

PRINCIPLES & POLICIES OF BUSINESS RESPONSIBILITY

Key Principles

In accordance with Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements), Regulations, 2015, the Company has adopted the following nine key principles of Business Responsibility:

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

Principle 3: Businesses should promote the wellbeing of all employees.

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

Principle 5: Businesses should respect and promote human rights.

Principle 6: Businesses should respect, protect, and make efforts to restore the environment.

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

Principle 8: Businesses should support inclusive growth and equitable development.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.

POLICIES BASED ON NINE PRINCIPLES

1. Ethics, Transparency and Accountability:

The Company believes in value based governance and practices. It is committed to maintain the highest standards of ethics in all spheres of its business activities. The Board of Directors and senior management have a responsibility to set exemplary standards of ethical behavior, both internally within the organization, as well as in their external relationships. Management shall constantly endeavor to inculcate this ethical behavior at all levels in the organization so that it becomes an essential part of the work culture among all its employees. Every employee of the Company shall conduct himself / herself and deal on behalf of the Company with professionalism, honesty and integrity, while conforming to high moral and ethical standards.

All business decisions and transactions shall be fair, transparent, and amenable to disclosure and be visible to relevant stakeholders. The Company believes that transparency means explaining its policies and actions to those to whom it has responsibilities. Therefore, the Company shall ensure maximum appropriate disclosures without jeopardizing the Company's strategic interests. Internally, transparency means openness in Company's relationship with its employees as well as the conduct of its business in a manner that will bear scrutiny. The Company believes that transparency enhances accountability. Everything it does must stand

the test of public scrutiny.

Empowerment is an essential component of the Company's principle of governance that management must have the freedom to take the enterprise forward. Empowerment unleashes creativity and innovation throughout the organization by truly bestowing decision-making powers at the most appropriate levels in the organizational hierarchy. The Board of Directors is accountable to the shareholders and the management is accountable to the Board of Directors. Each executive and employee is similarly accountable for the functions and responsibilities entrusted to him / her. The Company believes that empowerment coupled with accountability, provides the impetus to performance and effective Corporate Governance.

Employees at all levels shall put the Company's interest above personal interest while discharging his / her duties and responsibilities and avoid apparent conflict of interest. Conflict of interest may exist when they have personal interest that may have a potential conflict with the interest of the Company. Illustrative cases of conflict of interest are:

Related Party Transactions: Entering into any transactions or relationship with the Company or its subsidiaries in which they have a financial or other personal interest (either directly or indirectly such as through a family member or relation or other person or other organization with which they are associated).

Outside Directorship: Accepting Directorship on the Board of any other Company that competes with the business of the Company.

Consultancy/Business/Employment: Engaging in any activity (be it in the nature of providing consultancy service, carrying on business, accepting employment) which is likely to interfere or conflict with their duties / responsibilities towards the Company. They should not invest or associate themselves in any other manner with any supplier, service provider or customer of the Company.

Use of Official position for personal gains: Should not use their official position for Personal gains.

The Company has Code of Conduct for directors and senior management and as per the code they will abide to ensure good governance, ethical practices, transparency and accountability in conducting affairs of the Company and dealing with stakeholders.

2. Safety and Sustainability of goods & services:

The Company always believes in integrating our business values and operations to meet the expectations of our customers, employees, investors, stakeholders and public at large. The Company shall uphold the values of honesty, partnership and fairness in its relationship with stakeholders. The Company shall provide and maintain a clean, healthy and safe working environment for employees, customers, stakeholders, investors and the community at large. The Company will strive to consistently enhance its value proposition to the customers and adhere to its promised standards of service delivery.

The Company shall minimize the consumption of electrical energy and natural resources and shall strive to prevent pollution of air, water and land. The Company shall commit all the necessary resources required to meet the goals of Corporate Social Responsibility. Further, apart from tax point of view, it is an opportunity for the

company to create or shore up a pack of intangibles – reputation, brand image, trust or the capacity to innovate, to build partnerships – all recognised as critical drivers of value creation in today’s complex and fluid business environment. The CSR activities would transform employees into better citizens at their homes, and in the communities they live in. It would make them better workers and managers, in the office, in the field with customers and stakeholders and these employees would become source of innovation and could form the competitive advantage of companies. A vibrant CSR culture would lead to greater corporate awareness and sensitivity to issues that have a bearing on sustainable development on climate change, bio-diversity and resource extraction.

3. Human Resources Development and Wellbeing of employees:

The Company shall provide and maintain equal opportunity to all employees starting from their recruitment irrespective of their caste, creed, gender, race, religion, and language. The employees of the Company can belong to any part of the country and shall be selected based on individual merit without any discrimination or preference. The Company shall also formulate schemes and policies to address health, HRD Philosophy, Promotion and training.

The Company shall provide workplace environment that is safe, hygienic and which upholds the dignity of the employee. It shall ensure continuous skill and competence upgrading of all employees by providing access to necessary learning opportunities on equal and non-discriminatory basis. The Company shall also provide continuous training to its employees for personal and professional skill developments.

The Company shall promote employee morale and career development through various HR policies. It shall frame stringent policies and practices to ensure that the employees’ especially female employees do not suffer harassment and create the environment where they feel safe and secure in discharging their responsibilities. The Company focuses on learning and development, to enhance the knowledge & skill and preparing its people to face challenges.

All employees shall be paid timely salaries, wages, allowances and other benefits as per the statutory provisions and as agreed upon.

4. Protection of Stakeholders’ Interest:

The Company’s key stakeholders include promoters, employees, customers, business associates, recovery agents, investors, suppliers, regulatory agencies and local communities around its sites of operations. Our Investors comprise of shareholders (including Institutional Investors, corporate bodies, foreign institutional investors, foreign bodies etc.).

The Company values the support of its stakeholders and respects the interests and concerns they have towards it. The Company and its employees shall provide value-based services to the stakeholders.

The Company shall have continuous engagement with its various stakeholders to understand their concerns and assess their requirements and respond to their needs in an effective manner.

The Company is conscious of the impact of its policies, decisions, products and services and associated operations on the stakeholders and shall avoid such actions which adversely affect the health, safety and welfare of the stakeholders.

The Company shall proactively engage with and respond to those sections in the

society that are disadvantaged, vulnerable and marginalized. It shall also give special attention to stakeholders in areas that are underdeveloped.

The Company shall resolve differences with stakeholders in a just, fair and equitable manner.

The Company through its CSR activities shall partner through NGOs for catering to the needs of common people and especially of marginalised group. It would undertake several initiatives to engage with and ensure sustainable development of the marginalised groups in the local communities around its sites of operations. As a part of Corporate Social Responsibility, the Company shall focus on the areas as enumerated in the Corporate Social Responsibility Policy, as amended from time to time

5. Promoting Human Rights:

The Company appreciates that human rights are inherent, universal, indivisible and Interdependent in nature. The Spirit of Fundamental Rights and Directive Principles of State Policy of the Indian Constitution shall be imbibed in the Company's policies and systems. The Company shall strive to adhere to the human rights laws and guidelines of Human Rights.

The Company shall integrate respect for human rights in management systems and ensure that all individuals impacted by the business have access to grievance redressal mechanisms.

The Company shall, within its sphere of influence, promote the awareness and realization of human rights across its value chain. It shall ensure compliance and adherence to all the applicable human rights laws and national laws. The Company's policies strive to percolate these values at all levels in the organisation.

Conduct business in a manner that respects the rights and dignity of all people, complying with all legal requirements.

6. Protection of Environment:

The Company, commits itself to take all necessary initiatives towards optimization and continual reduction in utilization of natural resources and also man made resources. The Company is determined to focus its attention to achieve the goal of "Reduce, Reuse and Recycle" in its entire operation / process for sustainable development.

Company is committed to put efforts towards renewable resources to avoid depletion of natural resources.

The Company shall comply with all legal / regulatory requirements related to environment protection, management and sustainable development.

Efficient processes shall be opted in order to minimize impact on environment. Energy efficiency shall be given high priority for selecting or changing over to new system to have less carbon emission initiatives.

The Company has replaced models of computers, printers, and other equipment which were consuming between 50 to 90 percent more energy than energy-efficient models. This has ensured reduction in energy consumption and resultant saving in costs.

Electronics such as computers and copy machines are plugged out at the end of day or after office hours in order to save energy as mere turning off or shutting down does not save energy completely.

Air conditioning equipment is cleaned and serviced on routine basis thereby saving energy and costs and giving required cooling.

The office has LED lights and after office hours, only the required lights and air conditioning are used thereby saving energy and minimizing energy wastage.

7. Public and Regulatory Policy:

The Company understands its responsibility to function within the democratic set up and the constitutional framework. It recognizes that businesses operate within the specified legislative and policy frameworks prescribed by the Government, Regulators which guide their growth and also provide for certain desirable restrictions and boundaries. The Company and its employees respect the legal / regulatory framework and shall comply with all the applicable provisions of existing local, state, national, and international laws. They shall also follow and obey the policies, procedures, rules and regulations relating to the business of the Company.

8. Inclusive growth and equitable development:

The CSR Vision of the Company is to accomplish passionate commitment to actively contribute towards social and economic development of the poor irrespective of caste, creed and religion in areas around which we operate. In doing, we could bring a dignified and meaningful life to the poor and sense of gratification to us by making a difference in their lives.

For inclusive growth and equitable development, the Company through CSR activities shall focus on the areas as enumerated in the Corporate Social Responsibility Policy, as amended from time to time.

9. Value to Customers and Consumers:

The Company is committed to continuously exceed customer expectations, in pursuit of its aim to be the most best Housing Finance Company of the Country. The customer satisfaction is the key to our growth and success in this line of business. The Company shall strive hard to provide better services to customers at large.

The Company shall serve the needs of its customers taking into account the overall well-being of the customers and that of society. The Company shall promote and advertise its services in ways that do not mislead or confuse the consumers or violate any of the principles in this policy.

The Group shall provide adequate training to employees continuously to meet the challenges of a dynamic business environment and will also provide adequate grievance handling mechanisms to address customers concerns and feedback. The Company shall maintain privacy of consumer's confidential data in the normal course of its business.