed
1	Microfinance and related matters	641906*	93%

**The code has been updated as per the NIC 2025*

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	NA	1,670 (excluding 1 Registered Office, 1 Administrative Office and 26 Regional Offices)	1,670
International	NA	Nil	Nil

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of states)	21
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 types of customers

Muthoot Microfin Limited serves financially underserved women in rural and semi-rural India, primarily from low-income households with an annual income of up to ₹ 3,00,000. These customers are typically engaged in small income-generating activities such as animal husbandry, tailoring, vending, and retail. In many cases, they also have limited or no formal credit history and are often new-to-credit.

Customers are served through:

- **Joint Liability Groups (JLGs):** Informal groups (typically 8-45 members) with mutual guarantees
- **Individual Loans:** Extended to eligible repeat customers based on repayment track record and tenure ('vintage')

For portfolio management, customers are classified as new, repeat, and first-cycle (unique) borrowers.

IV. Employees

20. Details as at the end of financial year:

a. Employees and workers (including differently abled)0:

S. no.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
		Employees				
1.	Permanent (D)	11,018	10,181	92.40%	837	7.60%
2.	Other than permanent (E)	4,717	4,180	88.62%	537	11.38%
3.	**Total employees (D + E)**	**15,735**	**14,361**	**91.27%**	**1,374**	**8.73%**
		Workers				
4.	Permanent (F)	NA	NA	-	NA	-
5.	Other than permanent (G)	NA	NA	-	NA	-
6.	**Total workers (F + G)**	**NA**	**NA**	**-**	**NA**	**-**

b. Differently abled employees and workers:

S. no.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
	Differently abled employees					
1.	Permanent (D)	1	1	100%	Nil	0%
2.	Other than permanent (E)	Nil	Nil	0%	Nil	0%
3.	**Total differently abled employees (D + E)**	**1**	**1**	100%	Nil	0%
	Differently abled workers					
4.	Permanent (F)	NA	NA	-	NA	-
5.	Other than permanent (G)	NA	NA	-	NA	-
6.	**Total differently abled workers (F + G)**	**NA**	**NA**	**-**	**NA**	**-**

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)

	2025-26 (Turnover rate in current financial year)			2024-25 (Turnover rate in previous financial year)			2023-24 (Turnover rate in the year prior to the previous financial year)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees*	43.41%	40.85%	43.25%	39.70%	42.14%	39.39%	33.84%	39.80%	34.05%
Permanent workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

**The numbers for the previous years have been revised in accordance with the calculation methodology as per the BRSR guidelines*

V. Holding, subsidiary and associate companies (including joint ventures)

23. (a) Names of holding/subsidiary/associate companies/joint ventures:

S. no.	Name of the holding/ subsidiary/associate companies/joint ventures (A)	Indicate whether holding/ subsidiary/associate/joint venture	Percentage 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 the Companies Act, 2013:** Yes

ii. **Turnover (in ₹):** ₹ 23,80,69,65,621

iii. **Net worth (in ₹):** ₹ 28,54,31,16,238

VII. Transparency and disclosures compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No) (If yes, then provide weblink for grievance redress policy)	2025-26 (Current financial year)			2024-25 (Previous financial year)		
		Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks
Communities	Yes https://muthootmicrofin.com/disclosures/	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	Yes https://muthootmicrofin.com/disclosures/	Nil	Nil	-	16	Nil	-
Shareholders	Yes https://muthootmicrofin.com/disclosures/	1	Nil	-	Nil	Nil	-
Employees and workers	Yes https://muthootmicrofin.com/wp-content/uploads/2026/03/Grievance-Redressal-Policy_v1.1.pdf	368	Nil	-	262	Nil	-
Customers	Yes https://muthootmicrofin.com/disclosures/	3,527	416	-	1,467	38	-
Value chain partners	Yes https://muthootmicrofin.com/disclosures/	Nil	Nil	-	Nil	Nil	-
Other (please specify)	Yes https://muthootmicrofin.com/disclosures/	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

S. no.	Material issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
1	Financial inclusion	Opportunity	• Extends financial products to marginalised women • Scales customer base in underserved markets • Empowers communities economically • Strengthens social impact and market presence	–	**Positive:** • Elevated revenues and loan disbursements • Diversified portfolio supporting risk mitigation • Increased investor confidence • Supported long-term growth
2	Digitisation and Innovation	Opportunity	• Enhances customer experience and accessibility • Streamlines operations and reduces costs • Expands reach to remote areas • Enables better data management and credit assessment • Supports customised product offerings	–	**Positive:** • Lowered operating and customer acquisition costs • Accelerated loan approvals • Improved monitoring and collections • Increased profitability and scalability
3	Employee Well-being	Opportunity and Risk	• Improves productivity, engagement, and service quality • Supports physical, mental, and work-life balance • Stress, burnout, absenteeism, and attrition if neglected • Reduced morale, productivity, and employer reputation	• Health and accident insurance • Maternity and paternity benefits • Wellness and mental health programmes • Flexible work practices and employee engagement • Active feedback and grievance resolution	**Positive:** • Lowered absenteeism and attrition • Reduced recruitment and training costs • Improved performance and employer brand **Negative:** • Increased healthcare and hiring costs if neglected • Operational inefficiencies and productivity loss

S. no.	**Material issue**	**Indicate whether risk or opportunity (R/O)**	**Rationale for identifying risk/ opportunity**	**In case of risk, approach to adapt or mitigate**	**Financial implications of the risk or opportunity (indicate positive or negative implications)**
4	Lending Practices	Opportunity	• Promotes responsible and need-based lending • Strengthens financial inclusion and customer relationships • Enhances customer trust and loyalty • Reduces default risk and improves portfolio quality	–	**Positive:** • Increased loan volumes and interest income • Improved repayment behaviour • Stronger portfolio health • Stable and sustainable profitability
5	Human Capital Development	Opportunity & Risk	• Enhances workforce capability, productivity, and retention • Drives innovation, service quality, and growth • Skill gaps, attrition, and reduced efficiency if neglected • Higher hiring and training costs and weaker employer brand	• Continuous training and upskilling • Performance management and appraisals • Career progression and development frameworks	**Positive:** • Higher retention and productivity • Stronger organisational capability Negative: • Increased attrition and recruitment costs if not addressed • Performance gaps impacting growth
6	Customer Satisfaction	Opportunity & Risk	• Drives repeat borrowing and customer retention • Improves repayment behaviour and collections • Enhances brand reputation and market reach • Poor experience may reduce repayments and repeat business • Potential regulatory scrutiny if linked to misconduct	• Three-tier grievance redressal system • Dedicated customer support channels • Continuous staff training • Feedback and survey mechanisms	**Positive:** • Higher customer retention and lifetime value • Improved repayment rates • Reduced complaints and disputes **Negative:** • Higher operational costs from complaints handling • Reputational damage and potential revenue loss

S. no.	Material issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
7	Privacy and Data Security	Risk	• Exposure to cyber threats due to digital operations • Handling of sensitive customer data • Risk of regulatory penalties and reputational loss in case of breaches	• Robust data protection and privacy policies • Compliance with applicable data protection regulations	**Negative:** • Regulatory fines and legal liabilities • Customer compensation and remediation costs • Loss of trust and business impact
8	Risk Management	Risk	• Essential to manage NPAs, fraud, and operational risks • Ensures regulatory compliance and operational stability • Builds stakeholder confidence	• Board-level Risk Management Committee • Structured risk identification, monitoring, and mitigation framework	**Negative:** • Higher NPAs and credit losses if ineffective • Regulatory penalties and financial instability
9	Regulatory & Legal Compliance	Risk	• Critical to comply with RBI regulations • Ensures fair practices and protects customer interests • Maintains institutional credibility	• Dedicated compliance function • Ongoing monitoring of regulatory changes • Regular audits and internal reviews	**Negative:** • Increased compliance and operational costs • Risk of penalties, legal action, and operational restrictions
10	Corporate Governance & Ethics	Risk	• Ensures transparency, accountability, and ethical conduct • Prevents fraud, misconduct, and inefficiencies • Maintains stakeholder trust and long-term sustainability	• Internal audits and control systems • Ethics training and policies • Whistleblower mechanism and reporting channels	**Negative:** • Financial loss from fraud or misconduct • Reputational damage and reduced investor confidence

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

S. no.	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. Weblink of the policies, if available	Policy webpage: https://muthootmicrofin.com/policies/ **Principle 1:** • Anti-Corruption and Bribery Policy • Code of Conduct • Code of Practices and Procedures for Fair Disclosure of UPSI • Corporate Governance Policy • ESG Policy • Management of Conflict of Interest Policy • Policy on Disclosure of Material Events or Information • Policy on Materiality and Related Party Transactions (RPT) • Prohibition of Insider Trading Policy • Whistle Blower Policy • Policy on Appointment of Statutory Auditors • Board Diversity Policy • Chief Risk Officer Policy • Policy for Preservation of Documents • Risk Management Policy **Principle 2:** • Environment and Social Management System (ESMS) Policy • ESG Policy • ESG Underwriting Policy • Responsible Lending & Collection Policy • Supplier Code of Conduct Policy • Supply Chain Policy • Vendor Management and Sustainable Sourcing Policy • Co-Lending Policy **Principle 3:** • Compensation Policy for KMP and Senior Management • Employee Safety & Field Mobility Policy • Equal Opportunity Policy • Gender Equal Opportunity Policy • Nomination and Remuneration Policy • Prevention of Sexual Harassment Policy • Human Dignity and Security Services Policy • Child and Forced Labour Policy • Board Diversity Policy								

S. no.	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Principle 4: • Stakeholder Engagement Policy • CSR Policy • Grievance Redressal Policy • Dividend Distribution Policy • Policy on Succession Planning for BoD and Senior Management **Principle 5:** • Child and Forced Labour Policy • Human Dignity & Security Services Policy • ESG Policy • Equal Opportunity Policy • Supply Chain Policy • Supplier Code of Conduct Policy **Principle 6:** • Bio-diversity Policy • Energy Management Policy • GHG Policy • Waste Management Policy • Water Policy • Environment and Social Management System (ESMS) Policy • ESG Policy								
		Principle 7: • Anti-Corruption and Bribery Policy • ESG Policy • GHG Policy • Water Policy • Stakeholder Engagement Policy **Principle 8:** • CSR Policy • ESG Finance Policy • Financial Literacy & Awareness Policy • ESG Policy **Principle 9:** • Fair Practices Code • Responsible Lending & Collection Policy • Financial Literacy & Awareness Policy • Aadhaar Privacy Policy • Client Data Privacy and Security Policy • Privacy and Personal Data Protection Policy • Grievance Redressal Policy • KYC (Know Your Customer) Policy • Gold Auction Policy • Co-Lending Policy • Risk Management Policy								
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

S. no.	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4	Name of the national and international codes/certifications/ labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	**Principles 1-9:** • ESG score of 80.8, CareEdge-ESG 1+ **Principle 3:** • India's Top 50 Best Workplaces™ in Health and Wellness 2024 by Great Place To Work Institute • Great Place To Work® certification for the 7th time • Best Organisation for Women 2025 **Principle 4:** • M1C1 Comprehensive Microfinance Grading **Principle 8:** • WASH awards **Principle 9:** • Best Cyber Security Initiative Awards at the 4th Edition Banking Frontiers DNA Awards 2024 • Innovative Customer Service Award from CX Excellence Award 2024 • Most Trusted Microfinance Brand of The Year at Brand Vision: India 2030 Leadership Conclave • Gold in SKOCH Awards in the "Best Customer Application on Digital Financial Inclusion" category for its Mahila Mitra initiative • Gold for "Best Insurance Scheme" for its Griha Suraksha Shield • ISO 22301:2012 • ISO 27002:2013								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Muthoot Microfin Limited has a target to reach and impact 10 million households by 2030.								
6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	-								
	Governance, leadership and oversight									
7	Statement by the Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) Muthoot Microfin's ESG approach is centred on responsible growth and long-term value creation, with sustainability considerations increasingly embedded into the way the business operates and evolves. As the Company expands its footprint, it remains responsive to evolving regulatory landscapes, heightened stakeholder expectations, and the need for more integrated ESG practices. A strong commitment to financial inclusion remains central to this approach, and continues to drive meaningful outcomes for underserved communities. During the year, the Company further strengthened its efforts to extend access to formal credit, support women-led enterprises, and promote sustainable livelihood opportunities across its areas of operation. This commitment translated into tangible progress during the year. The Company improved operational efficiencies through optimised resource use across branches, while also expanding the scale and reach of its community engagement initiatives. At the same time, it placed greater emphasis on embedding ESG risk considerations into business processes, enabling more structured and forward-looking decision-making. Going forward, the Company remains focused on deepening ESG integration across functions, advancing its sustainability agenda, and enhancing the robustness and transparency of disclosures. Through these efforts, it aims to support resilient growth while delivering enduring value to stakeholders and communities alike.									
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Mr. 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. At its meeting held on December 19, 2024, the Board of Directors established the ESG/Sustainability Committee to strengthen governance of Muthoot Microfin Limited's ESG agenda. The Committee provides focused oversight, strategic direction, and ongoing guidance on environmental, social, and governance matters.								

10 Details of review of NGRBCs by the Company:

Subject for review	Principle	Indicate whether the review was undertaken by Director/ Committee of the Board/any other Committee	Frequency (Annually/half-yearly/quarterly/any other – please specify)
Performance against above policies and follow-up action	Principle 1	Board of Directors	Periodically and as required
	Principle 2	Board of Directors	Periodically and as required
	Principle 3	Board of Directors	Periodically and as required
	Principle 4	Board of Directors	Periodically and as required
	Principle 5	Board of Directors	Periodically and as required
	Principle 6	Board of Directors	Periodically and as required
	Principle 7	Board of Directors	Periodically and as required
	Principle 8	Board of Directors	Periodically and as required
	Principle 9	Board of Directors	Periodically and as required
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Principle 1	Board of Directors	Periodically and as required
	Principle 2	Board of Directors	Periodically and as required
	Principle 3	Board of Directors	Periodically and as required
	Principle 4	Board of Directors	Periodically and as required
	Principle 5	Board of Directors	Periodically and as required
	Principle 6	Board of Directors	Periodically and as required
	Principle 7	Board of Directors	Periodically and as required
	Principle 8	Board of Directors	Periodically and as required
	Principle 9	Board of Directors	Periodically and as required

	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 the name of the agency.	Yes. CareEdge Advisory conducted a detailed assessment of the Company's existing policy framework by evaluating and aligning it with BRSR requirements. Based on this review, relevant policies were formulated and strategic recommendations were provided to enhance alignment and strengthen compliance with 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:

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

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	5	• ESG • Cybersecurity Awareness • Regulatory Update • Risk Management • Insider Trading Regulation	100%
Key Managerial Personnel (KMP)	6	• Cybersecurity Awareness • ESG • Industry Overview and Risk Awareness • Code of Conduct • Prohibition of Insider Trading • Strategy in the Age of AI at INSEAD attended by the CEO	100%
Employees other than BoD and KMP	1080	• Code of Conduct • Client Protection Principle • Fair Practices Code • Cybersecurity • Data Protection and Data Privacy • Human Rights • ESG • Grievance Redressal • POSH	100%
Workers	NA	NA	NA

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by Directors/KMP) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/fine	Principle 3	Employees' Provident Fund Organisation (EPFO)	₹40,08,000	The amount was paid towards penal damages and interest under Sections 14B and 7Q of the EPF Act	No
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	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 implemented a comprehensive Anti-Corruption and Anti-Bribery Policy to uphold ethical business practices. Accordingly, it maintains a zero-tolerance approach toward bribery and corruption in any form.

The policy is available on the Company's website: Anti-Corruption and Bribery Policy

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

	2025-26 (Current financial year)	2024-25 (Previous financial year)
Directors	Nil	Nil
KMP	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	2025-26 (Current financial year)	2024-25 (Previous financial year)
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 KMP	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:

	2025-26 (Current financial year)	2024-25 (Previous financial year)
Number of days of accounts payables	38 days	38 days

9. Open-ness of business

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

Parameter	Metrics	2025-26 (Current financial year)	2024-25 (Previous financial year)
Concentration of purchases	a. Purchases from trading houses as % of total purchases	Not Applicable due to the nature of business operations	
	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		
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 & advances)	-	-
	d. Investments (Investments in related parties/Total Investments made)	0.011%	0.013%

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	Percentage 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 adopted a Code of Conduct for the Board of Directors and Senior Management in compliance with the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Under this Code, Directors and Senior Management Personnel are prohibited from entering into transaction or engaging in practice, directly or indirectly, that could influence them to act contrary to the best interests of the Company.

Weblink: Code of Conduct

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

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

	2025-26 (Current financial year)	2024-25 (Previous financial year)	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Given its core focus on financial services, the Company's direct R&D and capital expenditures on environmental or social technologies are naturally limited. Instead, resources are strategically channelled into digital platforms and tech-enabled solutions designed to: • Expand customer reach • Drive operational efficiencies • Advance financial inclusion
Capex	Nil	Nil	

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

Yes. The Company actively embeds sustainable sourcing practices throughout its operations. Key environmental initiatives include:

- Renewable Energy Expansion: Upgraded solar-enabled branches from 48 to 56, directly reducing greenhouse gas emissions
- Resource Efficiency: Sustained a significant drop in paper usage via digital workflows and utilised energy-efficient inkjet printers to minimise waste
- Responsible Recycling: Ensured environmental compliance by processing e-waste and UPS batteries exclusively through certified recyclers, supporting a circular economy

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

During the current reporting period, 3.20% of the Company's inputs were sustainably sourced.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

As a financial services organisation, Muthoot Microfin Limited does not manufacture or distribute physical goods. Consequently, traditional frameworks for product reclamation and end-of-life disposal are not directly applicable to its core business operations.

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	Percentage of total turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by an independent external agency (Yes/No)	Results communicated in the public domain (Yes/ No) If yes, provide the weblink.
			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 the 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	
	2025-26 (Current financial year)	2024-25 (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:

	2025-26 (Current financial year)			2024-25 (Previous financial year)		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastics (including packaging)	-	-	NA	-	-	NA
E-waste	-	-	0.76	-	-	0.69
Hazardous waste	-	-	NA	-	-	NA
Other waste	-	-	5.36	-	-	5.76

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 the 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	Percentage 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	10,181	10,181	100%	10,181	100%	Nil	0%	10,181	100%	187	1.84%
Female	837	837	100%	837	100%	837	100%	Nil	0%	120	14.34%
Total	**11,018**	**11,018**	**100%**	**11,018**	**100%**	**837**	**7.60%**	**10,181**	**92.40%**	**307**	**7.60%**
Other than permanent employees											
Male	4,180	4,180	100%	4,180	100%	Nil	0%	Nil	0%	31	0.74%
Female	537	537	100%	537	100%	Nil	0%	Nil	0%	24	4.47%
Total	**4,717**	**4,717**	**100%**	**4,717**	**100%**	**Nil**	**0%**	**Nil**	**0%**	**55**	**1.17%**

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

Category	Percentage 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 employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	2025-26 (Current financial year)	2024-25 (Previous financial year)
Cost incurred on well-being measures as a % of total revenue of the Company	0.41%	0.27%

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

Benefits	2025-26 (Current financial year)			2024-25 (Previous financial year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with 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 authority (Y/N/N.A.)
PF	99.93%	NA	Y	99.96%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	58.16%	NA	Y	66.87%	NA	Y
Others* – please specify	0.07%	NA	Y	0.04%	NA	Y

**Stipend*

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 enhancing both physical and cultural accessibility across its premises to support differently-abled employees. In line with this ongoing commitment, key interventions include:

- Infrastructure Upgrades: Installing ramps at branch entrances to ensure barrier-free mobility
- Facility Enhancements: Equipping key office locations with designated, accessible washroom facilities
- Culture and Sensitisation: Conducting comprehensive awareness and inclusion training programmes to foster a supportive and empathetic workplace environment

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

Yes. The Company has an Equal Oppaortunity Policy that reflects its commitment to promoting an inclusive and non-discriminatory work environment.

The policy ensures equal opportunities in recruitment, career growth, and workplace facilities for all employees, including persons with disabilities. The policy is available on the Company's website.

Weblink: Equal Opportunity Policy

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

	Permanent employees		Permanent workers	
Gender	**Return to work rate**	**Retention rate**	**Return to work rate**	**Retention rate**
Male	99%	99.40%	NA	-
Female	62%	84%	NA	-
Total	**94%**	**97%**	**NA**	**-**

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	NA
Other than permanent workers	NA
Permanent employees	Yes. The Company has established a formal Grievance Redressal Mechanism to address employee concerns constructively and efficiently, thereby fostering a positive work environment. This framework is overseen by an Employee Grievance Cell at the Head Office, with the Human Resources (HR) Department serving as the central nodal body for its administration. Key Process Highlights: • Accessible Reporting Channels: Employees can seamlessly register their concerns via multiple platforms, including phone, Email, the internal HR360 portal, a dedicated mobile application, or formal written communication • Structured Review and Escalation: Upon receipt, the HR team reviews the grievance and, where required, seeks clarification before escalating it to the designated departmental official for resolution • Time-Bound Resolution: The Company mandates a strict service level agreement, aiming to address and resolve all grievances within seven working days, after which the HR team transparently communicates the final outcome to the employee • Executive Accessibility: To further champion an open and responsive workplace culture, the Chief Executive Officer (CEO) remains directly accessible to employees for the escalation of unresolved concerns
Other than permanent employees	

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

Benefits	**2025-26 (Current financial year)**			**2024-25 (Previous financial year)**		
	Total employees/ workers in the respective category (A)	**No. of employees/ workers in the respective category who are part of association(s) or Union (B)**	**% (B/A)**	**Total employees/ workers in the respective category (C)**	**No. of employees/ workers in the respective category who are part of association(s) or Union (D)**	**% (D/C)**
Total permanent employees	**NA**	**NA**	**-**	**NA**	**NA**	**-**
Male	NA	NA	-	NA	NA	-
Female	NA	NA	-	NA	NA	-
Total permanent workers	**NA**	**NA**	**-**	**NA**	**NA**	**-**
Male	NA	NA	-	NA	NA	-
Female	NA	NA	-	NA	NA	-

8. Details of training given to employees and workers:

Category	2025-26 (Current financial year)					2024-25 (Previous financial year)				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	14,361	11,227	78.18%	11,680	81.33%	14,957	10,562	70.62%	10,891	72.82%
Female	1,374	1,297	94.40%	1,024	74.53%	1,032	668	64.73%	580	56.20%
Total	**15,735**	**12,524**	**79.59%**	**12,704**	**80.74%**	**15,989**	**11,230**	**70.24%**	**11,471**	**71.74%**
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**

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

Category	2025-26 (Current financial year)			2024-25 (Previous financial year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	14,361	14,142	98.48%	14,957	14,581	97.49%
Female	1,374	1,140	82.97%	1,032	989	95.83%
Total	**15,735**	**15,282**	**97.12%**	**15,989**	**15,570**	**97.38%**
Employees						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**

10. Health and safety management system:

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

Yes. Muthoot Microfin Limited is committed to maintaining a safe, secure, and healthy work environment for all employees, governed by a comprehensive Occupational Health & Safety (OHS) Policy.

To ensure the highest standards of workplace safety, the Company has implemented the following key measures:

- Infrastructure and Security: Equipping all offices with strong fire safety systems, including extinguishers, alarms, and sprinklers, in strict adherence to regulatory requirements and are monitored through comprehensive CCTV surveillance to enhance overall security
- Field Employee Protection: Safeguarding employees who travel frequently for customer engagements through clearly defined Standard Operating Procedures (SOPs), regular safety audits, and targeted risk mitigation measures
- Training and Awareness: Delivering mandatory training programmes focused on hazard identification, role-specific health and safety practices, and effective emergency response procedures
- Emergency Preparedness: Conducting regular safety drills and establishing clear, actionable response protocols for fire incidents, natural disasters, and medical emergencies with the latter supported by the M-SWASTH healthcare programme

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

The Company employs a proactive, multi-layered approach to identifying and mitigating occupational hazards across its operations. Key practices include:

- Continuous Monitoring and Reporting: Conducting regular workplace inspections, systematically analysing historical incidents and near-miss events, and actively encouraging employee-led safety reporting

- Cross-Functional Oversight: Mandating periodic branch and field evaluations by the Internal Audit, Business Support (Quality Control), Risk Management, and senior field teams to promptly identify deviations and execute timely corrective actions
- Safety Training and Awareness: Delivering regular, targeted training programmes designed to continuously enhance employee awareness of vital occupational health and safety protocols

c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Yes. Muthoot Microfin Limited maintains a formal employee grievance redressal mechanism designed to ensure that all workplace concerns are addressed in a fair and timely manner.

This structured mechanism is driven by the following core objectives:

- Promoting Open Communication: Fostering a culture of transparency where employees are encouraged to raise concerns constructively
- Safeguarding Employee Rights: Ensuring equitable treatment and actively protecting the fundamental rights of all staff members
- Fostering a Positive Culture: Supporting the continuous development of a transparent, inclusive, and positive work environment

d) Do the employees/workers 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	2025-26 (Current financial year)	2024-25 (Previous financial year)
Lost Time Injury Frequency Rate (LTIFR) (per one million person-hours worked)	Employees	5.95	5.31
	Workers	NA	NA
Total recordable work-related injuries	Employees	220	49
	Workers	NA	NA
No. of fatalities	Employees	10	11
	Workers	NA	NA
High-consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

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

Muthoot Microfin Limited is deeply committed to ensuring a safe and secure work environment through a proactive and comprehensive health and safety framework.

To safeguard employee wellbeing and ensure continuous compliance with safety standards, the Company has implemented the following measures:

- Proactive Risk Mitigation: Conducting regular risk assessments, safety audits, and periodic branch inspections to promptly identify and address potential workplace hazards
- Comprehensive Training and Preparedness: Equipping employees with essential training on safety protocols, emergency response procedures, evacuation drills, and first-aid practices
- Rigorous Infrastructure Validation: Mandating strict structural and operational safety validations prior to the acquisition or leasing of any new branch or office premises
- Hazard Prevention and Emergency Response: Installing necessary fire safety systems, implementing preventive measures against electrical hazards, and maintaining comprehensive emergency response plans for fires, natural disasters, and medical emergencies
- Strategic Location Planning: Actively mitigating climate-related physical risks by avoiding the acquisition of ground-floor premises in known flood-prone areas

These collective initiatives underscore the Company's dedication to fostering a resilient workplace where employees feel secure, valued, and empowered to perform their responsibilities safely.

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

Benefits	2025-26 (Current financial year)			2024-25 (Previous financial year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health and safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

Case details	Percentage 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 the death of (A) Employees (Yes/No) (B) Workers (Yes/No).**

   Yes. The Company provides comprehensive life insurance to safeguard employees' families in the event of an unforeseen demise.

   This vital financial protection includes:s

   - Support for Dependants: Ensures robust financial assistance for families during critical times
   - Substantial Coverage: Extends up to ₹ 2 crores to guarantee significant security

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

   To ensure that statutory dues are accurately deducted and deposited by its value chain partners, the entity has implemented a structured compliance framework comprising the following measures:

   - **Vendor Due Diligence:** Conducting comprehensive background and compliance checks on partners prior to onboarding.
   - **Contractual Clauses:** Incorporating strict legally binding compliance requirements and obligations regarding statutory dues within partner agreements.
   - **Declarations:** Requiring periodic formal compliance statements and confirmations from partners affirming that all dues have been correctly processed.
   - **Audit Checks:** Implementing regular, systematic reviews and verifications of partner financial and compliance records.
   - **Escalation Processes:** Maintaining a defined, structured mechanism to report, address, and rectify any detected non-compliance or deviations by value-chain partners.

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:**

Gender	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	
	2025-26 (Current financial year)	2024-25 (Previous financial year)	2025-26 (Current financial year)	2024-25 (Previous financial year)
Employees	NA		NA	
Workers				

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

   Yes. The Company ensures a seamless transition for employees by offering robust retirement benefits. To provide crucial financial stability following retirement or separation from the organisation, the following provisions are made:

   - Gratuity
   - Leave Encashment
   - Pension

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

Case details	Percentage 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 their stakeholders.

Essential Indicators

1. **Describe the processes for identifying key stakeholder groups of the entity.**

   The Company employs a structured methodology to identify and engage key stakeholder groups, carefully assessing their mutual impact and influence on value creation.

   Identification and Classification:

   - Evaluation Criteria: Stakeholders are systematically assessed based on their dependency, influence, accountability, potential vulnerability, and the overall urgency of engagement
   - Internal Stakeholders: Employees and shareholders
   - External Stakeholders: Customers, investors, communities, regulatory authorities, and business partners

   Engagement Strategy and Review:

   - Targeted Engagement: Interactions are strategically aligned with each group's relative significance, level of interest, and potential impact on strategic business outcomes
   - Continuous Alignment: The Company periodically reviews and updates its stakeholder mapping to ensure continued relevance and responsiveness to evolving business priorities, emerging risks, and shifts in the broader operating environment

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 and marginalised 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	• Text Messaging (SMS) • Telephonic Support • Corporate Website • In-person Centre Meetings • Branch Visits	Continuous and on an as-needed basis	• Facilitating loan services • Resolving customer queries • Proactively addressing grievances

Stakeholder group	Whether identified as vulnerable and marginalised 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
Employee	No	• Text Messaging (SMS) • Phone Calls • Internal Emails • Company Website • HRMS Platform • Strategic Meetings • Formal Training Sessions	Continuous and on an as-needed basis	• Conducting upskilling programmes • Managing performance appraisals • Gathering actionable feedback Addressing grievances • Facilitating rewards and recognition
Shareholders & Investors	No	• Investor and Analyst Conference Calls • Quarterly Earnings Disclosures • General Body Meetings • Annual Reports • Press Releases • Corporate Website	Continuous, with scheduled quarterly and annual touchpoints.	• Providing regular updates on overall business performance and addressing specific investor inquiries
Government and regulatory bodies	No	• Digital Communications (SMS/Email) • Phone Calls • Official Regulatory Filings • Formal Meetings • Company Website	At regular intervals and as required by circumstances.	• Maintaining strict regulatory compliance • Upholding robust corporate governance • Responding to official requests for clarification • Ensuring the timely settlement of statutory dues and taxes
Communities	Yes, beneficiaries of CSR initiatives	• Text Messaging • Phone Conversations • Email Correspondence • Community Meetings • Corporate Website	At regular intervals and as required by circumstances.	• Driving societal development and well-being • Enhancing local livelihoods • Championing environmental conservation efforts
Lenders, media and other business partners	No	• Text Messaging • Phone Calls • Email Communications • Formal Meetings • Corporate Website	At regular intervals and as required by circumstances.	• Sharing updates on ongoing business operations and financial outcomes • Addressing key issues and operational 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 sustainable, long-term value across its entire stakeholder ecosystem, including employees, customers, partners, vendors, government bodies, and the wider community.

   To ensure its operations effectively address stakeholder needs and expectations, the Company has implemented a structured approach:

   - Comprehensive Materiality Assessment: The Company conducted a comprehensive engagement exercise to identify and prioritise key Environmental, Social, Governance (ESG), and economic issues relevant to its operations

- Risk Mapping and Mitigation: Each identified material issue was systematically mapped against potential business risks to formulate targeted and robust mitigation strategies
- Leadership Alignment: The outcomes of this assessment were reviewed by senior leadership and the Board of Directors, ensuring the Company's sustainable growth strategy remains deeply aligned with core stakeholder priorities
- Tailored Engagement Channels: Interactions are conducted continuously, on both a regular and need-based basis, utilising online and offline modes, and are tailored to the specific nature and preferences of each stakeholder group
- Board Oversight: The Board is kept apprised of significant developments through regular updates, and their feedback is actively integrated into the Company's strategic decision-making processes

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

Yes. Stakeholder feedback and suggestions form an integral component of the Company's strategic decision-making process. Engagement is treated as a continuous, evolving practice conducted across diverse channels to ensure maximum relevance and responsiveness.

Key outcomes of engagement:

- Materiality Identification: Material issues are systematically identified by evaluating their significance to both internal and external stakeholders, while also evaluating their potential impact on core business operations
- ESG Strategic Alignment: These critical stakeholder insights serve as foundational inputs for defining, shaping, and advancing the Company's Environmental, Social, and Governance (ESG) goals and long-term sustainability 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/ marginalised stakeholder groups.

Muthoot Microfin's operational model is fundamentally driven by the dual objectives of fostering inclusive growth and advancing women's entrepreneurship.

Key pillars of this socio-economic approach include:

- Empowering Women Entrepreneurs: Providing targeted, income-generating loans to women operating small-scale businesses to foster economic independence and self-reliance
- Driving Financial Inclusion: Ensuring that underserved and rural communities have reliable access to affordable, timely, and transparent financial services
- Sustainable CSR Alignment: Complementing core business operations with Corporate Social Responsibility (CSR) initiatives specifically designed to empower marginalised groups and create long-term social and economic value

During the financial year, the Company conducted the 'Jagaran' campaign, under which financial literacy programmes were organised for the general public across 13 states.

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	2025-26 (Current financial year)			2024-25 (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	11,018	10,602	96.22%	10,646	4,677	43.93%
Other than permanent	4,717	4,210	89.25%	5,343	2,084	39.00%
Total employees	**15,735**	**14,812**	**94.13%**	**15,989**	**6,761**	**42.29%**
			Workers			
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total workers	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**

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

Category	2025-26 (Current financial year)					2024-25 (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	11,018	87	0.79%	10,931	99.21%	10,646	892	8.38%	9,754	91.62%
Male	10,181	71	0.70%	10,110	99.30%	10,122	735	7.26%	9,387	92.74%
Female	837	16	1.91%	821	98.09%	524	157	29.96%	367	70.04%
Other than permanent	4,717	86	1.82%	4,631	98.18%	5,343	527	9.86%	4,816	90.14%
Male	4,180	72	1.72%	4,108	98.28%	4,835	395	8.17%	4,440	91.83%
Female	537	14	2.61%	523	97.39%	508	132	25.98%	376	74.02%
Workers										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

Gender	Male		Female	
	Number	Median remuneration/ salary/wages of the respective category (in ₹)	Number	Median remuneration/ salary/wages of the respective category (in ₹)
Board of Directors (BoD)	8	8,30,000	2	8,45,000
Key Managerial Personnel	3	1,04,63,150	1	59,78,150
Employees other than BoD and KMP	14,358	2,74,000	1,373	2,40,000
Workers	NA	NA	NA	NA

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

	2025-26 (Current financial year)	2024-25 (Previous financial year)
Gross wages paid to females as % of total wages	7.43%	5.22%

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 workplace.

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

The Company provides a structured and highly accessible framework for employees to raise and resolve workplace grievances efficiently.

The redressal workflow operates as follows:

- Accessible Reporting Channels: Employees may register concerns via phone, Email, the internal HR360 portal, a dedicated mobile application, or formal written communication
- Initial HR Review: Upon receipt, the Human Resources (HR) Department evaluates the grievance, seeking further clarification from the employee if necessary to ensure a complete understanding of the issue

- Documentation and Escalation: The matter is formally documented and routed to the designated authority within the relevant department for targeted action
- Time-Bound Resolution: The concerned departmental official is mandated to respond within seven working days
- Transparent Closure: Once a resolution is reached, the HR Department communicates the outcome back to the employee to ensure proper closure
- Executive Accessibility: To further champion a culture of openness and support, the Chief Executive Officer (CEO) remains directly accessible to engage with employees regarding their concerns

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

Benefits	**2025-26 (Current financial year)**			**2024-25 (Previous financial year)**		
	Filed during the year	**Pending resolution at the end of the year**	**Remarks**	**Filed during the year**	**Pending resolution at the end of the year**	**Remarks**
Sexual harassment	Nil	Nil	-	Nil	Nil	Nil
Discrimination at workplace	Nil	Nil	-	Nil	Nil	Nil
Child labour	Nil	Nil	-	Nil	Nil	Nil
Forced labour/involuntary labour	Nil	Nil	-	Nil	Nil	Nil
Wages	Nil	Nil	-	Nil	Nil	Nil
Other human rights-related issues	368	Nil	-	262	Nil	Nil

**Others: 368 (Complaints categorised under 'Others' pertained to matters such as attendance, compensation, transfers, EPF, Mediclaim, and exit procedures. All such issues were duly addressed and resolved within the stipulated timeframe.)*

**Note: Complaints categorised under 'Other' pertained to matters such as attendance, compensation, transfers, EPF, Mediclaim, 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:

	2025-26 (Current financial year)	**2024-25 (Previous financial year)**
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees/workers	0.00%	0.00%
Complaints on POSH upheld	NA	NA

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

The Company remains committed to cultivating a workplace that is entirely free from discrimination and grounded in dignity, inclusivity, and mutual respect.

To uphold these standards, the Company enforces the following principles:

- Prompt Redressal: All complaints regarding discrimination are rigorously reviewed and investigated, with appropriate disciplinary action taken wherever necessary to promptly address and prevent any inappropriate behaviour
- Collective Responsibility: Fostering an inclusive and respectful work environment is regarded as a shared responsibility, and therefore, requires the active participation and commitment of all employees
- Vigilance and Reporting: The Company strongly encourages both employees and job applicants to immediately report any incidents, concerns, or suspicions of discrimination encountered during official duties, company-sponsored events, or at any stage of the recruitment process

Complaints may be submitted in writing through the designated channels at 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:

Case details	Percentage of your plants and offices that were assessed (by the 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 10 above.

Nil

Leadership Indicators

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

Initiated in response to insights from an internal employee survey, the MML Communication Meet serves as a dedicated platform for open dialogue and cross-functional collaboration. Through this collaborative framework, the Company launched ‘PARIVARTHAN’, its inaugural digital collection initiative.

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

The Company integrates respect for human rights across its operations, policies, and stakeholder interactions, ensuring that these principles are consistently reflected in its practices and 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 is actively enhancing physical accessibility across its locations to foster a more inclusive environment.

Key ongoing efforts include:

- Infrastructure Upgrades: Installing essential features such as ramps, handrails, and wheelchair-accessible entrances at numerous locations
- Phased Expansion: Systematically extending these accessibility enhancements to remaining premises in a structured approach to achieve broader compliance standards

4. Details on assessment of value chain partners:

Case details	Percentage of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	Nil
Discrimination at workplace	Nil
Child labour	Nil
Forced labour/involuntary labour	Nil
Wages	Nil
Others – please specify	Nil

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 joules or multiples) and energy intensity in the following format:

Parameter	Unit	2025-26 (Current financial year)	2024-25 (Previous financial y ear)
From renewable sources			
Total electricity consumption (A)	GJ	980.06	839.81
Total fuel consumption (B)	-	-	-
Energy consumption through other sources (C)	-	-	-
Total energy consumed from renewable sources (A+ B + C)	**GJ**	**980.06**	**839.81**
From non-renewable sources			
Total electricity consumption (D)	GJ	61,093.87	59,574.74
Total fuel consumption (E)	-	-	-
Energy consumption through other sources (F)	-	-	-
Total energy consumed from non-renewable sources (D + E + F)	**GJ**	**61,093.87**	**59,574.74**
Total energy consumed (A + B + C + D + E + F)	**GJ**	**62,073.94**	**60,414.55**
Energy intensity per ₹ of turnover (Total energy consumption/Revenue from operations)	GJ/ turnover in crores	26.07*	23.08*
Energy intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	GJ/ turnover adjusted for PPP in crores	530.34*	463.43*
Energy intensity in terms of physical output	GJ/FTE	5.63*	5.67*
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-	-

**The numbers for the previous years have been revised in accordance with the changed methodology used for calculation.*

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, the 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? (Yes/No) 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	2025-26 (Current financial year)	2024-25 (Previous financial y ear)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third-party water	1,56,820.77	1,52,535.06
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	**1,56,820.77**	**1,52,535.06**
Total volume of water consumption (in kilolitres)	**1,56,820.77**	**1,52,535.06**
Water intensity per ₹ of turnover (Total water consumption/Revenue from operations)	65.87	58.27

Parameter	2025-26 (Current financial year)	2024-25 (Previous financial y ear)
Water intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	1,339.84	1,170.08
Water intensity in terms of physical output	14.23	14.33
Water intensity (optional) – the entity may select the relevant metric	-	-

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

4. Provide the following details related to water discharged:

Parameter	2025-26 (Current financial year)	2024-25 (Previous financial year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To surface water	NA	NA
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
(ii) To groundwater	NA	NA
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
(iii) To seawater	NA	NA
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties	NA	NA
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
(v) Others	1,56,820.77	1,52,535.06
No treatment	1,56,820.77	1,52,535.06
With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	**1,56,820.77**	**1,52,535.06**

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. As a financial services provider, the Company uses water solely 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	2025-26 (Current financial year)	2024-25 (Previous financial year)
NOx	-	NA	NA
SOx	-	NA	NA
Particulate matter (PM)	-	NA	NA
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	-	NA	NA
Hazardous air pollutants (HAP)	-	NA	NA
Others – please specify	-	NA	NA

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

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

Parameter	Unit	2025-26 (Current financial year)	2024-25 (Previous financial year)
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF6, NF_3, if available)	Metric tonnes of CO_2 equivalent	Nil	Nil
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	12,049.07	11,749.46
Total Scope 1 and Scope 2 emissions per ₹ of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	tCO_2e/turnover in crores	5.06*	4.49*
Total Scope 1 and Scope 2 emission intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	tCO_2e/turnover adjusted for PPP in crores	102.94*	90.13*
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO_2e/FTE	1.09*	1.10*
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

**The numbers for the previous years have been revised in accordance with the changed methodology used for calculation.*

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

Yes. The Company is actively reducing its greenhouse gas emissions by accelerating the adoption of renewable energy solutions.

Key clean energy initiatives include:

- Solar Infrastructure Expansion: Equipping 56 branches successfully with solar-powered UPS systems, reflecting a continuous rollout of clean energy across the network
- Emissions Reduction: Decreasing reliance on conventional electricity to significantly lower the carbon footprint of day-to-day operations
- Strategic Scaling: Committing to the gradual, ongoing expansion of renewable energy adoption to support broader sustainability objectives

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

Parameter	2025-26 (Current financial year)	2024-25 (Previous financial year)
Total waste generated (in metric tonnes)		
Plastic waste **(A)**	NA	NA
E-waste **(B)**	0.76	0.69
Bio-medical waste **(C)**	NA	NA
Construction and demolition waste **(D)**	NA	NA
Battery waste **(E)**	4.58	5.18
Radioactive waste **(F)**	NA	NA
Other hazardous waste. Please specify, if any. **(G)**	NA	NA
Other non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	5.36	5.76
Total (A + B + C + D + E + F + G + H)	**10.70**	**11.63**

Parameter	2025-26 (Current financial year)	2024-25 (Previous financial year)
Waste intensity per ₹ of turnover (Total waste generated/Revenue from operations)	0.0045	0.0044
Waste intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	0.0914	0.0892
Waste intensity in terms of physical output	0.0009	0.0010
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	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	**NA**	**NA**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	10.70	11.63
Total	**10.70**	**11.63**

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the 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 Company generates minimal waste and ensures all disposal is conducted responsibly through authorised municipal systems and certified recyclers.

Its structured approach to waste management includes:

- **E-Waste and Lifecycle Management:** Electronic waste, primarily IT equipment and UPS batteries, is strictly disposed of through certified recyclers, while functional equipment is repaired and reused where feasible to extend asset life and reduce overall waste
- **Paper and Plastic Reduction:** The Company minimises paper consumption through process digitalisation and controlled printing practices, while ensuring environmentally responsible disposal of physical records and restricting plastic across operations
- **Wet Waste and Effluents:** Segregated wet waste from office cafeterias is managed through local municipal collection systems, while wastewater is handled in strict compliance with local regulatory requirements, ensuring no untreated discharge into the environment
- **Hazardous Materials and Compliance:** Operating outside the manufacturing sector, the Company does not utilise toxic chemicals, and all operational waste streams are rigorously managed through approved, environmentally compliant channels to support broader sustainability objectives

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

S. no.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
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 an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No)	Relevant weblink
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:

S. no.	Specify the law/ regulation/ guidelines which were 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 laws, regulation and guidelines in India.				

Leadership Indicators

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

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

(i) Name of the area: Not Applicable

(ii) Nature of operations: Not Applicable

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	2025-26 (Current financial year)	2024-25 (Previous financial year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	
(ii) Groundwater		
(iii) Third-party water		
(iv) Seawater/desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per ₹ of turnover (Water consumed/turnover)		
Water intensity (optional) – the entity may select the relevant metric		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into surface water	**NA**	
No treatment		
With treatment – please specify the level of treatment		
(ii) Into groundwater		
No treatment		
With treatment – please specify the level of treatment		
(iii) Into seawater		
No treatment		
With treatment – please specify the level of treatment		
(iv) Sent to third parties		
No treatment		
With treatment – please specify the level of treatment		
(v) Others		
No treatment		
With treatment – please specify the level of treatment		
Total water discharged (in kilolitres)		

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

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

Parameter	Unit	2025-26 (Current financial year)	2024-25 (Previous financial year)
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF6, NF_3, if available)	Metric tonnes of CO_2 equivalent	12,520.19	11,687.35
Total Scope 3 emissions per ₹ of turnover	tCO_2e/crores	5.26	4.46
Total Scope 3 emission intensity (optional) – the entity may select the relevant metric	-	-	-

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

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

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:

S. no.	Initiative undertaken	Details of the initiative (Weblink, 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 • Replacing Desktops with Laptops in Branches • Usage of LED Bulbs across the Offices • Usage of R410A Refrigerants • Replacement of Dot Matrix and Laser Printers with Inkjet Printers • Reduced 90% of paper usage by digitisation in various processes • Encourages usage of public transport and vehicle pooling • Drastically reduced the use of Toilet papers • Drastically reduced the usage of Plastic by 70% through Digitalisation and other means		• Thus, reducing the consumption of electricity • Thus, reducing the consumption of electricity • Thus, reducing the consumption of electricity • Making it more environmentally friendly • Helps to reduce Carbon footprints • Significant reduction in paper usage minimises deforestation and reduces waste generation, leading to the conservation of natural resources Conserve fuel to reduce Carbon footprints • Minimises deforestation and reduces waste generation, leading to the conservation of natural resources • 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/weblink.

Muthoot Microfin Limited maintains a strong Information Security Management System (ISMS) with comprehensive Business Continuity Planning (BCP) embedded at its core, safeguarding its operations.

To ensure continuous service delivery and protect long-term financial health, the Company has implemented the following framework:

- Proactive Preparedness: The Company conducts regular Information Security Risk Assessments and enforces a dedicated Business Continuity Policy to governs all critical IT systems, ensuring a structured approach to risk management and preparedness

- Validation and Testing: The IT team executes periodic Disaster Recovery Drills to assess the effectiveness of the BCP framework and ensure service continuity during potential business disruptions
- Strategic Resilience: The Company continuously assess its disruption readiness to protect operational stability and maintain competitive edge over both the short and long term
- Global Standards Alignment: As part of the Muthoot Pappachan Group (MPG), the Company's Business Continuity Management System (BCMS) is strictly aligned with ISO 22301:2012 and incorporates relevant provisions of ISO 27002:2013 (Control Group 17) to address information security considerations within business continuity planning

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

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.

S. no.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/associations (State/National)
1.	Microfinance Institution	National
2.	Sa-Dhan	National

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

Name of authority	Brief of the case	Corrective action taken
	Nil	

Leadership Indicators

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

S. no.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of review by board (Annually/half-yearly/ quarterly/others – please specify)	Weblink, 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 the project	SIA notification no.	Date of notification	Whether conducted by an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No)	Relevant weblink
			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

S. no.	Name of the project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	Percentage of PAFs covered by R&R	Amounts paid to PAFs in the financial year (in ₹)
NA						

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

Muthoot Microfin has implemented a structured grievance redressal mechanism for customers and stakeholders to address concerns in a timely and equitable manner. This approach reinforces the Company's dedication to transparency and a customer-focused approach.

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

	2025-26 (Current financial year)	2024-25 (Previous financial year)
Directly sourced from MSMEs/small producers	78%	75%
Directly from 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	2025-26 (Current financial year)	2024-25 (Previous financial year)
Rural	86.11%	86.02%
Semi-urban	-	-
Urban	4.65%	5.08%
Metropolitan	9.24%	8.90%

(Place to be categorised 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
NA	

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

S. no.	State	Aspirational district	Amount spent (in ₹)
1	Karnataka	Yadagiri	3,60,000
2	Karnataka	No Aspirational District Involved	
3	West Bengal	No Aspirational District Involved	

3. (a) **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)**

   (b) **From which marginalised/vulnerable groups do you procure?**

   (c) **What percentage of total procurement (by value) does it constitute?**

   Given the nature of its operations in the financial services sector, the Company's procurement requirements are inherently limited. For routine operational needs, such as daily consumables, it 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:**

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

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
NA		

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

S. no.	CSR project	No. of persons benefitted from CSR projects	Percentage of beneficiaries from vulnerable and marginalised groups
1	Muthoot Football Academy	36	
2	Muthoot Volleyball Academy	90	100%
3	Muthoot Blue Spikers (MVA Offshoot)	5	100%
4	MPCES Consultancy - External Resources	-	100%
5	Smile Please missions including Nutrition	108	100%
6	MPCES Sports Infrastructure (Palakkad)	-	100%
7	JAGARAN CSR Campaign	2,651	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 Limited operates a strong, three-tier grievance redressal framework designed to ensure the transparent, accessible, and time-bound resolution of customer feedback and complaints.

The Three-Tier Escalation Framework

- **Tier 1 -** Branch Level Resolution: Customers can raise complaints directly at their local branch, where grievances are formally documented in a complaint register and managed by the Branch Manager
- **Tier 2 -** Dedicated Central Support: If a resolution is not achieved at the branch level, customers can escalate their concerns through the toll-free helpline (1800 1027 631) or through email (mmlcomplaints@muthootmicrofin.com)
- **Tier 3 -** Head Office Appellate: Final internal escalation is directed to the designated Appellate Authority stationed at the Head Office

Operational Mechanisms and Timelines

- Systematic Tracking: Each grievance is assigned a unique reference number, enabling effective tracking, timely follow-ups, and transparent communication of the resolution
- Mandated Timelines: The system enforces strict service level agreements, with an initial resolution target of 7 days and a maximum overall turnaround time of 30 days from the date of registration
- External Recourse: Should an issue remain unresolved within the internal framework, customers can escalate the matter to external regulatory authorities, such as the Microfinance Institutions Network (MFIN) or the Reserve Bank of India (RBI) Ombudsman

Weblink: Grievance Redressal Mechanism

2. **Turnover of products and/services as a percentage of turnover from all products/services that carry information about: Not applicable, given the nature of the Company's business, as it operates within the financial services sector.**

	As a percentage of total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

3. Number of consumer complaints in respect of the following

Benefits	2025-26 (Current financial year)			2024-25 (Previous financial year)		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cybersecurity	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive trade practices	Nil	Nil	-	Nil	Nil	-
Unfair trade practices	Nil	Nil	-	Nil	Nil	-
Other*	3,527	416	-	1,467	38	-

**Other - Complaint categories are as follows:*

*Other - complaint category	2025-26 (Current financial year)			2024-25 (Previous financial year)		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Cash misappropriation	1,722	244	-	344	19	-
Insurance claim settlement	794	23	-	348	10	-
Recovery practices	322	41	-	202	7	-
Updation/dispute on data in Credit Information Report	262	48	-	34	-	-
Updation of repayment records	127	9	-	133	1	-
Third-party products related	125	14	-	36	1	-
Not MML customer	53	-	-	-	-	-
Loan renewal	28	24	-		-	-
Digital transactions	26	3	-	16	-	-
Excessive charges	22	3	-	15	-	-
Refund related	20	3	-	13	-	-
Fraud conducted by staff	17	4	-	275	-	-
Fraud conducted by external agencies	8		-	14	-	-
Interest rates	-	-	-	1	-	-
Misselling	-	-	-	8	-	-
Others	1	-	-	28	-	-
Total	3,527	416	-	1,467	38	-

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

State	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

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

Yes. The Company enforces a comprehensive Privacy and Personal Data Protection Policy to safeguard personal information. This strong framework underscores its commitment to:

- Responsible Data Management: Ensuring that all personal data is collected, securely stored, and processed with the utmost responsibility
- Regulatory Adherence: Maintaining strict compliance with all applicable data protection and privacy regulations

Weblink: Privacy and Personal Data Protection Policy

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

No cases reported.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches: Nil

b. Percentage of data breaches involving personally identifiable information of customers: 0%

c. 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 weblink, if available).

Muthoot Microfin ensures customers maintain seamless access to clear and relevant information regarding its products and services through a range of convenient channels:

- In-Person Engagement: Regular centre meetings and branch visits allow customers to interact directly with representatives for personalised guidance and support
- Telephonic Assistance: A dedicated support helpline guarantees the timely and efficient resolution of customer queries
- Digital Integration: The 'Mahila Mitra' mobile application offers a user-friendly interface, empowering customers to independently access services, monitor loan details, and receive continuous updates

Weblink: https://muthootmicrofin.com/

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

To ensure clarity and informed decision-making, the Company implements a rigorous customer onboarding process:

- Structured Training: All new customers undergo a mandatory, three-day group training programme designed to build a comprehensive understanding of the Company's processes and offerings
- Comprehension Assessment: The training concludes with a formal Group Recognition Test to rigorously evaluate customer understanding
- Transparent Disbursement: Key loan terms and conditions are systematically revisited during the sanction and disbursement stages to guarantee ongoing clarity and transparency

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

The Company ensures clear, accessible, and prompt communication with its customers through a dual approach:

- In-Person Engagement: Scheduled centre meetings facilitate the direct and structured communication of key product and service information
- Digital Channels: Delivered updates seamlessly via the mobile application, SMS alerts, and automated voice calls

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. Muthoot Microfin ensures complete transparency in communicating all loan-related information to its customers. To maintain this transparency and improve the customer experience, the Company employs the following mechanisms:

- Clear Documentation: At the time of disbursement, every customer receives a comprehensive loan card, detailing key terms and conditions along with a transparent pricing fact sheet
- Digital Accessibility: All essential loan information is readily accessible via the 'Mahila Mitra' mobile application and the Company's official website https://muthootmicrofin.com/
- Continuous Feedback Loop: The Company conducts periodic customer satisfaction surveys to gather insights and feedback regarding its products, services, and the overall customer experience