



# **Business Responsibility and Sustainability**

Report

# Directors' Report

## Annexure VII

### BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

#### SECTION A: GENERAL DISCLOSURES

##### I. Details of the listed entity

- Corporate Identity Number (CIN) of the Listed Entity: L65990MH2010PLC240703
- Name of the Listed Entity: Home First Finance Company India Limited
- Year of incorporation: 2010
- Registered office address: 511, Acme Plaza, Andheri Kurla Road, Mumbai - 400059
- Corporate address: same as above
- E-mail: [corporate@homefirstindia.com](mailto:corporate@homefirstindia.com)
- Telephone: +91 22 6694 0386
- Website: [www.homefirstindia.com](http://www.homefirstindia.com)
- Financial year for which reporting is being done: FY 2021-22
- Name of the Stock Exchange(s) where shares are listed: Equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)

- Paid-up Capital: ₹175,267,406
- Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BSR report: **Mr. Shreyans Bachhawat, Company Secretary and Compliance Officer.**  
Email id: [corporate@homefirstindia.com](mailto:corporate@homefirstindia.com)
- Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together): Disclosures made in this report are on a standalone basis and pertain only to Home First Finance Company India Limited.

##### II. Products/Services

- 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	The Company's business is providing 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, Company also offers customers other mortgage loans including loans against property.	100%

- 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%

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## III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	Not Applicable*	81**	81**
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 and comprises of 8 different sub-offices in the same building. If we count these sub-offices separately then the total number of offices for HomeFirst is 88.

17. Markets served by the entity

a) Number of locations

Locations	Number
National (No. of States)	12 states and 1 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

account for 27.3% of our Gross Loan Assets, as of Mar'22. Our salaried customers are typically employed by small firms or work in junior positions in larger companies, while our self-employed customers are generally small business owners. The monthly incomes of our customers are below ₹ 50,000 per month.

c) A brief on types of customers  
We serve salaried customers in low and middle-income groups which account for 72.3% of our Gross Loan Assets, and self-employed customers

## IV. Employees

18. 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)
<b>EMPLOYEES</b>						
1.	Permanent (D)	851	618	72.62%	233	27.38%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total Employees (D + E)	851	618	72.62%	233	27.38%
<b>WORKERS</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total Workers (F + G)	-	-	-	-	-

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## b) Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total Employees (D + E)	-	-	-	-	-
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total Workers (F + G)	-	-	-	-	-

## 19. Participation/ Inclusion/ Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22%
Key Managerial Personnel	3	1	33.33%

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

	FY 2022 (Turnover rate in current FY)			FY 2021 (Turnover rate in current FY)			FY 2020 (Turnover rate in current FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	37.83%	33.41%	36.54%	18.51%	15.80%	17.64%	41.90%	23.47%	37.92%
Permanent Workers	-	-	-	-	-	-	-	-	-

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

### 21. (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

22. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: (Yes/No): Yes  
(ii) Turnover (in ₹): 595.67 Crs  
(iii) Net worth (in ₹): 1,573.69 Crs

## VII. Transparency and Disclosure Compliances

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

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Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If yes, then provide web-link for grievance redress policy)	FY 2022 Current Financial Year			FY 2021 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		2	0	
Customers	Yes	288	0		184	2	The pending 2 complaints were resolved before the Board Meeting held on May 3, 2021.
Value Chain Partners	Yes	0	0		0	0	
Others (please specify)							

## 24. Overview of the entity's material response business conduct issues

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:

Please indicate material responsible business conduct and sustainability issues pertaining to environmental

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	Funding properties which are inappropriate or are developed at inappropriate location may lead to severe environmental, social, health and safety issues.	Risk	-Inappropriate property/ development location may either lead to loss of life and/or deterioration in quality of life in nearby habitats.	-As a part of property assessment process, Home First has clearly called out criteria for selecting properties that can be financed.	Funding such high-risk properties may lead to financial losses to HomeFirst. Reason being, such properties may lead to -loss of life (i.e., Borrower, other surrounding habitats) and /or

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			-HomeFirst is primarily in the business of mortgage loans. In the event of default by borrower, the most suitable recovery mechanism is sale of primary collateral (Property). Any kind of incorrect assessment and non-compliance of regulatory laws impacts recovery prospects.	-These criteria cover various aspects related to environment, social, health and safety. -This is regularly communicated to Property Assessment team. -Additionally, we receive reports from empaneled valuers to get an independent opinion on suitability of location and other regulatory aspects.	-environmental issues and/or -Regulatory actions (i.e., Legal Proceedings, Demolitions of structure, financial penalties on owners, confiscation of property etc.) which may negatively impact borrower's repayment ability and intention. This may ultimately lead to defaults in repayment of the loan
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## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

This section is aimed at helping business demonstrate

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) <i>* See the list of policies below which incorporates the principles</i>	Y	Y	Y	Y	Y	Y	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	-	Y	Y
c. Web Link of the Policies, if available	<a href="https://homefirstindia.com/investor-relations/">https://homefirstindia.com/investor-relations/</a>								
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.								

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3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes. The Company expects its stakeholders to adhere to the same in all their dealings.
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.	Not Applicable
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>Company is evaluating to start financing of green homes and make it a meaningful part of overall portfolio.</p> <p>Also, we have identified 12 focus areas in our ESG framework as mentioned below.</p> <ol style="list-style-type: none"> <li>1. Operational Eco - Efficiency</li> <li>2. Climate Resilience</li> <li>3. Employee Training &amp; Development</li> <li>4. Employment &amp; Labor Practices</li> <li>5. Data Protection and Privacy</li> <li>6. Health &amp; Safety</li> <li>7. Customer Satisfaction</li> <li>8. Community Relations</li> <li>9. Corporate Governance</li> <li>10. Risk Management</li> <li>11. Code of Conduct &amp; Business Ethics</li> <li>12. Sustainable Finance</li> </ol>
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>Progress on the focus areas</p> <ul style="list-style-type: none"> <li>• Digitally agreements signing (16% of total in FY22)</li> <li>• E-Stamping (41% of total in FY22)</li> <li>• E-NACH mandates (38% in FY22)</li> <li>• We have Equal Opportunity Policy, Parental Leave Policy and a formal talent pipeline development strategy.</li> <li>• During the period FY22, 5,288 manhours of training vs 4,770 in FY21 to employees through various courses.</li> <li>• On women representation, about ~27% are women, with 52% women at head office and 20% women in senior management.</li> <li>• Overall, 90% loans have woman as borrower. Primary applicant in 20% of AUM + atleast 1 woman co-borrower in 70% of AUM.</li> </ul>

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	<ul style="list-style-type: none"> <li>EWS and LIG customers account for more than 75% of AUM.</li> <li>We have prepayment facility provided on the Customer App to “nudge” customers towards prudent finance management.</li> <li>80% of active customers are registered on HomeFirst Customer Portal App. Android Rating is 4.2 (17Apr'22).</li> <li>Helped 28,368 customers to claim PMAY subsidy. Received ₹ 703.8 Crs till date as PMAY subsidy which was credited to customers accounts as applicable.</li> <li>8 out of 9 Directors are non-executive Directors, 4 out of 9 Directors are Independent Directors, out of which 2 are Women Directors.</li> </ul>
<b>Governance, leadership and oversight</b>	
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.32.	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Manoj Viswanathan Managing Director & CEO
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.	<p>Yes.</p> <p>The Managing Director &amp; CEO and senior management of the Company monitor various aspects of social, environmental, governance and economic responsibilities of the Company on a continuous basis. An execution team headed by MD &amp; CEO also overlooks the ESG &amp; sustainability related aspects identified by the company.</p> <p>CSR committee of the Board also reviews the updates on regular basis.</p> <p>The Company's business responsibility performance is reviewed by the Board of Directors on an annual basis. Company also reports ESG related updates regularly in its quarterly investor presentation which is again reviewed by the Board of Directors.</p>
10. Details of Review of NGRBCs by the Company:	



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Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	The Company periodically reviews all policies and necessary changes are made to the policies and processes as per the need.																	
Compliance with statutory requirements of relevance to the principles,and, rectification of any non-compliances	The Company is in compliance with the regulations to the extent applicable.																	
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 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	Various processes, operations and compliances of the Company are subjected to Scrutiny by different agencies like internal auditor, statutory auditor, regulator, as applicable. The policies are reviewed periodically and amended as per need.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)							Y		
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

\* The policies below cover the above principles and core elements of NGRBCs:

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- KYC and Anti-Money Laundering Measures Policy
- Credit Policy
- Vigil Mechanism and Whistle blower policy
- Corporate Social responsibility policy
- Policy on Prevention of Sexual harassment in the workplace
- HR Policy
- Code of conduct for regulating, monitoring and reporting of trading by insiders
- Code of Conduct for the Board of Directors and the Senior Management Personnel
- ESG policy
- Equal Opportunity Policy
- Grievance redressal policy
- Learning Policy
- Health and Safety Policy
- Diversity and Inclusion Policy
- Anti-Bribery and Anti-Corruption Policy
- Technology Equipment Handling And Disposal Policy
- Fair advertising policy
- Code of Conduct

- Fair Practice Code
- Fit and Proper Criteria for Directors
- Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information

## 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	During the year, the Board of Directors spent 46.5 hours on familiarization program where the directors are updated on the business and regulatory environment and the overall operations of the Company. In addition, a monthly board update is sent to the Board to apprise them of the updates in the business.		100%
Key Managerial Personnel	All employees undergo various functional, behavioural and other types of trainings during the year. Various trainings on Cyber security, prohibition of insider trading, code of conduct are also conducted throughout the year. Functional trainings include induction trainings, role specific trainings, skill upgradation trainings (like Six Sigma), etc. Behavioural training includes trainings on grooming, interpersonal skills, etiquette, etc.		95.8%
Employees other than BoD & KMPs			
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	1	BSE Limited	29,500 (inclusive of taxes)	Delay in disclosure of asset cover in relation to Non-convertible Debentures for the half year ended Sept-21, pursuant to regulation 54(2) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.	No.^
Settlement					
Compounding fee					
Non Monetary					
	NGRBC Principle	Name of the regulatory /enforcement agencies / judicial institutions	Amount (in I)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL				
Punishment					

^Note: The Company has made representation to BSE Ltd for waiver of the same. However, we are yet to receive any further communication from them.

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-

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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.

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

	FY 2022 Current Financial Year	FY 2021 Previous Financial Year
Directors	NIL	NIL
KMPs		
Employees		
Workers		

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

	FY 2022 Current Financial Year		FY 2021 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL		NIL	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

- 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

## Leadership Indicators

- Awareness programmes conducted for value chain partners on any of the Principles during the Financial year: None

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

- Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.  
- Yes. The company has a Policy with respect to dealing with related parties and the same is disclosed in the Annual report. Further the policy is hosted on the website of the company. Further, none of the Nominee directors/ Interested directors participate in the discussion involving transaction with related party nor vote on the resolution.

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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.

	Current Financial Year (₹ in Crs)	Previous Financial Year (₹ in Crs)	Details of improvements in environmental and social impacts
R & D	-	-	
Capex	0.17	0.11	
Technology and Software Fees	10.00	7.62	

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.

2. Does the entity have procedures in place for sustainable sourcing? (Yes/No) If yes, what percentage of inputs were sourced sustainably?  
- Not Applicable
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 nature of the company is providing housing finance and hence the scope is limited for using recycled material as inputs. The Company has an e-waste policy and has signed an agreement with a certified e-waste handler for disposal of e-waste.
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%	FY 2021-22	No	The entire life cycle assessment of company's business operations is presented in the Public Offer Document of the company. Web-link <a href="https://www.sebi.gov.in/filings/public-issues/jan-2021/home-first-finance-company-india-limited_48802.html">https://www.sebi.gov.in/filings/public-issues/jan-2021/home-first-finance-company-india-limited_48802.html</a>

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## Credit Approval and Disbursement

We have set up a robust credit approval process comprising the following stages:

### Initial Screening and Pre-Sanction Check

Customer leads are logged into our system which are pursued and reviewed completely by our in-house team of well-educated and trained relationship managers. Each lead is checked against KYC, credit bureau and other third-party databases to establish customer credentials. We have an efficient paperless process to onboard and verify customers as well as determine their eligibility. Our relationship managers conduct workplace and residence verifications and submit the loan application on the central platform – this is then cross-checked by our underwriting and operations team for a number of factors including completeness of application form, KYC, eligibility, fraud check, credit bureau, income assessment, loan-to-value, value of collateral, bank statements, debt burden and third party databases for income and asset ownership.

### Customer Credit Underwriting

We have a centralized underwriting process, assisted by a data-science backed customer-scoring model to evaluate a customer's ability to repay the loan and maintain consistency in underwriting procedures across branches and regions. Further, our integrated customer relationship management and loan management system allows our underwriters to conduct the credit appraisal process in a quick and efficient manner. We have also integrated our systems with third-party databases to obtain additional customer data points. This helps us gather data to assess credit worthiness of the customers and conduct a fraud check in case of any discrepancies.

### Property Underwriting and Disbursement Process

At the time of sanctioning the loan, we assess the value of the collateral. Our teams initiate a legal and technical assessment through third party vendors to verify the authenticity of the legal documents, the title to the property and its market value. We have set up a legal and technical portal to simplify the process of

evaluation of the property. Our proprietary machine learning backed property price predictor coupled with geo-tagging of properties further assists in reducing our turnaround times for approving loans and improving accuracy in determining loan to value ratio.

### Loan Collection and Monitoring

We have set up a robust and tiered, collections management system with prescribed collection action at each stage of severity of default. All our borrowers register for an automated debit facility, which reduces our cash management risk, and we track the status of installments collected on a real time basis through a collections module. We employ a structured collection process wherein we remind our customers of their payment schedules through text messages and automated calls to maintain adequate balance in their account on the due date. We also use models to predict probability of bounce, which helps us in obtaining early signals of potential bounce and initiate action such as pre-emptive reminder calls. Our collection process is completely managed by our branch teams (inhouse) and a significant portion of our employee incentives are dependent on collections.

We initiate recovery action immediately after the customer defaults in their monthly payment and the severity of our action increases as the number of days past due increase. At one day past due, our front-end field teams call customers and initiate visits to understand reasons for default and recovery of the dues. At 30 days past due, while our employees continue to engage with the customer, we send a default notice or loan recall notice depending upon the severity of the case. At 60 days past due, we send a pre-SARFAESI notice and our employees increase the visit frequency and reiterate the repercussions of the loan default to the customer. Thereafter, at 90 days past due, we seek to resolve cases by initiating legal action through SARFAESI.

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		

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3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2022 Current Financial Year	FY 2021 Previous Financial Year
	Not Applicable	

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2022 Current Financial Year			FY 2021 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 311 units in FY21 and 161 units in FY22.

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

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

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

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

Category	% of employees covered by										
	Total	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	618	618	100	618	100	NA	NA	618	100	NA	NA
Female	233	233	100	233	100	233	100	NA	NA	NA	NA
Total	851	851	100	851	100	233	100	618	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



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

Category	% of employees covered by										
	Total	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

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

Benefits	FY 2022 Current Financial Year			FY 2021 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	851	NA	Y	687	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 – please specify						

## 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.

- 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 employees.

## 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 its employees and job applicants equally. 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.

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



# Directors' Report

	Permanent Employees		Permanent Workers	
Gender	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	0%	NA	NA
Female	100%	75%	NA	NA
Total	100%	60%	NA	NA

Retention Rate: Out of 1 male who applied for paternity leave in FY21, he resigned in FY22. Out of 4 females who applied for maternity leave, 1 resigned in FY22 and rest have resumed work.

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 Other than Permanent Employees	<p>Yes</p> <p>Any employee can access the HR team to raise a complaint and the same is then taken up by the HR team who travel to the location (in case of conflict) or reach out on phone to resolve with the complaint / grievance / issue.</p> <p>Employees can raise complaint on the LEENA AI portal. 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.</p> <p>In addition, we have a whistle-blower policy which provides a formal platform to share grievances on various matters.</p>

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	FY 2022 Current Financial Year			FY 2021 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					

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Total Permanent Workers	NA
Male	NA
Female	NA

## 8. Details of training given to employees and workers:

Category	FY 2022 Current Financial Year					FY 2021 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	618	*	*	247	40	471	*	*	224	48
Female	233	*	*	60	26	216	*	*	103	48
Total	851	*	*	307	36	687	*	*	327	48
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

\*Although we do not have any specific trainings conducted on health and safety, we undertake steps to create awareness regarding observing certain rules while on road and while at office. 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.

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

Category	FY 2022 Current Financial Year			FY 2021 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	618	618	100	471	471	100
Female	233	233	100	216	216	100
<b>Total</b>	<b>851</b>	<b>851</b>	<b>100</b>	<b>687</b>	<b>687</b>	<b>100</b>
<b>Workers</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

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## 10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?
  - The company has Health and Safety Policy which ensures that employees are provided a safe, hygienic and congenial workplace to all its employees.
  - All the employees of the Company are covered under Group Personal Accident Insurance Policy and Group Health Insurance Policy.
  - HomeFirst is committed to employee safety and wellbeing. During the pandemic, treatment expenses during home quarantine for employees and their family members was covered by the company.
  - The company understands the importance of employee mental health and wellbeing. To promote employee wellbeing, we provide 1-to-1 counselling to employees. Further, during the year, we also conducted financial wellness programs. We have a tie-up with MyGalf to provide physical wellness sessions to employees.
- 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 is a housing finance company and hence primarily in the services industry. Hence, the work-related hazards are relatively lower compared to other industries.

- Considering the pandemic year and the risk of infections, adequate precautions and directives were issued to the employees to ensure safety at workplace. Company also adhered to all the government directives and issued travel and health advisories to its employees and advised all its employees to work from home as required to ensure employee safety and business continuity.
- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)
- The Company is in the business of providing housing finance loans. Hence, work-related hazards are not envisaged; Considering the pandemic year and the risk of infections, adequate precautions and directives were issued to the employees to ensure safety at workplace.

Company also adhered to all the government directives and issued travel and health advisories to its employees and advised all its employees to work from home as required to ensure employee safety and business continuity. Company has organised vaccination camps for its employees which was a success.

- 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 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	FY 2022 Current Financial Year	FY 2021 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee		NIL
	Workers		NA
Total recordable work-related injuries	Employee		NIL
	Workers		NA
No of fatalities	Employee		NIL
	Workers		NA
High consequence work-related injury or ill-health (excluding fatalities)	Employee		NIL
	Workers		NA

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

- HomeFirst is committed to employee safety and wellbeing. During the pandemic, treatment expenses during home quarantine for employees and their family members was covered by the company. HomeFirst recognizes the importance of

emotional wellbeing. In order to promote the same, we provide 1-to-1 counselling to employees. Further, during the year, we also conducted financial wellness programs. We have tie-ups with different vendors to provide physical wellness sessions to employees.

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

	FY 2022 Current Financial Year			FY 2021 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.

- During the pandemic, treatment expenses during home quarantine for employees and their family members was covered by the company. Further adequate precautions were taken to ensure a safe working environment.

## Leadership Indicators

- 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. In case of death of an employee who had ESOPs, the unvested ESOPs; immediately vest with the nominee of such an employee.
- 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 vendors, banks, NBFC 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.
- 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:

# Directors' Report

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022 Current Financial Year	FY 2021 Previous Financial Year	FY 2022 Current Financial Year	FY 2021 Previous Financial Year
Employee	NIL	NIL	NIL	NIL
Workars	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 26.5 years and we have just 2 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 were assessed
Health & 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.

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

Leadership Indicators	
1. Describe the processes for identifying key stakeholder groups of the entity	prospective investors, customers, channel partners including connectors, regulators, lenders, research analysts, communities and NGOs, other vendors amongst others.
- Our company has identified institutions, individuals or a group of individuals furthering the mission of the company as key stakeholder groups of the entity. We have identified and included but not limited to employees, shareholders including	2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group

# Directors' Report

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 yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement key topics and concerns raised during such engagement
Customers	Yes, if they qualify based on specified criteria such as income, gender etc.	<ul style="list-style-type: none"> <li>Customer satisfaction surveys and feedback</li> <li>Interaction at Branches</li> <li>Customer Care Phone Number</li> <li>Digital Channels - Customer App, SMS, WhatsApp, Social media platform, chatbot, Video Call</li> <li>Pamphlets</li> <li>House Visits/Work Visits</li> </ul>	Ongoing	Stay in touch with the customer throughout the life cycle of the loan and address any issues that the customer may have - to provide quality customer service
Employees	No	<ul style="list-style-type: none"> <li>Email communications</li> <li>Physical/virtual meetings</li> <li>Appraisal Process</li> <li>Online Surveys</li> <li>Employee Engagement Initiatives</li> <li>CRM/LMS Work flow</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Training and development sessions</li> <li>Wellness and counselling sessions</li> <li>Employee Welfare Schemes</li> <li>Conducting Business</li> </ul>
Shareholders / Investors	No	<ul style="list-style-type: none"> <li>Quarterly reports, annual reports and press releases</li> <li>Investor meets and Annual General Meetings (AGMs), including virtual investor meets and virtual AGMs in the era of COVID-19 pandemic</li> <li>Newspaper advertisement, notice board, website, intimation to stock exchanges, quarterly financials and investor meetings/conferences.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>To stay abreast of developments in the Company</li> <li>Compliance</li> <li>Economic performance</li> <li>Governance and Ethical practices</li> </ul>

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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 yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement key topics and concerns raised during such engagement
Regulators, lenders and credit rating agencies	No	Email, one-on-one meetings, concalls, video-conference, mandatory filings with regulators	Ongoing	Discussions with regard to various regulations and amendments, inspections, approvals
Research Analysts	No	One-on-one meetings, concalls, video-conference	Ongoing	Keep abreast of developments of the Company
Communities & NGOs	No	<ul style="list-style-type: none"> <li>Community welfare programs</li> <li>Project Assessment reviews</li> <li>Joint assessment of projects</li> </ul>	Ongoing	Implementation of CSR Initiatives and status of the initiatives undertaken
Channel partners & Key Partners including vendor partners	No	Regular meetings/ mails/ phone calls	Ongoing	Partnership

## Leadership Indicators

- 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.
  - During the year, a comprehensive deck on Company's action towards ESG initiatives and the action plan along with the tracker for the same was presented to the Board by the MD & CEO. The feedback of the Board on the initiatives proposed is shared with the ESG Execution team. After processing the Board's feedback, the Company presents the status update to its stakeholders in its quarterly results update presentation. The same is uploaded on the Company's website for wider access by various stakeholders.
- 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 engages with various investors / shareholders/rating agencies/ customers/ vendors to understand the changing ESG scenario and the expectations from the company and benchmark Company's achievements with the best practices. The feedback received is then

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incorporated. Given that the ESG scenario is an evolving situation, and this is the first year HomeFirst is publishing a BRSR, we are still in the formative phase.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.
- The Company in the business of providing housing loans to customers belonging to economically

weaker sections of the society. Further, the company provides the facility of pre-payment to the Customers on the Customer App at no extra cost. The Company has also helped 28,368 customers to claim ₹703.8 Crs subsidy through PMAY Credit Linked Subsidy Scheme. Additionally, several CSR initiatives were undertaken during the year to address concerns of the vulnerable/ marginalized stakeholder group. Further details on Corporate Social Responsibility on page no. 62.

## PRINCIPLE 5: Businesses should respect and promote human rights

### Leadership Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:
  - No specific trainings have been undertaken on human rights issue/policies in the years FY21 and FY22. However, the company is in advanced stages to develop a module for training the employees on human rights issues.

Category	FY 2022 Current Financial Year			FY 2021 Previous Financial Year		
	Total (A)	No. employees of workers/ covered (B)	% (B / A)	Total (C)	No. employees of workers/ covered (D)	% (D / C)
<b>Employees</b>						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
<b>Total Employees</b>	-	-	-	-	-	-
<b>Workers</b>						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
<b>Total Employees</b>	NA	NA	NA	NA	NA	NA



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

Category	FY 2022 Current Financial Year					FY 2021 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	851	-	-	851	100	687	-	-	687	100
Male	618	-	-	618	100	471	-	-	471	100
Female	233	-	-	233	100	216	-	-	216	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
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, in the following format:

	Male		Female	
	Number	Median remuneration/salary/ of respective category (₹)	Number	Median remuneration/salary/ of respective category (₹)
Board of Directors (BoD)	3	1,600,000	2	1,175,000
Key Managerial Personnel*	2	10,772,345	1	16,758,753
Employees other than BoD and KMP	616	592,881	232	551,104
Workers	NA	NA	NA	NA

\* Manoj Viswanathan (MD & CEO) is categorized as Key Managerial Personnel for the purpose of this table.

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

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	FY 2022 Current Financial Year			FY 2021 Current 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	NIL	There was one complaint raised during the year which is duly resolved.	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. 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 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 its employees and job applicants equally and is 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.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)
- Yes, in business agreements and contracts where relevant.

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## 9. 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 Others - please specify	

## 10. 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

- 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.
- Details of the scope and coverage of any Human rights due-diligence conducted.
  - No specific human rights due diligence is conducted.
- 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 employees.

## 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	NIL. No specific assessments have been carried out to this effect by the Company.
Forced/ involuntary labour	
Sexual Harassment	
Discrimination at workplace	
Wages Others - please specify	

- 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.

## PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

### Essential Indicators

- Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:
  - Given that the company is in the business of providing housing finance and a service-oriented company, our focus on environmental indicators is subdued. Currently, we are not tracking the same, but in future, we intend to track our consumption and usage.

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Parameter	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
Total electricity consumption (A)		
Total fuel consumption (B)		
Energy consumption through other sources (C)		
<b>Total energy consumption (A+B+C)</b>		
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)		
Energy intensity (optional) – the relevant metric may be selected by the entity		

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.

- 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
- Provide details of the following disclosures related to water, in the following format:
  - Not applicable

Parameter	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/ desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)		
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		

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

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4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.
- Not applicable

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:
- Not applicable

Parameter	Please specify unit	FY 2022 (Current Financial Year)	FY 2021 (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.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in

the following format:

- Company is a service-oriented company in the business of providing housing finance and has a very limited environmental impact in terms of greenhouse gas emissions. Our focus on environmental indicators is passive.

Parameter	Unit	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	<i>Metric tonnes of Co<sub>2</sub> equivalent</i>		
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	<i>Metric tonnes of Co<sub>2</sub> equivalent</i>		
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>			
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional) – the relevant metric may be selected by the entity			

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.

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.
- The Company has launched a project for Green Homes. Through this initiative, we are conducting

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awareness programs for customers to use eco-friendly materials for building their homes. Further, we are in the process of development of a green calculator to determine the green evaluation mechanism for individual housing units. We have also undertaken a pilot study in Bangalore with GRIHA agency to determine the feasibility of this project and have successfully completed proof of concept. This measure will in turn help reduce green-house gas emissions. The Company is also tech-driven affordable housing finance company with digital initiatives in place across the business operations. More details

available in Intellectual Chapter on page no. 72.

8. 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	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Total 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)		
<b>Total (A+B + C + D + E + F + G + H)</b>		
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
<b>Total</b>		

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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		
<b>Total</b>		

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 311 units of e-waste in FY21 and 161 units of e-waste in FY22.*

9. 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 a certified e-waste handler for disposal of e-waste.
10. 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

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.

11. 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)

12. 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:

- As the company is involved in the business of providing housing finance, there is no major emission of water and air pollution. As such, the company is not directly covered under the purview of the above-mentioned Acts.

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S. No.	Specify the law/ regulation / guidelines which was not complied with	Provide details of thenon- 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. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format: Not applicable

Parameter	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)		
Total fuel consumption (B)		
Energy consumption through other sources (C)		
<b>Total energy consumed from renewable sources (A+B+C)</b>		
<b>From non-renewable sources</b>		
Total electricity consumption (D)		
Total fuel consumption (E)		
Energy consumption through other sources (F)		
<b>Total energy consumed from non-renewable sources (D+E+F)</b>		

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

Parameter	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(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		



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Parameter	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
(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		
<b>Total water discharged (in kilolitres)</b>		

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

- Not applicable

4. Name of the area

5. Nature of operations

6. Water withdrawal, consumption and discharge in the following format:

For each facility / plant located in areas of water stress, provide the following information: Not applicable

Parameter	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/ desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>		
<b>Water intensity</b> (optional)–the relevant metric may be selected by the entity		

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Parameter	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(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		
<b>Total water discharged (in kilolitres)</b>		

*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.*

7. 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.

Parameter	Unit	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	<i>Metric tonnes of Co<sub>2</sub> equivalent</i>		
<b>Total Scope 3 emissions per rupee of turnover</b>			
<b>Total Scope 3 emission intensity</b> (optional) – the relevant metric may be selected by the entity			

*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

8. 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

9. 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	Remote payment link is sent to customers to make payment – thus the effort to collect cash payments is reduced	The Relationship Manager can collect payments from customers remotely from anywhere using RM Pro App. The RM has to send the payment link using the app to the customer. The payment can be tracked on the App.	Reduced number of cash collections – saving time and efforts of the relationship manager and providing convenience to the customer as well. This also reduces fuel consumption and prevents health impact on our employees.
2	Digital loan agreements	Our customers can E-sign the loan agreements and do not have to come to the branch office physically to sign the document.	This feature provides convenience to the customer to execute the agreement at his/her home. Further, E-signing saves paper and storage space. This also reduces fuel consumption and prevents health impact on our employees.
3	Customer App	Customer App is a feature rich app that can be used for raising queries, downloading statement of account, making part payments, refer a prospective customer, locate the nearest branch, etc.	Customers don't have to visit the branch to avail these services -saving time, fuel and effort.
4	Directive to purchase 3 Star+ electronic Appliances	As an environmentally friendly and responsible company, we strive to use energy efficient appliances and consequently have issued the directive to purchase only such compliant devices henceforth.	Energy consumption is reduced due to usage of energy efficient devices.

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10. 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.

11. 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.

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

- None

**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 2 trade and industry chambers/associations.

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

S. No	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1	ASSOCHAM (The Associated Chambers of Commerce and Industry of India)	National
2	NAREDCO (National Real Estate Development Council)	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.

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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

## PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

### Essential Indicators

- 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

- 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

Sr. 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 ₹ )

- Describe the mechanisms to receive and redress grievances of the community.  
- The company has mechanisms in place to receive and redress grievances of the community. 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.  
- The investors/shareholders can mail to 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](mailto:corporate@homefirstindia.com)  
Tel No: [022 6694 0386](tel:02266940386)  
- Any employee can access the HR team to raise a complaint and the same is then taken up by the HR team who travel to the location (in case of conflict) or reach out on phone to resolve with the complaint / grievance / issue.

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- Alternatively, the employees can raise complaint on the LEENA AI portal. 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.

- Percentage of input material (inputs to total inputs by value) sourced from suppliers:
  - Not applicable

	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
Directly sourced from MSMEs/ small producers		
Sourced directly from within the district & neighbouring districts		

## Leadership Indicators

- 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

- Provide the following information on CSR projects undertaken by your entity in designated

aspirational districts as identified by government bodies:

Sr. No.	State	Aspirational District	Amount Spent (in ₹)
1	Andhra Pradesh	Vizag, Vizianagaram	500,000
	Eye Cataract Surgery for underprivileged patients		

- Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
  - From which marginalized /vulnerable groups do you procure?
  - What percentage of total procurement (by value) does it constitute?
  - Although the Company does not have a specific procurement policy, all of our branches are encouraged to procure locally their stationary, supplies and housekeeping requirements. Each

of the branches are given an expense card to ensure they pay electronically and support the local community with quick payouts. Further, through our connector channel, the company has tie-ups with small, local players in the construction eco-system for generating leads.

- 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

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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

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Project Sashakt- Empowerment of Migrant Factory Labourers and their families	880	100%
	Skilling and Employment	120	100%
	Healthcare	630	100%
	Child Education	50	100%
	Financial Literacy and awareness	80	100%
2	Mahila Shram Shakti Kendra- multipurpose centers exclusively for migrant women construction workers	4,475	100%
	Social Security	828	100%
	Health and Nutrition	3,248	100%
	Legal Aid and Education	228	100%
	Skill Training	114	100%
	Gender Sensitization	57	100%
3	COVID Care- Relief & Welfare	1,133	-
	Oxygen Concentrators	173	NA
	Livelihood Kits	960	100%
4	Army Welfare	NA	NA
5	Distribution of 4000 fruits trees to marginal farmers	4	100%
6	Developed Van Aushadhi Garden with 1000 herbal tree plantation.	NA	NA
7	Workplace Safety	5,720	100%
8	Sponsor treatment of 50 children towards elimination of clubfoot disability	50	100%

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9	Sponsor treatment of 44 children towards elimination of Cleft lip	44	100%
10	Under privileged Cancer patient's care Donation of OT stretcher, Wheelchair, fowler beds & Ligasure (Covidean) to Cancer Hospital	NA	NA
11	Underprivileged cardiac patient's care (Upto age 18years)	NA	NA
12	Construction of OT in Trust hospital	NA	NA
13	Eye Cataract Surgery for underprivileged patients	100	100%
14	Installation of solar panels at the physiotherapy Centre	NA	NA

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

### Essential Indicators

- 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 HomeFirst. 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:

#### a. Level-1

Any aggrieved Customer of Home First can take up the grievance with the concerned Branch Manager of the Company or alternatively can call at **1800 3000 8425** or write it to us at [loanfirst@homefirstindia.com](mailto:loanfirst@homefirstindia.com). The Branch Manager is required to reply to the Customer within 7 working days from the date of receipt of the complaint in the office with a copy to the Regional Manager & Customer Service

Department at Corporate office on [loanfirst@homefirstindia.com](mailto:loanfirst@homefirstindia.com).

#### b. Level-2

If the aggrieved customer is not satisfied with the reply provided by the Branch Manager or in case no reply is received within the stipulated period or the complaint is against the Branch Manager, the customer can escalate it to the Central Customer Service Team at the following email address [query@homefirstindia.com](mailto:query@homefirstindia.com).

The Central Customer Service Team is required to dispose of the Complaint within 15 working days from receipt of the Complaint.

#### c. Level 3

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* at the following address:

**Grievance Redressal Officer**  
511, Acme Plaza, Andheri Kurla Road, Andheri (East) Mumbai-400 059  
Phone: 022-28241485  
Email: [complaints@homefirstindia.com](mailto:complaints@homefirstindia.com)

The Grievance Redressal Officer is required to dispose of the complaint within 30 working days of receipt of the complaint in the Corporate Office.



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## Alternative Remedy:

If the aggrieved customer is not satisfied with the reply provided by the Grievance Redressal Officer also or in case no reply is received within the stipulated period, the customer can approach the National Housing Bank via the following modes:

**Online mode:** <https://grids.nhbonline.org.in>

**Offline mode:** The customer can alternatively write it to National Housing Bank and can 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

## Customer grievance resolution record:

- ✓ We have resolved more than 80% of the queries and complaints within our internal turnaround time (TAT) standards.
  - ✓ Adoption of online channels for placing service queries / requests by customers have increased. During FY22, we have recorded 40,074 online queries / requests, a growth of 82% compared to FY21.
2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	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:

	FY 2022 (Current Financial Year)		Remarks	FY 2021 (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 : <https://homefirstindia.com/privacy/>.

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.

## 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: <https://homefirstindia.com/>. Further, we have marketing collaterals for communication, social media handles. We also had come up with Homefirst gyaan series 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. 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 happens during all interactions with customers.

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.

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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.
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 Most Important Terms and Conditions (MITC), 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. We also disclose the net promoter scores in our quarterly investor presentation.

5. Provide the following information relating to data breaches:
  - a. Number of instances of data breaches along-with impact.
  - b. Percentage of data breaches involving personally identifiable information of customers.
- There were no instances of data breach during the year.