

Directors' Report

ANNEXURE VII

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

Section A: General Disclosures

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L65990MH2010PLC240703
2	Name of the Listed Entity	Home First Finance Company India Limited
3	Year of incorporation	2010
4	Registered office address	511, Acme Plaza, Andheri Kurla Road, Mumbai – 400059
5	Corporate address	same as above
6	E-mail	corporate@homefirstindia.com
7	Telephone	+91 2266940386
8	Website	www.homefirstindia.com
9	Financial year for which reporting is being done	2024-25 (1st April 2024 to 31st March 2025)
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE, Scrip Code: HOMEFIRST) and BSE Limited (BSE, Stock Code: 543259)
11	Paid-up Capital	₹ 180,111,080 /-
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Name: Mr. Shreyans Bachhawat, Company Secretary Contact: +91 22 6694 0386 Email Id: corporate@homefirstindia.com
13	Reporting boundary	Disclosures made in this report are on a standalone basis and pertain only to Home First Finance Company India Limited.
14	Name of assurance provider	Not Applicable*
15	Type of assurance obtained	Not Applicable*

*In pursuance of SEBI Circular No.: SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 r.w. SEBI LODR (Third Amendment) Regulations, 2024 dated 17th May 2024 and its Press Release - PR 36/2024 dated 18th December 2024, it is not mandatory for the company to undertake reasonable assurance of the BRSR Core for the FY25.

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II. Products/Services

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

S. No	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Financial Services	Home Loans and Loan against Property	100%

2. Products/Services sold by the entity (accounting for 90% of the turnover):

S. No	Product/Service	NIC Code	% of total Turnover contributed
1.	Home Loans and other Mortgage Loans: The Company provides home loans for the purchase or construction of residential properties and for the extension and repair of existing housing units. In addition to home loans, the Company also offers customers loans for purchasing commercial properties and other mortgage loans including loans against property	64910	100%

III. Operations

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

Location	Number of Plants	Number of Offices
National	Not Applicable*	155**
International		-

*The Company is a Non-Banking Financial Company - Housing Finance Company (NBFC-HFC) and hence does not undertake any manufacturing activity.

** Head Office location includes the corporate office, a Call Centre at Mahape. On an overall basis our head office comprises of 15 different sub-offices, If we count these sub-offices separately then the total number of offices for HomeFirst is 170.

4. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States)	13 states/union territory
International (No. of Countries)	NIL

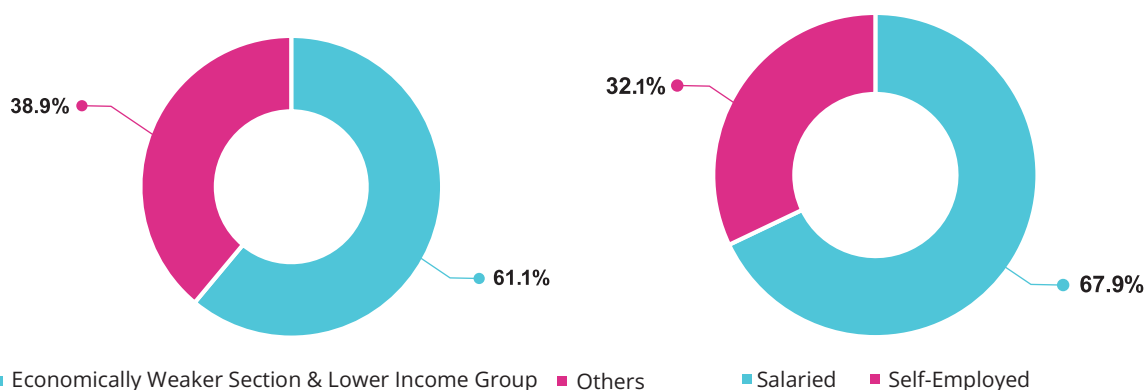
b) What is the contribution of exports as a percentage of the total turnover of the entity?

NIL

c) A brief on types of customers

We serve to Salaried customers and Self-Employed customers. The average tick size of the loans by the customers is about ₹ 11.7 Lakhs. Financial Inclusion remains our priority depicting in our mix of borrowers from Economically Weaker and Low-Income groups who are generally underserved or unserved by Banks/larger financial Institutions.

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IV. Employees

5. Details as at the end of Financial Year:

a) Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	1,634	1,172	71.7%	462	28.3%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total Employees (D + E)	1,634	1,172	71.7%	462	28.3%
WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total Workers (F + G)	-	-	-	-	-

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)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total Employees (D + E)	-	-	-	-	-
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total Workers (F + G)	-	-	-	-	-

6. Participation/ Inclusion/ Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25.0%
Key Management Personnel	3	1	33.3%

7. Turnover rate for permanent employees and workers: (Disclose trends for the past 3 years)

	FY25 (Turnover rate)			FY24 (Turnover rate)			FY23 (Turnover rate)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	31.8%	27.6%	30.6%	34.9%	24.5%	32.1%	38.7%	43.0%	39.8%
Permanent Workers	-	-	-	-	-	-	-	-	-

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V. Holding, Subsidiary and Associate Companies (including joint ventures)

8. (a) Names of holding/ Subsidiary/ Associate Companies/ Joint ventures

S. No.	Name of holding/ Subsidiary/ Associate Companies/ Joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate Companies/ Joint venture	% of shares held by listed entity	Does the entity indicated at Column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
No Holding, Subsidiary or Associate Companies (including joint ventures)				

VI. CSR Details

9. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: (Yes/No): Yes

(ii) Turnover (in ₹): 1,529.95 Crs

(iii) Net worth (in ₹): 2,521.30 Crs

VII. Transparency and Disclosure Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web - link for grievance redress policy)	FY25 (Current Financial Year)			FY24 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks
Communities	Yes	0	0		0	0	
Investors (other than shareholders)	Yes	0	0		0	0	
Shareholders	Yes	0	0		0	0	
Employees and Workers	Yes	1	0		0	0	
Customers	Yes	391	0		360	2	
Value Chain Partners	Yes	0	0		0	0	

[Link: HomeFirst Customer Grievance Redressal Policy](#)

11. Overview of the entity's material response 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:

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Financing properties that are either non-compliant or situated in inappropriate locations, potentially resulting in serious environmental, social, health, and safety concerns.	Risk	Properties located in environmentally or socially sensitive areas pose risks of legal non-compliance, deteriorating living conditions, and in extreme cases, life-threatening outcomes. This directly affects both communities and the company's collateral quality, which can significantly impact the recovery prospects in case of defaults.	HomeFirst implements a robust property assessment framework that includes location-specific environmental, health, and safety checks. These criteria are regularly accessed and communicated to internal teams and validated by independent valuers to ensure compliance and suitability. We also have a negative exclusion list under our ESG policy, debarring to fund any such properties which can cause damage either to the company's profitability or to the society.	Negative Financing such properties can expose the company to legal liabilities and risks (e.g., demolitions, penalties, litigation), borrower distress, and higher default risk, thereby impacting asset quality and recovery prospects.
2	Exposure of financed properties to climate-related risks such as floods, droughts, or other extreme weather events.	Risk	Properties in high-risk climate zones are more prone to damage or loss during natural disasters, affecting their value and recoverability in case of default.	Use of geo-tagging ensuring regional classification during property appraisal. Avoidance or higher scrutiny in vulnerable zones. Insurance coverage encouraged for all properties.	Negative Significant property damage may affect loan recovery value and lead to higher NPAs. Operational costs may also rise due to increased due diligence and compliance overhead.

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Ensuring data privacy and cyber security in increasingly digital loan processing and servicing	Risk & Opportunity	With growing digital dependence, data breaches or system failures could erode customer trust and attract regulatory penalties. However, robust systems improve customer experience and operational efficiency.	Implementation of secure, cloud-based loan origination and servicing systems. Regular audits and training for employees on data protection practices. Adoption of focused data privacy policy and appropriate cybersecurity standards.	Positive and Negative Opportunity: Strong digital practices helps us to maintain the best turnaround times and operational costs while boosting customer trust. Risk: Lapses in data privacy and cyber security may lead to penalties, reputational loss, and litigation.
4	Access to affordable housing finance in informal income segments with limited documentation, increasing financial inclusion	Risk & Opportunity	India's large underserved population lacks access to formal housing finance due to irregular income profiles and limited credit history. While this presents a significant business opportunity for affordable housing financiers like HomeFirst, it also poses a credit risk due to potential misjudgment of repayment capacity. Reliance on informal income assessment increases exposure to default risk if underwriting is not robust.	HomeFirst has built a proprietary tech-led underwriting model that integrates field-level inputs, alternate data sources, and analytics to evaluate borrowers without formal documentation. The company continuously trains its credit teams and refines its scorecards to reduce subjectivity. Independent quality checks and early warning systems are in place to identify and contain portfolio-level risks.	Positive and Negative Opportunity: Expanding credit access enhances social equity and widens HomeFirst's customer base in underserved emerging geographies. Risk: Inadequate assessment due to documentation gaps can lead to higher delinquencies, increasing provisioning costs and impacting profitability.

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SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping business demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements. Below are the nine principles:

P1	Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chain
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, and make efforts to protect and restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	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)	Y	Y	Y	Y	Y	Y	Y	Y	Y
<i>*See the list of disclosed policies on the website of the company with indicative mapping against each principles in Note 1 below</i>									
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	HomeFirst Corporate Governance								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes. HomeFirst has translated the policy into procedures across the activities undertaken by the company.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the Company expects its value chain partners to adhere to the same standards of ethics and values as are observed by the Company. Our Code of Conduct for Supplier and Vendor and Conduct for connectors highlight the same. Link: HomeFirst Supplier and Vendor Code of Conduct								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	None								

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<p>5. Specific commitments, goals and targets set by the entity with defined timelines, if any</p>	<p>Our efforts continue to keep improving the company on fronts of the below focus areas of our ESG framework</p> <p>Environment: Operational Eco-efficiency, Climate Resilience, Sustainable Finance</p> <p>Social: Employee Training and Development, Health and Safety, Customer Satisfaction, Community Relations, Employment and Labour Practices</p> <p>Governance: Data Protection and Privacy, Corporate governance, Risk Management, Code of Conduct and Business Ethics.</p>
<p>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</p>	<p>Environment:</p> <ul style="list-style-type: none"> - Penetration of Digitally signed Agreements at 76.1% (from 67.0% in FY24), E-stamping at 65.1% (from 63.9% in FY24), E-NACH Mandate at 78.6% (from 67.6% in FY24). - 96.1% of active customers are registered on HomeFirst Customer Portal App (94.9% in FY24). Android Rating is 4.3 as on 16th May'25 (vs 4.1 on 06 May'24). - Funding from Global Development Institutions to meet specific ESG goals towards social and environment welfare. - 120 Certified Green Homes. - "Green Box" initiative for faster and hassle-free execution for Green Homes certifications. (142 green box executions till Mar'25) - The company has initiated meaningful progress in green housing, a strategic initiative contributing to the reduction of greenhouse gas (GHG) emissions. 120 Green Homes have been certified as of Mar'25. These initiatives are expected to result in an annual reduction of 110 tonnes of CO₂ equivalent (tCO₂e), through savings of 163.39 MWhe of electricity and 5,254.27 cubic meters of water. <p>Social:</p> <ul style="list-style-type: none"> - We have Equal Opportunity Policy, Parental Leave Policy and a formal talent pipeline development strategy.

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	<ul style="list-style-type: none"> - Employee Training Hours in FY25, 23,963 manhours (from 13,495 manhours in FY24). - On women representation, about 27.5% are women, with 49.5% women at head office and 22.2% women in management. - We have 826 fresh hires during the year, representing 50.6% of hiring rate. - Overall, 88.6% of loans have women as a borrower; Women as a Primary applicant in 13.2% of loans. - EWS and LIG customers account for more than ~61.1 % of AUM (vs ~63.4% in FY24). - NPS score at 82 from Litmus (vs 79 in FY24), representing strong customer satisfactions. - We have prepayment facility provided on the Customer App to "nudge" customers towards prudent finance management. <p>Governance:</p> <ul style="list-style-type: none"> - 7 of 8 Directors are non-executive, 4 of 8 Directors are Independent Directors and 2 of 8 Directors are Woman Directors. - Adoption of a Board approved Data Privacy Policy to maintain high standards of data security. - ESG risk rating of 16.2 from Morning Star Sustainability indicating "low risk" and a strong ESG performance rating from S&P Global (46 in FY25 vs 34 in FY24)
Governance, leadership and oversight	
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) – Refer to Overview by MD & CEO in Sustainability Report Chapter on page no. 46.	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Manoj Viswanathan Managing Director & CEO DIN: 01741612
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. Board-Level Supervision: The CSR and ESG Committee supervises the ESG initiatives under the Board's guidance Executive Oversight: The MD & CEO and senior management oversee ESG and sustainability efforts, supported by a dedicated

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	<p>execution team. A monthly ESG dashboard is presented to the management team to track the progress of ESG-related initiatives.</p> <p>Performance Review & Policy Update:</p> <p>An annual ESG plan is approved by the CSR & ESG Committee, an update of the plan is presented to the committee twice a year and an annual review is conducted by the Board. The ESG Policy undergoes an annual review to incorporate regulatory changes, best practices, and trends, ensuring its relevance and effectiveness.</p>									
10. Details of Review of NGRBCs by the Company:	<p>1. Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee</p> <p>2. Frequency - Annually/ Half yearly/ Quarterly/ Any other – please specify</p>									
	<table><tr><td>P1</td><td>P2</td><td>P3</td><td>P4</td><td>P5</td><td>P6</td><td>P7</td><td>P8</td><td>P9</td></tr></table>	P1	P2	P3	P4	P5	P6	P7	P8	P9
P1	P2	P3	P4	P5	P6	P7	P8	P9		
Performance against above policies and follow up action	<p>The Company periodically reviews all policies and necessary changes are made to the policies and processes as per the need. All the policies are placed at least once in a year to the Board of review/approval for changes, if any.</p>									
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	<p>The Company complies with the extant regulations and principles as are applicable.</p>									
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	<p>Yes. The processes and compliances are subject to scrutiny by Internal Auditor, Statutory Auditor, Secretarial Auditor, Regulators and Credit Rating Agencies as applicable. Policies are periodically evaluated and reviewed by the Board once a year.</p> <p>The Company has obtained independent assurance of its Scope II Green House Gas emissions (GHG) and on disclosures under the certain GRI Reporting Standards from PwC. Refer assurance report from PwC on page no. 419.</p>									

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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	NA	NA	NA	NA	NA	NA	NA	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)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note 1:	
P1 - Ethics & Transparency	KYC-AML Policy Code of practices and procedures for fair disclosure of UPSI Internal Guidelines on Corporate Governance Vigil Mechanism and Whistle Blower Policy Compliance Policy Code of conduct for the Board of Directors and the Senior Management Personnel Code of conduct for regulating, monitoring and reporting of Trading by Insiders* <i>*This is an internal policy</i>
P2 - Product Responsibility	Fair Advertising Policy ESG Policy Fair Practice Code Credit Policy* <i>*Credit policy is a Board approved internal policy</i>
P3 - Human Resources	Learning Policy POSH Policy Health and Safety Policy HR Policy* <i>*HR policy is an internal document available to all the employees</i>
P4 - Responsiveness to stakeholders	Customer Grievance Redressal Policy Dividend Distribution Policy Policy on Materiality of Related party Transactions and dealing with related parties

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P5 - Human Rights	Human Rights Policy Supplier and Vendor Code of conduct
P6 - Protect Environment	Environment Management Policy Technology Equipment Handling and Disposal Policy* <i>*Internal Policy</i>
P7 - Public Policy Advocacy	<p>Homefirst may share its expertise to help in the formulation of public policy (in form of opinion to regulators on draft policies, its view through trade associations like ASSOCHAM etc.) and advocacy with suppliers to imbibe sustainability and business responsibility practices. It does not directly engage in lobbying or advocacy activities.</p> Code of Conduct Corporate Social Responsibility Policy
P8 - Inclusive Growth	Equal Opportunity Policy Diversity Inclusion Policy Policy to promote Diversity of BOD Fit and Proper Policy
P9 - Customer Engagement	Code of Conduct For Connector Anti-Bribery and Anti-Corruption Policy

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SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/Principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	2	The Board members were apprised of various developments on the ESG front and educated basis topics such as Green Housing, GHG emissions, Green initiatives undertaken during the year in the relevant ESG meetings.	100%
Key Management Personnel	2	The KMP were apprised of various developments on the ESG front and educated basis topics such as Green Housing, GHG emissions, Green initiatives undertaken during the year in the relevant ESG meetings.	100%
Employees other than BoD and KMPs	1	The ESG-BRSR training covered the 9 principles as per BRSR. Further the training also covered ESG reporting standards such as GRI, Integrated Reporting Framework, UN SDGs as well as Greenhouse Gases. Further trainings were provided on POSH, Cyber-security, Code of Conduct, Health & Safety and Information Security Awareness training.	99.2%
Workers	NA	NA	NA

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

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	NIL				
Settlement					
Compounding fee					
Non Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL				
Punishment					

3. Of the instance 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
NA	NA

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.

The company has Anti-Bribery and Anti-corruption policy. The policy is applicable to all directors, officers, employees (whether permanent, fixed-term or temporary), agents, representatives and other associated persons of the Company in order to promote strong and transparent operational system to ensure utmost accountability in all affairs of the Company. Further, we have Anti-bribery rules in the Employee Code of Conduct and all the employees are required to undergo a training for code of conduct while getting inducted.

Link: [HomeFirst Anti-Bribery and Anti-Corruption Policy](#)

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

	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Directors	NIL	NIL
KMPs		
Employees		
Workers	NA	NA

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

	FY25 (Current Financial Year)		FY24 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NA	NIL	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NA	NIL	NA

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:

	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Number of days of accounts payables	42	61

Note: The numerator includes average trade payables, adjusted for exceptional items that are not part of total purchases. The denominator comprises total purchases, which include relevant other expenses as disclosed in the Statement of Profit and Loss, along with capital expenditures (i.e., additions to Property, Plant and Equipment excluding Right-of-Use assets) made during the year.

9. Openness of business

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

We are engaged in the business of providing housing finance. Due to the nature of our business model, which primarily revolves around delivering services rather than dealing with tangible goods or inventory, we do not typically incur accounts payables in the conventional sense. Therefore, this parameter is not relevant for us.

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Parameter	Metrics	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers /distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/distributors	-	-
Share 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)	NIL	NIL
	d. Investments (Investments in related parties / Total Investments made)	-	-

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
Ongoing (Green Box Initiative)	Principle 6: Businesses should respect and make efforts to protect and restore the environment. Training focused on Green Home certification processes and EDGE certification parameters.	Negligible

Details: During the year, we launched the "Green Box" initiative to accelerate the Green Homes certification process. As part of this initiative, we onboarded and trained 4 key partners who supported us in achieving 120 Green Home certifications. The awareness sessions were aimed at building technical know-how around EDGE certification criteria, thereby aligning with Principle 6 of the Business Responsibility and Sustainability framework.

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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 Code of Conduct for Board Of Directors and Senior Management Personnel. In compliance with the SEBI Listing Regulations, the board of directors of the Company ("Board") has laid down this Code for the Board and the senior management personnel of the Company. It dictates the way in which the company will be conducting its business. The code requires the Board and the senior management team must engage only in activities that align with the interests of the Company and refrain from engaging in any business, relationship, or activity that may bring discredit to the Company or create conflicts of interest between personal interests and the interests of the Company and its stakeholders.

Link: [Code of Conduct for Board of Directors and Senior Management Personnel](#)

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

Essential Indicators

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

	FY25 (Current Financial Year) (₹ in Crs)	FY24 (Previous Financial Year) (₹ in Crs)	Details of improvements in environmental and social impacts
R & D	-	-	-
Capex	1.23	0.04	-
Technology and Software Fees	20.04	16.36	Reducing paper usage across processes and enhancing financial inclusion at a faster pace

We are a technologically driven affordable housing finance company. Our processes are largely digital. The expenses incurred on technology and software licenses, helps us create a system which is equipped to process a loan with quick turnaround time. We believe these expenses are an investment to stay relevant, competitive and efficient in today's digital world. The technology expenses help us to improve customer experiences, manage, and analyze large amounts of data.

- 2. Does the entity have procedures in place for sustainable sourcing? (Yes/No) If yes, what percentage of inputs were sourced sustainably?**

As a housing finance company focused on lending, our primary inputs revolve around financial resources and talent. Given the nature of our business, which predominantly deals with financial instruments rather than tangible raw materials, the concept of sustainable sourcing, typically associated with physical goods, is not directly applicable to our operations.

Digitization across the Value Chain

Through extensive digitization across the value chain, we have significantly minimized the reliance on paper-based processes traditionally involved in underwriting and loan servicing. Our Connector App enables our connectors to submit leads digitally through a user-friendly interface. The RM Pro App allows relationship managers to update customer profiles, log visit histories, and track collections seamlessly. Our loan origination and management systems operate on a centralized digital platform, enabling underwriters to review and approve loan files without the need for physical documentation. Additionally, our loan agreements are executed digitally. Customers are also empowered through our mobile app to raise service requests, view loan details, and manage repayments conveniently—ensuring transparency, efficiency, and reduced environmental footprint.

- 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.**

The company is in the business of providing housing loans. Hence, the scope for using recycled materials as inputs is limited. Further, we have a tie-up with e-waste handler for disposal of electronic waste.

Directors' Report

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

Not applicable

Leadership Indicators

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

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
64910	Housing Finance Activities	100%	From Loan sanction to settlement/ Closure	No	The entire life cycle assessment of company's business operations is presented in the Qualified Institutional Placement Document Web-link PD - https://nsearchive.s.nseindia.com/content/equities/PD_HOMEFIRST_110_425.pdf Further during the year the company, through an external agency, got a research study done on the social and financial impact of home ownership on its customers over long term. Refer to the summary of report on page no. 19.

Directors' Report

Credit Approval and Disbursement We have set up a robust credit approval process comprising the following stages:

Data Science Backed Centralised Credit Approval & Disbursement Process

Initial Screening and Pre-Sanction Check	<ul style="list-style-type: none"> Thorough due-diligence before onboarding connectors and other partners. Quick response on generated leads. Comprehensive screening of the customer profile, including understanding income sources and risks, property/residence/workspace verification. Digital validation of leads through third-party databases for KYC. Filtering out low credit bureau score customers. Detailed proposal is submitted by front-end team covering photos/ videos and other relevant information/ documents.
Customer Credit Underwriting	<ul style="list-style-type: none"> Data-science backed centralised underwriting. Integrated CRM & Loan management System on cloud-based platform API integration with third party independent sources and usage of account aggregator to help in triangulation of income and proofs, submitted to front-end teams, done from a single dashboard Proprietary Machine learning & customer scoring models built used for credit decision
Property Underwriting & disbursement process	<ul style="list-style-type: none"> In-depth understanding of property types and land laws of the operating geographies Legal and technical assessment through third party vendors & internal team Geo-tagging all properties
Loan Collection and Monitoring	<ul style="list-style-type: none"> Tiered collection system led by the same front-end team, ensuring strong sense of responsibility. Usage of analytical tools like bounce prediction to support ground team and focus on early delinquencies. Digital medium like automated calling & SMS/ WhatsApp messages to enhance collection efforts. Tracking instalment collection status on real time basis Convenient omni-channel payment options via Card, UPI, Net banking, Customer App etc.

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	

Directors' Report

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	
	FY25 (Current Financial Year)	FY24 (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:

	FY25 (Current Financial Year)			FY24 (Previous Financial Year)		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste			*			*
Hazardous waste						
Other waste						

* We have disposed of 401 units in FY25 and 0 units in FY24

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

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

Directors' Report

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	1,172	1,172	100	1,172	100	NA	NA	1,172	100	NA	NA
Female	462	462	100	462	100	462	100	NA	NA	NA	NA
Total	1,634	1,634	100	1,634	100	462	100	1,172	100	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

Note: Various measures undertaken by company for the well-being of its employees is highlighted under the Human capital of our Sustainability Report

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	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

Directors' Report

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

	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Cost incurred on well- being measures as a % of total revenue of the company	0.5%	0.4%

Note: The cost incurred for well-being measures for employees used above consists of actual cost incurred on staff welfare expenses, Health and Medical Insurance cost for employees and Cost to company on account of paid absences during parental leaves (Maternity and Paternity leaves) given to employees.

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

Benefits	FY25 (Current Financial Year)			FY24 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	As per Gratuity Act, it is paid post 5 years of service with the company.					
ESI	NA	NA	NA	NA	NA	NA
Others						

The option to invest in NPS received a good response in the current financial year with 23 employees availing of the same (compared to 18 employees in FY24).

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.

At the close of the last fiscal year, Homefirst did not have any differently abled individuals on its roll. Presently, all company offices are either leased or under a leave and license agreement. Homefirst does not own any premises, and there is a shared entrance for the building. The company utilizes the access provided by the complex where its offices are leased, ensuring equal access for all employees, including those who are differently abled.

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

Yes. The company has equal opportunity policy. We are committed to a policy of treating all our employees and job applicants equally. Our Equal Opportunity Policy expresses the company's commitment to promote equality and conduct its business according to principles of social justice, respect and freedom of expression.

Link: HomeFirst Equal Opportunity Policy

Directors' Report

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	84.6%	NA	NA
Female	100%	50.0%	NA	NA
Total	100%	69.6%	NA	NA

Retention Rate: There were 13 male employees who returned from their paternity leave in FY24, 11 of the 13 employees remained in the organization at the end of 12 months. There were 10 female employees who returned from their maternity leave in FY24, 5 of the 10 employees remained in the organization at the end of 12 months

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	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	Yes.
Other than Permanent Employees	Any employee can reach to the HR team to raise a complaint and the same is then taken up by the HR team who will resolve the complaint / grievance / issue by means of travel or call. The company follows an open-door policy and is a lean organization. Employees have access to the management/ business heads/HR to raise their concerns. In addition, we have a whistle-blower policy which provides a formal platform to share grievances on various matters.

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

The Company does not have any employees/workers associations.

Category	FY25 (Current Financial Year)			FY24 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	NA					
- Male	NA					
- Female	NA					

Directors' Report

Total Permanent Workers	NA
- Male	NA
- Female	NA

8. Details of training given to employees and workers

Category	FY25 (Current Financial Year)					FY24 (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	1,172	1,149	98.0%	408	34.8%	893	369	41.1%	276	30.0%
Female	462	454	98.3%	192	41.6%	356	166	46.6%	119	33.4%
Total	1,634	1,603	98.1%	600	36.7%	1,249	535	42.8%	395	31.6%
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

In addition to trainings conducted on health and safety, we undertake steps to create awareness regarding observing certain rules while on road and while at office. We also conducted fire safety drill to educate the employees on how to use the fire extinguisher and act during emergency.

Further, we also guide the employees at the time of induction to observe safety at all times. We also have Health and Safety Policy in place. HomeFirst has partnered with 1 to 1 help, giving employees access to counselling services through the Employee Assistance Program (EAP) or for general guidance.

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

Category	FY25 (Current Financial Year)			FY24 (Previous Financial Year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	1,172	1,172	100%	893	893	100%
Female	462	462	100%	356	356	100%
Total	1,634	1,634	100%	1,240	1,240	100%
Workers						
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:

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?
 - The company maintains a Health and Safety Policy to ensure that all employees have a safe, hygienic, and pleasant work environment.
 - All company employees are included in both the Group Personal Accident Insurance Policy, Group Term Life Policy and the Group Health Insurance Policy.
 - Recognizing the significance of employee mental health and overall wellbeing, the company offers one-on-one counseling sessions for employees.

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- We also have Health and Safety Policy in place. HomeFirst has partnered with 1 to 1 help, giving employees access to counselling services through the Employee Assistance Program (EAP) or for general guidance.
 - Additionally, training sessions are conducted to enhance awareness of occupational health and safety.
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

HomeFirst, being a housing finance company operating primarily in the services sector, is exposed to relatively lower levels of work-related hazards compared to manufacturing or field-intensive industries. However, we remain committed to maintaining a safe and supportive work environment. The entity has a Board approved Health and Safety Policy. Below are the few approaches being taken by entity to assess any risks.

- Proactive Employee Feedback Mechanism: We gather structured feedback from employees at regular intervals post joining (30 and 90 days), which helps identify any early signs of workplace discomfort or challenges, allowing timely resolution.
- Further, for enabling solutions to varied challenges being faced by our women employees, we conducted a study of challenges through the responses received from our women safety survey and rendered issue specific solutions to address similar challenges being faced by them.
- Open-Door Culture: We encourage a transparent and accessible work culture where employees can freely approach senior leadership to discuss workplace issues or concerns.
 - Formal Grievance Channels: Our Vigil Mechanism and Whistle Blower Policy provide additional formal channels for employees to raise concerns anonymously and securely, ensuring that potential risks are brought to the attention of the management without fear of retaliation.
- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes. While work-related hazards are minimal due to the nature of our business, employees can report any concerns to their Department Head, HR, or Business Head. Health and Safety is guided by a formal policy, and employees are supported through health insurance and a structured escalation process.

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

Yes. All the employees of the Company including the dependents are covered under Group Personal Accident Insurance Policy and Group Health Insurance Policy.

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

Safety Incident/Number	Category	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NA	NA
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NA	NA

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Safety Incident/Number	Category*	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
No of fatalities	Employees	NIL	NIL
	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 work place.

HomeFirst prioritizes employee safety and wellbeing, particularly evident during the pandemic where the company covered treatment expenses for employees and their families during home quarantine. Recognizing the importance of emotional health, HomeFirst offers one-on-one counseling sessions for employees. We also have Health and Safety Policy in place. HomeFirst has partnered with 1 to 1 help, giving employees access to counselling services through the Employee Assistance Program (EAP) or for general guidance.

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

	FY25 (Current Financial Year)			FY24 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	-	NIL	NIL	-
Health & Safety	NIL	NIL	-	NIL	NIL	-

14. Assessments for the year:

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

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.

Health and safety trainings were conducted during the year to educate the employees about workplace safety.

Directors' Report

Leadership Indicators

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

Yes. The Company has Group Personal Accident Insurance Policy and Group Health Insurance Policy for the employees. The Company also extends Group Term Life Insurance Policy – wherein financial protection to the nominee or beneficiary is provided in case of the death of the covered individual during the policy term. The sum assured will be either 4 times of employee's CTC or ₹ 20 lakhs, whichever amount is higher. In case of death of an employee who had ESOPs, the unvested ESOPs; immediately vest with the nominee of such an employee.

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

Value chains comprise of service providers, banks, and developers. We ensure that we receive TDS or GST certificate or that the TDS / GST that is deposited / credited is duly reflected in 26AS / 2A respectively.

3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY25 (Current Financial Year)	FY24 (Previous Financial Year)	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Employees	NIL	NIL	NIL	NIL
Workers	NA	NA	NA	NA

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

Since we have a young and diverse employee base with median age of 25.5 years and we have just 3 employees who are aged 50 or more, we currently do not have any such transition assistance programs.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that are 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.

No corrective actions were required to be taken to address such concerns.

Directors' Report

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

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

The Company identifies key stakeholder groups based on their influence on and contribution to the Company's mission and long-term value creation. These include individuals, institutions, or groups with whom we engage regularly and who are integral to our operations. Our stakeholder universe includes, but is not limited to, employees, customers, shareholders (including prospective investors), lead sourcing partners (such as connectors), regulators, lenders, research analysts, communities, NGOs, and various service providers.

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 & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half/ Quarterly/ Other- please specify)	Purpose and scope of engagement key topics and concerns raised during such engagement
Customers	Yes, if they meet specified criteria (e.g., income, gender, etc.)	<ul style="list-style-type: none"> Customer satisfaction surveys and feedback Interaction at Branches Customer Care Phone Number Digital Channels - Customer App, SMS, WhatsApp, Social media platform, chatbot, Video Call Pamphlets House Visits/Work Visits 	Ongoing	To maintain active engagement throughout the customer lifecycle, address queries and grievances, and ensure high-quality customer service
Employees	No	<ul style="list-style-type: none"> Internal emails In-person/ virtual meetings Appraisal processes Online surveys 	Ongoing	Focus on skill development, well-being, and overall engagement through training programs,

Directors' Report

		<ul style="list-style-type: none"> Employee engagement initiatives 		wellness initiatives, and employee welfare schemes.
Shareholders/ Investors	No	<ul style="list-style-type: none"> Quarterly earning conference calls Press releases AGMs and investor meets (including virtual) Email, SMS Notices via newspapers, websites, and stock exchanges 	Ongoing	Ensure transparency and regular updates on company performance, governance, economic results, and compliance matters. Also to be informed about market dynamics and Investor expectations.
Regulators, lenders and credit rating agencies	No	<ul style="list-style-type: none"> Emails One-on-one meetings Conference and video calls Mandatory regulatory filings 	Ongoing	Discussion on regulatory compliance, audits, inspections, approvals, and updates on statutory amendments.
Research Analysts	No	<ul style="list-style-type: none"> Emails One-on-one meetings Conference and video calls 	Ongoing	Sharing timely and relevant updates about the company's performance, strategy and understand the market expectations
Communities & NGOs	No	<ul style="list-style-type: none"> Project assessment reviews Joint evaluations Participation in community welfare initiatives 	Ongoing	Collaborative implementation and monitoring of CSR initiatives; addressing social development concerns.
Channel partners & Key Vendors	No	<ul style="list-style-type: none"> Regular meetings Email and phone communication 	Ongoing	Strengthening business partnerships, ensuring operational alignment, and resolving day-to-day coordination matters.

Directors' Report

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.

The Company has constituted dedicated Board-level sub-committees to oversee stakeholder concerns and ensure responsive governance across key areas, including customer grievances, shareholder relations, ESG performance, and other stakeholder feedback.

- **Grievance Redressal Committee (GRC):**

The GRC is responsible for addressing all customer-related issues and ensuring timely resolution. The Committee meets on a quarterly basis. The minutes of each meeting, which detail the nature of complaints received and their resolution timelines, are subsequently reviewed and ratified by the Board in the following Board meeting.

- **Stakeholders Relationship Committee (SRC):**

The SRC is tasked with resolving grievances raised by shareholders and investors. The Committee convenes half-yearly, and its meeting minutes are presented to the Board to ensure transparency and alignment with governance best practices.

- **CSR and ESG Committee:**

This Committee oversees the implementation and progress of the Company's ESG and CSR initiatives. Monthly ESG dashboards are prepared by the execution team to track progress on sustainability initiatives. The CSR and ESG Committee meets twice a year to review progress and give direction. Further, an annual review is conducted by the Board.

- **Feedback from Lenders, Credit Rating Agencies, and Research Analysts:**

Input and recommendations received from lenders, rating agencies, and research analysts—where applicable—are considered internally. Relevant insights are incorporated into the Company's corporate communications and disclosure materials, in line with regulatory requirements and strategic communication needs.

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

The Company actively engages with key stakeholders—including investors, shareholders, rating agencies, customers, and vendor partners—to better understand emerging environmental and social expectations, benchmark its ESG performance against global best practices, and continuously refine its sustainability strategy.

Key examples of how stakeholder inputs have shaped the ESG activities include:

- **ESG Ratings & Benchmarking:**

The Company is regularly evaluated by ESG rating agencies such as Morningstar Sustainalytics and S&P Global, whose feedback has provided actionable insights into various disclosures by the company. These evaluations have helped sharpen the Company's ESG focus and enhance the robustness of its disclosures and practices. During FY25 the company's S&P ESG score improved to 46 from 34 in FY24, validating the impact of the feedbacks received and actions incorporated by the company.

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- **Partnership with IFC and Implementation of IFC-EDGE Protocol:**

As part of its commitment to green and sustainable housing, the Company has partnered with the International Finance Corporation (IFC) for advisory support in implementing environmentally responsible practices. In collaboration with Sintali, an authorized certifier, the Company is certifying homes financed under its portfolio in line with the IFC-EDGE (Excellence in Design for Greater Efficiencies) green building standard. This initiative is enabling the Company to integrate energy-efficient, climate-smart measures into its operations and product offerings, directly supporting environmental goals and aligning with stakeholder expectations around sustainability.

These stakeholder-driven insights and collaborations have been instrumental in shaping the Company's environmental and social initiatives, ensuring that its strategy is both responsible and responsive to evolving global standards.

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

The Company's core business focuses on enabling access to affordable housing finance for customers from economically weaker sections and low-income groups—many of whom qualify as vulnerable or marginalized stakeholders. Through a combination of financial inclusion, digital accessibility, and community initiatives, the Company remains committed to addressing their specific needs and challenges.

Key actions taken include:

- **Inclusive Financial Services:**

The Company offers housing loans tailored to the needs of financially underserved individuals and families, many of whom lack access to formal credit. The underwriting process is designed to accommodate non-traditional income profiles, thereby improving access for marginalized communities.

- **Zero-Cost Prepayment and Auto Prepay Facility:**

To ease the financial burden on borrowers, the Company provides a prepayment facility at no additional cost through its digital Customer App. The company also offers an auto prepayment facility to its borrowers for an amount as low as ₹ 500 on a monthly basis. This empowers customers—many of whom are first-time homeowners—to manage their loan repayments more efficiently and reduce their financial stress.

- **Customer Education and Digital Convenience:**

The Company empowers its customers through dedicated education and support initiatives. Through the "HomeFirst Gyaan" series on YouTube, marketing collaterals, and active social media engagement, customers are guided on product knowledge and responsible financial practices. The Company's Customer App further enhances convenience by offering an intuitive platform for users to check loan status, make EMI payments, raise service requests amongst other features—promoting transparency, financial awareness, and ease of access.

- **CSR Initiatives for Community Upliftment:**

Several Corporate Social Responsibility (CSR) initiatives were undertaken during the year to support vulnerable and marginalized groups beyond the Company's customer base. These initiatives span areas such as financial literacy, education, skill development, healthcare, and sanitation.

(Further details on these initiatives can be found in the CSR section on page no. 251.)

Directors' Report

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:

We have a Human Rights Policy which is hosted publicly on our website. Link: [Human Rights Policy](#)
However, no specific trainings have been undertaken on human rights issue/policies in the years FY25 and FY24. The company is currently in the advanced stages of developing a training module focused on educating employees about human rights issues.

Category	FY25 (Current Financial Year)			FY24 (Previous Financial Year)		
	Total (A)	No. employees of workers/ covered (B)	% (B/A)	Total (C)	No. employees of workers/ covered (D)	% (D/C)
Employees						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Employees	-	-	-	-	-	-
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

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

Category	FY25 (Current Financial Year)					FY24 (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	1,634	-	-	1,634	100	1,249	-	-	1,249	100
Male	1,172	-	-	1,172	100	893	-	-	893	100
Female	462	-	-	462	100	356	-	-	356	100
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
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

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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:

	Male		Female	
	Number	Median remuneration/salary/of respective category (₹)	Number	Median remuneration/salary/of respective category (₹)
Board of Directors (BoD)	2	3,000,000	2	3,050,000
Key Managerial Personnel*	2	16,509,482	1	24,034,697
Employees other than BoD and KMP	735	740,258	301	532,182
Workers	NA	NA	NA	NA

*Manoj Viswanathan (MD & CEO) is categorized as Key Managerial Personnel for the purpose of this table. The median remuneration / Salary is considered basis the actually amount paid during the year to 1,039 employees (including KMP) who have been in the organisation for the entire financial year.

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

	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Gross wages paid to females as % of total wages	24.7%	24.3%

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, Chief Human Resources Officer oversees the human resource function and is responsible for addressing the same.

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

The mechanism adopted for raising employee complaints can be used for raising human right complaints as well. Home First believes that an empowered workforce is the best way to receive feedback and identify improvement areas. The following grievance mechanism provides all employees, vendors, suppliers and customers a secure and 24x7 access to raise grievances and to report confidentially without fear of retaliation:

- Whistleblower Policy
- Policy on Prevention and Redressal of Sexual Harassment at Workplace
- Human Resources Team
- Grievances Redressal Policy

Additionally, we continuously engage with employees to create awareness, understand and address grievances. through social media, emailers, team and individual meetings with business leads and HR team.

Directors' Report

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

	FY25 (Current Financial Year)			FY24 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	1	The complaint was upheld by the Internal Complaints Committee and resolved within 90 days from its reporting	NIL	NIL	No complaints received during the year
Discrimination at Workplace	NIL	NIL	No complaints received during the year	NIL	NIL	No complaints received during the year
Child Labour	NIL	NIL		NIL	NIL	
Forced Labour/ Involuntary Labour	NIL	NIL		NIL	NIL	
Wages	NIL	NIL		NIL	NIL	
Other than human rights related issues	NIL	NIL		NIL	NIL	

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

	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	NIL
Complaints on POSH as a % of Female Employees/workers	0.2%	NIL
Complaints on POSH upheld	1	NIL

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

The Company has a Policy on Prevention of Sexual Harassment in the Workplace. The enquiry process ensures that the inquiry will be conducted confidentially. Further, the policy recognizes retribution or retaliation in the context of reporting acts of sexual harassment as a serious violation. The report and investigation of allegations of retaliation will follow the procedures set forth in this Policy and will be treated as an additional complaint and investigated similarly. Any person found to have retaliated against an individual for reporting harassment, or for participating in an investigation of allegations of

Directors' Report

retaliation will follow the procedures set forth in this Policy and will be treated as an additional complaint and investigated similarly. Any person found to have retaliated against an individual for reporting harassment, or for participating in an investigation of allegations of such conduct, may expect the Company to impose severe disciplinary action.

The Company also has an Equal Opportunity policy. We are committed to a policy of treating all our employees and job applicants equally and we are intolerant towards discrimination and/or harassment based on gender, race, religion, age. Our Equal Opportunity Employer Policy expresses the company's commitment to promote equality and conduct its business according to principles of social justice, respect and freedom of expression.

The Company also has a Vigil Mechanism and Whistle Blower Policy. The purpose of the Whistle Blower policy is to report any unethical practice observed without the risk of victimization, discrimination or disadvantage. No unfair treatment will be meted out to a Whistle Blower by virtue of his/her having reported a protected disclosure under this Policy. The Company condemns any kind of discrimination, harassment victimization or any other unfair employment practice being adopted against the Whistle Blower.

Additionally, we continuously engage with employees to create awareness, understand and address grievances through social media, emailers, team and individual meetings with business leads and HR team.

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

Yes, in business agreements and contracts where relevant.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	NIL
Forced/ involuntary labour	
Sexual Harassment	
Discrimination at workplace	
Wages	

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

Not applicable

Leadership Indicators

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

There has been no case of human rights grievances and complaints; hence no changes to business process.

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

No specific human rights due diligence is conducted.

Directors' Report

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?

Currently all the offices of the company are either leased or under leave and license agreement. The Company does not have any owned premises and there is a common entrance for the building. Company follows the access provided by the complex where the offices are leased for all its employees including differently abled.

4. Details on assessment of value chain partners:

	% of your value chain partners (by value of business done with such partners) that were assessed (by entity or statutory authorities or third parties)
Child Labour	The company has a supplier and vendor code of conduct that requires vendors to comply with various aspects of Labour, Workplace and Human Rights. Any breach on these term has to be notified by vendor to the company, non-adherence to the code can lead to cancellation of the contract. While there was no formal third party assessment that happened during the year, the company keeps reviewing the agreements with its vendors on need basis.
Forced/ involuntary labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others - please specify	

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

No corrective actions pertaining to the above question were required by the Company during the current year.

Directors' Report

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:

We have set up systems to understand our GHG Scope 1 and Scope 2 emissions. We have tracked our electricity consumption for the current fiscal.

Parameter	FY25 (Current Financial Year)		FY24 (Previous Financial Year)	
	kWh	TJ	kWh	TJ
From renewable sources				
Total electricity consumption (A)	-	-	-	-
Total fuel consumption (B)	-	-	-	-
Energy consumption through other sources (C)	-	-	-	-
Total energy consumption from renewable sources (A+B+C)	-	-	-	-
From non renewable sources				
Total electricity consumption (D)	1,074,535.19	3.87	8,695,65.19	3.31
Total fuel consumption (E)	-	-	-	-
Energy consumption through other sources (F)	-	-	-	-
Total energy consumption from non renewable sources (D+E+F)	1,074,535.19	3.87	8,695,65.19	3.31
Total energy consumption sources (A+B+C+D+E+F)	1,074,535.19	3.87	8,695,65.19	3.31
Energy intensity per rupee of turnover (Total energy - consumed / Revenue from Operations)	0.00007	0.0000000003	0.00006	0.0000000003
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.0015	0.0000000006	0.0016	0.0000000006
Energy intensity in terms of physical output	-	-	-	-
Energy intensity Per Employee (optional) – the relevant metric may be selected by the entity	657.61	0.002	696.21	0.003

Directors' Report

Note: As per the standards issued for BRSR under SEBI notification SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated 20th Dec'24, for implied \$ PPP conversion, we have used the rates of 20.66 and 20.29 Rupees per International US Dollars, as published by the IMF for FY25 and FY24 respectively. The company does not own any vehicles or diesel generator sets, and there is no stationary combustion taking place; therefore, there is no fuel consumption.

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

Yes. The Company has partnered with a leading environment and research institution, Centre for Environmental Research & Education (CERE) to help measure and monitor HomeFirst Finance's carbon footprint. CERE provides technical and domain expertise and assists the Company in determining its carbon emissions pertaining to its own operations. The Company has measured its carbon footprint across all offices. The carbon footprint is in accordance with the GHG Protocol Corporate Accounting Standard and accounts for the following greenhouse gas emissions: carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O) and hydrofluorocarbons (HFCs, HCFCs).

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

Not applicable

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

Parameter	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	2,151.70	1,929.38
(iii) Third party water	-	-
(iv) Seawater/ desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,151.70	1,929.38
Total volume of water consumption (in kilolitres)	2,151.70	1,929.38
Water intensity per rupee of turnover (Total Water consumption/ Revenue from operations)	0.0000001 KL/₹	0.0000002 KL/₹
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.000003 KL/₹	0.000003 KL/₹
Water intensity in terms of physical output		
Water intensity (Kilolitres/Employee p.m.)	0.94	0.94

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Note: As per the standards issued for BRSR under SEBI notification SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated 20th Dec'24, the water consumption above is based on the estimations released by Central Ground Water Authority (CGWA). Considering higher field role of our front-office, we have presented data only for the head office employees. Further for implied \$ PPP conversion, we have used the rates of 20.66 and 20.29 Rupees per International US Dollars, as published by the IMF for FY25 and FY24 respectively.

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

No

4. Provide the following details related to water discharged: Not applicable

Parameter	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To Seawater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(v) Others		
No treatment	-	-
With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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

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

Not applicable

Directors' Report

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

Not applicable

Parameter	Please specify Unit	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
NOx		-	-
SOx		-	-
Particulate matter (PM)		-	-
Persistent organic pollutants (POP)		-	-
Volatile organic compounds (VOC)		-	-
Hazardous air pollutants (HAP)		-	-
Others – please specify		-	-

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.

Directors' Report

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

Parameter	Unit	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	16.47	15.99
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	781.15	622.55
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO ₂ equivalent	0.00000005	0.00000006
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO ₂ equivalent	0.0000011	0.0000011
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
Total Scope 1 and Scope 2 emission intensity (optional) the relevant metric may be selected by the entity	Metric tonnes of CO ₂ equivalent/Employee	0.49	0.51

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Note: As per the standards issued for BRSR under SEBI notification SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated 20th Dec'24, for implied \$ PPP conversion, we have used the rates of 20.66 and 20.29 Rupees per International US Dollars, as published by the IMF for FY25 and FY24 respectively.

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

Yes. The Company has partnered with a leading environment and research institution, Centre for Environmental Research & Education (CERE) to help measure and monitor HomeFirst Finance's carbon footprint. CERE provides technical and domain expertise and assists the Company in determining its carbon emissions pertaining to its own operations. The Company has measured its carbon footprint across all offices. The carbon footprint is in accordance with the GHG Protocol Corporate Accounting Standard and accounts for the following greenhouse gas emissions: carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O) and hydro fluorocarbons (HFCs, HCFCs).

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

The company has initiated meaningful progress in green housing, a strategic initiative contributing to the reduction of greenhouse gas (GHG) emissions. 591 customers are already onboarded with the company for constructing Green Homes of which 120 have already completed certification. These initiatives are expected to result in an annual reduction of 110 metric tonnes of CO₂ equivalent (MTCO₂e), through savings of 163.39 MWh of electricity and 5,254.27 cubic meters of water. Agreement has been signed with Sintali to certify Green measures implemented houses under IFC-EDGE protocol. Additionally, identification and onboarding of Home Inspectors across markets is ongoing. They will guide customers onboarded for Green Homes in their Home Construction journey on Green measures and collect the evidences post-Implementation. Additionally, the Company being a tech-driven affordable housing finance company, has digital initiatives in place across the business operations. More details available in Intellectual Chapter on page no. 118.

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

Company is in the business of providing housing finance and is a service-oriented company. Our focus on waste management is limited in scope and pertains to office related waste. Our processes are largely digital and paperless. Regarding e-waste, company has an e-waste policy and has signed an agreement with a certified e-waste handler for disposal of e-waste.

Parameter	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	*	*
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated. Please specify, if any. (H) (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A + B + C + D + E + F + G + H)	-	-

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Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	-	-
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	-	-
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

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

*We have disposed of 401 units of e-waste in FY25 and 0 units of e-waste in FY24.

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 is involved in the business of providing housing finance.
- Majority of our processes are digital, paper wastage is minimal.
- Company does not have any usage of hazardous and toxic chemicals.
- The Company has an e- waste policy and signed an agreement with certified e- waste handler for disposal of e-waste.

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:

Not applicable

Directors' Report

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
-	-	-	-

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

Not applicable

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

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:

The company is in the business of providing Affordable Housing finance and hence has a very low intensity of causing pollutions (Water/Air). Most of the operational processes of the company are digital, avoiding paper work and thus by reducing paper wastes. As such there are no direct compliance requirements to the company under the above-mentioned acts.

S. No.	Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
-	-	-	-	-

Leadership Indicators

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

Not applicable

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: Not applicable

Directors' Report

Parameter	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover <i>(Water consumed / turnover)</i>	-	-
Water intensity (optional)–the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into-Surface water	-	-
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(ii) Into-Groundwater	-	-
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(iii) Into-Seawater	-	-
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(v) Others	-	-
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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

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

Given that the company is in the business of providing housing finance and is a service-oriented company, our focus on environmental indicators is passive and we have not tracked Scope 3 emissions. However, we do report our Scope 1 and Scope 2 emissions.

Directors' Report

Parameter	Unit	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Not tracked	Not tracked
Total Scope 3 emissions per rupee of turnover		Not tracked	Not tracked
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		Not tracked	Not tracked

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.

3. **With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

Not applicable

4. **If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along - with summary)	Outcome of the initiative
1.	Digital Capture of Primary Data & Paperless Customer Onboarding	The Company has implemented an efficient, end-to-end digital onboarding process. Relationship Managers (RMs) conduct workplace and residence verifications and upload documents directly to a central platform. No physical KYC documents are collected — all data is digitally captured and securely stored on the cloud.	a) Reduced paper usage, contributing to environmental conservation. b) Eliminates the need for physical file movement, saving time, energy, and resources. c) Enhances operational efficiency and data security.

Directors' Report

2.	Remote Payment Collection via Digital Link	Through the RM Pro App, Relationship Managers can send payment links to customers, allowing them to make payments remotely. The transaction status can be tracked in real time	a) Decrease in physical cash collections. b) Saves time and effort for staff. c) Reduces fuel usage and minimizes health exposure risks for employees. d) Enhances customer convenience.
3.	Digital Loan Agreements (E-signature Enabled)	Customers are enabled to e-sign loan agreements through a secure digital interface, eliminating the need for physical signatures and printed documents.	a) Significant reduction in paper usage. b) Saves physical storage space. c) Enables faster turnaround time for documentation.
4.	Customer App for Self-service	A feature-rich Customer App is provided to facilitate services like raising queries, making part-payments, downloading account statements, referring others, and locating branches.	a) Customers can access services without visiting branches. b) Saves time, fuel, and effort. c) Promotes digital empowerment and customer satisfaction
5.	Green Homes Initiative – Collaboration with IFC	In partnership with IFC's advisory services, the Company is working towards creating a portfolio of green-certified, self-built affordable homes. A complete framework for evaluation and certification based on the IFC-EDGE protocol is in place	a) Enables certification of homes under green standards. b) Contributes to reduction in greenhouse gas emissions. c) Promotes climate-resilient housing solutions for low-income customers

Directors' Report

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

Yes.

HomeFirst has Board approved policies on Business Continuity Plan and Disaster Recovery Plan. The policy document provides guidance for ensuring business continuity about people, process and technology.

Policy covers measures like business impact analysis, recovery strategies, business continuity / disaster recovery plans, governance program covering a testing plan, training and awareness program, communication and crisis management programme. These measures propagate effective business continuity management.

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.

Given that the company is in the business of providing housing finance, there has been no adverse impact to the environment.

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

None

8. Green Credits generated or procured by the listed entity and its top-10 value chain partners.

None

Directors' Report

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.
We have membership with 1 trade and industry chamber/association
- 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	ASSOCHAM (The Associated Chambers of Commerce and Industry of India)	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

Not applicable

Name of Authority	Brief of the case	Corrective action taken
-	-	-

Leadership Indicators

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

The company does not take part in lobbying and hasn't propagated any public policy positions.

S. No.	Public Policy Advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/ Quarterly/ Others - please specify)	Web Link, if available
-	-	-	-	-	-

Directors' Report

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.

Not applicable.

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

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

Not applicable

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (in INR)
-	-	-	-	-	-	-

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

Customer and Employee Grievance Redressal

For Customers: A structured, three-level grievance mechanism ensures timely resolution:

1. Branch Level: Customers can approach branch managers or contact customer service at 1800 3000 8425/8880549911 or write it to us at loanfirst@homefirstindia.com, for resolution within 7 working days.
2. Escalation to Central Team: Aggrieved customer not satisfied with the reply provided by the Branch Manager or concerns unresolved at Level 1 the customer can escalate it to the Central Customer Service Team at the following email address query@homefirstindia.com. The complaints are addressed by the Central Customer Service Team within 15 working days.
3. Grievance Redressal Officer: If the aggrieved customer is not satisfied with the reply provided by the Central Customer Service Team or in case no reply is received within the stipulated period, the Customer shall escalate its complaint with the Grievance Redressal Officer. Final escalation to the Grievance Redressal Officer, resolved within 30 working days.

For Employees: An open-door culture allows employees to address concerns directly with senior management. A dedicated grievance mechanism and whistleblower policy ensure accountability.

Grievance Redressal Mechanism

Lastly, a strong governance framework is not possible without a strong grievance redressal mechanism.

For Customers:

To ensure we provide the best customer service and address any concerns of the customer - we have a [Customer Grievance Redressal policy](#). The objective of the policy is to have a clearly defined and easily accessible mechanism for dealing with and settlement of customer complaints and grievances through proper service delivery and review mechanisms and to ensure prompt redressal and review of customer grievances. The process and the policy are uploaded on our website for a wider audience.

Directors' Report

For Complaints and Grievances, you can contact as per the stages below:

Level-1

You can contact the nearest physical branch OR alternatively can call at 180030008425/8880549911 OR write to us at loanfirst@homefirstindia.com for any queries/ complaints. Our Branch Manager would reply within 7 working days from the date of receipt of the complaint with a copy to Regional Manager & Customer Service Department at Corporate office

Level – 2

In case we have not met your expectations at Level 1, you can escalate it to the Central Customer Service Team at the following email Id and we would ensure your issue/concern is resolved within 15 working days from the date of escalation or your issue.

Email id – query@homefirstindia.com

Level- 3

In unlikely scenario where you are not satisfied with resolution provided to you at Level-2, you can escalate the complaint to our Grievance Redressal Officer who would ensure that your issue is resolved to your satisfaction within 30 working days of receipt of the complaint in the Corporate Office.

You can connect us at the below mentioned address and email id:

Mr. Gaurav Mohta (Grievance Redressal Officer)

Home First Finance Company India Limited

511, Acme Plaza, Andheri Kurla Road,

Andheri (East)

Mumbai – 400 059

Phone: 8880549911

Email: complaints@homefirstindia.com

Alternative Remedy:

In case you are still unsatisfied with the resolution provided at Level-3 by our Grievance Redressal Team, pls feel free to approach the National Housing Bank (NHB) via the following modes

- Online mode: <https://grids.nhbonline.org.in>
- Offline mode: Alternatively write to the National Housing Bank in a prescribed format available at <https://www.nhb.org.in/complaint-cell-against-hfcs/> and post the same to:

Complaint Redressal Cell

National Housing Bank

Department of Regulation and Supervision

4th Floor, Core 5A,

India Habitat Centre,

Lodhi Road

New Delhi – 110 003

- The complaints can also be mailed at crcl@nhb.org.in

For Insurance related complaints:

Step 1

Customer can raise their queries by writing to:

- **Central Customer Service Team:**
Address: 511, Acme Plaza, Andheri Kurla Road, Andheri (East), Mumbai – 400 059, or
- **Call on Toll Free Number: 180030008425, or**
- **Email at: loanfirst@homefirstindia.com or**

Directors' Report

Customer can even approach the nearest branch of the Company. (The letters/emails received by the branch to be sent to Central Customer Service Team – Head Office on an immediate basis. The customer will receive an acknowledgement within 2 days).

Step 2

If the resolution received by the customer does not meet the expectation or has not received any response within 7 days from the date of raising the query, the Customer can escalate the query with the Principal Officer/Central Customer Service Team at query@homefirstindia.com.

Step 3

If the customer is still not satisfied with the resolution received, he/she can write to our Grievance Redressal Officer, Mr. Gaurav Mohta at complaints@homefirstindia.com. The 14 days TAT will be considered from the date of receiving the complaint on complaints id.

Step 4

If customer is not satisfied with the reply provided by Grievance Redressal Officer too, then he/she can write to the concerned insurance companies' Grievance Redressal Officers (GRO). [Click here](#) for direct URL/link to access the GRO details.

Step 5

In-case customer's complaint remains unresolved by the insurer/the Company at any point of time he/she can:

- Register the complaint online at IRDAI's Bima Bharosa by visiting <https://bimabharosa.irdai.gov.in/>, or
- Call at IRDAI Grievance Call Centre (BIMA BHAROSA SHIKAYAT NIVARAN KENDRA): Toll Free Number 155255 or 18004254732, or Email to complaints@irdai.gov.in, or
- Write to Insurance Regulatory and Development Authority of India, Consumer Affairs Department - Grievance Redressal Cell, Sy No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad - 500 032.

Step 6

In rare cases, if the customer's complaint still remains unresolved, then he/she may take up the matter to the Insurance Ombudsman,

- Online: <https://cioins.co.in/Complaint/Online> or
- Offline: a) using email, b) via post or c) walk-in to Insurance Ombudsman Office. For details: <https://www.cioins.co.in/Ombudsman>

For Investors:

We have an internally adopted Investor Grievance Policy. The investors/ shareholders can mail to the following address or alternatively call on the given landline number:

Home First Finance Company India Limited
Mr. Shreyans Bachhawat
Company Secretary
511, Acme Plaza, Andheri Kurla Road,
Andheri East,
Mumbai 400 059
Email: corporate@homefirstindia.com
Tel No: 022 6694 0386

Directors' Report

Investors / Shareholders can also register their queries/complaints on the below alternatives:

"SEBI Complaints Redress System"

<https://scores.gov.in>

<https://smartodr.in/login>

Kfin Technologies Limited (Share Transfer & Registrar Agent)

(formerly known as KFin Technologies Private Limited)

Selenium Tower-B Plot 31 & 32,

Financial District,

Nanakramguda,

Serilingampally Mandal,

Hyderabad – 500 032

Telangana, India

Email: einward.ris@kfintech.com

CSR GRIEVANCES:

The Company ensures full transparency in its CSR activities and ethical standards for CSR activities are followed. However, in case any stakeholder has any input, queries, grievance or complaint against any CSR Initiative or any implementing agency they can write to the Company at csr@homefirstindia.com or contact us at +91 8880549911.

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

Not applicable

	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	-	-
Directly from within India	-	-

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	FY25 (Current Financial Year)	FY24 (Previous Financial Year)
Rural	-	-
Semi-urban	-	-
Urban	0.9%	0.8%
Metropolitan	99.1%	99.2%

Note: Place categorization is as per RBI Classification System (based on 2011 census- 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):

Not applicable

Details of negative social impact identified	Corrective action taken

Directors' Report

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

S. No.	State	Aspirational District	Amount Spent (in ₹)
-	-	-	-

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

As a housing finance company focused on providing affordable housing finance to Economically Weaker Sections and Lower Income groups, our primary inputs revolve around financial resources and talent. Given the nature of our business, we predominantly deal in financial instruments rather than tangible raw materials.

On the Business Sourcing front:

Through our connector channel, the company has tie-ups with small businesses and local individuals in the construction eco-system etc. for generating leads, which contribute to more than 75% of the overall lead sourcing for the company.

On the Vendors front:

We have a procurement approach that prioritizes inclusivity and economic empowerment. On the vendors front, we actively encourage sourcing goods and services from Micro, Small and Medium Enterprises (MSMEs), recognizing their vital role in promoting entrepreneurship and supporting marginalized and vulnerable groups. Our procurement efforts aim to strengthen local and community-based enterprises. In FY25, approximately 18% of our vendor payments (by value) comprised of MSMEs, reflecting our commitment to inclusive growth and equitable business practices.

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:

Not available

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

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.

Not applicable

Name of authority	Brief of the Case	Corrective action taken
-	-	-

Directors' Report

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Project Sashakt- Catering to 6500+ families of migrant factory workers at Narol & Naroda, Ahmedabad	17,149	100%
2	Sashakt Skilling Center- Catering to vocation skilling courses like Self Employed Tailoring, Beauty Therapist, GST with Tally, etc	2,745	100%
3	School Development Projects: Education: Established 10 Sashakt Science Labs to impart STEM education to 10000+ beneficiaries Healthcare and Preventive Healthcare: Health awareness camps and construction of Toilets in schools Sustainability: Waste Management System across 6 schools, Water Cooler Installation in 5 schools, Water Harvesting system in one school and 10,000+ Seed ball making in one school	34,055	100%
4	Narol & Naroda - Financial Literacy	7,036	100%
5	Mahila Shram Shakti Kendra		
	Social Security	3,085	100%
	Health and Nutrition	3,936	100%
	Legal Aid and Education	1,899	100%
	Skill Training	794	100%
	Gender Sensitization	233	100%
6	Simply Social-Employee Driven CSR	275	100%
7	Installation of Solar Pumps and Drip Irrigation for marginal farmers	11	100%

Directors' Report

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

Essential Indicators

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

As a service organization, customer service and customer satisfaction are of prime concern to Home First. We have a Customer Grievance Redressal policy. The objective of the policy is to have a clearly defined and easily accessible mechanism for dealing with and settlement of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal and review of customer grievances

All queries and complaints received at branches and through other communication channels are recorded in our CRM and the details of redressal of the same including turnaround times are placed before the Audit Committee every quarter for its review

Escalation matrix:

The company has a three-level escalation matrix for handling customer grievances. Please refer question 3 of Principle 8 on page no. 310 for escalation matrix.

2. Turnover of products/ services as a percentage of turnover from all products/ service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	All our loan products and Most Important Terms and Conditions (MITCs) are completely transparent and disclose all product related details.
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY25 (Current Financial Year)		Remarks	FY24 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Data Privacy	NIL	NIL		NIL	NIL	
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive trade practices						
Unfair Trade Practices						
Other						

Directors' Report

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

Not applicable

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

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

Yes. The company has board approved Information Technology Policy, Information Security Policy, Cyber Security Policy- these are available to internal stakeholders. These policy covers cyber security and risks related to data privacy. The Company also has Privacy Policy hosted on the website. Link: Homefirst Privacy Policy- <https://homefirstindia.com/privacy/>. During the year the company also adopted a detailed and focussed Internal data privacy policy for enhanced data security.

The Company also has an IT Strategy Committee headed by an Independent Director and coordinated by a senior officer for reviewing and management of the IT Strategic plans, Role Management of IT Team, Monitoring of Value delivery of IT resources, Project management of various ongoing projects, overall performance management of applications and utilization of IT Assets, IT Risk management on an ongoing basis. A formal review of IT Strategy Committee takes place atleast once in six months.

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

No penalties have been levied nor any regulatory actions have been taken for above related matter.

7. Provided the following information relating to branches:

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

There were no instances of data breach during the year.

Leadership Indicators

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

We have all product details on our website as well as on our Customer Portal App. Website link: Homefirst

Further, we have marketing collaterals for communication and social media handles. We also had come up with Homefirst gyaan series (a customer education series on YouTube) for product knowledge.

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

We maintain high levels of transparency in our interactions with customers and this has helped us increase customer satisfaction and loyalty as reflected in our net promoter scores – 82 on an average for the FY25 (vs 79 in FY24). We conduct mandatory counselling sessions at our branches to educate customers on the key terms of their loan agreements and to familiarize them with the entire loan disbursement and repayment process. The counselling is carried out during the customer's visit to the branch.

Directors' Report

We have a Customer Portal App with wide variety of customer-friendly features such as making payment from the App, raising service requests, locating nearby branches, etc. As of 31st Mar,'25, 96.1% Customers were registered on the App with Average time spent by user on the app per session being 1m and 39 seconds and App rating was 4.3 (As on 16th May'25) vs 4.1 (As on 06 May'24).

Considering the kind of customers we have; we prefer educating them during telephonic/in-person interaction in their preferred language and we reiterate the same using push notifications / SMS's etc. The Most Important Terms and Conditions (MITCs) form part of the loan agreement and it provides extensive information to the customers about our products.

We have created video tutorials in regional languages to help customers use online payment methods. Following links can be referred.

English: <https://bit.ly/3qrTSD3>

Tamil: <https://youtu.be/tYqKulTyr3s>

Telugu: <https://youtu.be/kWiG16ZAjfw>

Kannada: <https://youtu.be/dm3Et25RYCU>

Marathi: <https://youtu.be/zNSn0GEcFyY>

Gujarati: <https://youtu.be/lokY2eAGPnl>

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

SMS Intimation is sent to the customers to inform them about any disruption/discontinuation of essential services. Our Customer App and Website also ensured that the customer service continues without any hiccup. Throughout FY25, there was no disruption reported in customer services from the website and customer portal

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. HomeFirst is customer focused and believes in being transparent in all our transactions.

Our loan agreement has the Key Fact Statements (KFS), Most Important Terms and Conditions (MITC) and they are also displayed in branches as well as hosted on our website. All customers have to read and sign the loan agreement at the time of loan sanction. We also display the processing fees and other charges in our branches as well as on our website. Further, we provide the easy pre-payment facilities for our customers through their mobile app.

We are a customer centric organization and believe in taking customer feedback for continuous improvement in our services. Customer satisfaction is measured on an ongoing basis and we capture Net Promoter Scores as a measure of customer satisfaction. We also disclose the net promoter scores in our quarterly investor presentation.