

Directors' Report

Annexure VII

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING FORMAT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity: **L65990MH2010PLC240703**
2. Name of the Listed Entity: **Home First Finance Company India Limited**
3. Year of incorporation: **2010**
4. Registered office address: **511, Acme Plaza, Andheri Kurla Road, Mumbai - 400059**
5. Corporate address: **same as above**
6. E-mail: **corporate@homefirstindia.com**
7. Telephone: **+91 22 6694 0386**
8. Website: **www.homefirstindia.com**

Financial year for which reporting is being done:	Start Date	End Date
Current Financial Year	1 st April 2022	31 st March 2023
Previous Financial Year	1 st April 2021	31 st March 2022
Prior to Previous Financial year	1 st April 2020	31 st March 2021

10. 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)**
11. Paid-up Capital: **₹ 176,033,534**
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report;

Name	Mr. Shreyans Bachhawat, Company Secretary
Contact	+91 22 6694 0386
Email id	corporate@homefirstindia.com

13. Reporting boundary - 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

14. 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%

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

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

III. Operations

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

Location	Number of Plants	Number of Offices
National	Not Applicable*	111**
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 12 different sub-offices in the same building. If we count these sub-offices separately then the total number of offices for HomeFirst is 123.

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

- c) A brief on types of customers

We serve salaried customers in low and middle-income groups which account for 69.5% of our Gross Loan Assets, and self-employed customers account for 30.3% of our Gross Loan Assets, as of March 31, 2023. Our salaried customers are typically employed by small firms or work in junior positions in companies, while our self-employed customers are generally small business owners. The monthly incomes of our customers for majority of our customers range between ₹ 20,000 to ₹ 50,000 per month.

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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)
EMPLOYEES						
1.	Permanent (D)	993	752	75.73%	241	24.27%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total Employees (D + E)	993	752	75.73%	241	24.27%
WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total Workers (F + G)	-	-	-	-	-

b) Differently abled Employees and workers:

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

19. Participation/ Inclusion/ Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25.00%
Key Management Personnel	3	1	33.33%

20. Turnover rate for permanent employees and workers:

	FY 2023 (Turnover rate)			FY 2022 (Turnover rate)			FY 2021 (Turnover rate)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	38.69%	43.04%	39.80%	37.83%	33.41%	36.54%	18.51%	15.80%	17.64%
Permanent Workers	-	-	-	-	-	-	-	-	-

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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 ₹) 790.99 Crs
 (iii) Net worth (in ₹) 1817.34 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:

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 2023 Current Financial Year			FY 2022 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks
Communities	Yes	0	0		0	0	
Investors (other than shareholders)	Yes	0	0		0	0	
Shareholders	Yes	0	0		0	0	
Customers	Yes	397	0		288	0	
Value Chain Partners	Yes	0	0		0	0	
Others (please specify)							

Link for Customer Grievance Redressal Policy: <https://homefirstindia.com/policy/complaints-grievances/>

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format:

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Funding properties which are inappropriate or are developed at inappropriate location may lead to severe environmental, social, health and safety issues.	Risk	<ul style="list-style-type: none"> - Inappropriate property/ development location may either lead to loss of life and/or deterioration in quality of life in nearby habitats. - 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. 	<ul style="list-style-type: none"> - As a part of property assessment process, HomeFirst has clearly called out criteria for selecting properties that can be financed. - 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 values to get an independent opinion on suitability of location and other regulatory aspects. 	<p>Funding such high-risk properties may lead to financial losses to HomeFirst. Reasons being, such properties may lead to</p> <ul style="list-style-type: none"> - loss of life (i.e., Borrower, other surrounding habitats) and /or - environmental issues and/or - Regulatory actions (i.e., Legal Proceedings, Demolitions of structure, financial penalties on owners, confiscation of property etc.) <p>which may negatively impact borrower's repayment ability and intention. This may ultimately lead to defaults in repayment of the loan.</p>

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9

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Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
<i>* See the list of policies below which incorporates the principles</i>									
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	https://homefirstindia.com/investor-relations/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes. HomeFirst has translated the policy into procedures across the activities undertaken by the company.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes. The Company expects its 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 home financing and make it a meaningful part of overall portfolio. HomeFirst has partnered with IFC to take the Green Home initiative to the next level. We are trying to build a portfolio of green buildings in the affordable, self-build segment. IFC has extended a line of credit to HomeFirst worth ₹ 280 Crs to be utilized towards AFH retail buyers and developing the green portfolio.</p> <p>Also, we continue to build on the identified 12 focus areas in our ESG framework as mentioned below.</p> <ol style="list-style-type: none"> 1. Operational Eco - Efficiency 2. Climate Resilience 3. Employee Training & Development 4. Employment & Labor Practices 5. Data Protection and Privacy 6. Health & Safety 7. Customer Satisfaction 8. Community Relations 9. Corporate Governance 10. Risk Management 11. Code of Conduct & Business Ethics 12. Sustainable Finance 								
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"> • Digitally agreements signing (46% of total in FY23) • E-Stamping (~60% of total in FY23) • E-NACH mandates (~65% in FY23) 								

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	<ul style="list-style-type: none"> • We have Equal Opportunity Policy, Parental Leave Policy and a formal talent pipeline development strategy. • During the period FY23, 14,240 manhours of training vs 5288 in FY22 to employees through various courses and trainings. • On women representation, about ~24% are women, with 52% women at head office and 22% women in senior management. • Overall, 90% loans have woman as borrower. Primary applicant in 16% of AUM + atleast 1 woman co-borrower in 74% of AUM. • EWS and LIG customers account for more than 68% of AUM. • We have prepayment facility provided on the Customer App to “nudge” customers towards prudent finance management. • 93% of active customers are registered on HomeFirst Customer Portal App. Android Rating is 4.2 (12Apr'23). • Helped 38,521 customers to claim PMAY subsidy. Received ₹ 966.7 Crs till date as PMAY subsidy which was credited to customers account. • 7 of 8 Directors are non-executive, 4 of 8 Independent Directors and 2 of 8 Woman Directors.
Governance, leadership and oversight	
<p>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. 35</p>	
<p>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p>	<p>Mr. Manoj Viswanathan Managing Director & CEO DIN: 01741612</p>
<p>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>	<p>Yes.</p> <p>The Managing Director & 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 & CEO is also overlooking the ESG & sustainability related aspects identified by the company.</p>

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	<p>As on the date of publishing the report, we have enhanced the scope of CSR Committee by including ESG related aspects. The Committee is thereafter renamed as CSR and ESG Committee which is supervised by the Board.</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>																																					
<p>10. Details of Review of NGRBCs by the Company:</p>																																						
Subject for Review	<p style="text-align: center;">Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee</p> <p style="text-align: center;">Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)</p>																																					
	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td> </tr> </table>	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P																				
1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9																					
<p>Performance against above policies and follow up action</p>	<p>The Company periodically reviews all policies and necessary changes are made to the policies and processes as per the need.</p>																																					
<p>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</p>	<p>The Company is in compliance with the regulations to the extent applicable</p>																																					
<p>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.</p>	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td><td>P</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td> </tr> </table> <p>Various processes, operations and compliances of the Company are subjected to review by different agencies like internal auditor, statutory auditor, regulator, credit rating agencies as applicable. The policies are reviewed periodically (atleast annually) and amended as per need with the approval of the Board.</p>	P	P	P	P	P	P	P	P	P	1	2	3	4	5	6	7	8	9																			
P	P	P	P	P	P	P	P	P																														
1	2	3	4	5	6	7	8	9																														

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

Questions	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 its core elements of NGRBCs:

- 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
- Environment Management Policy
- Human Rights Policy

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SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators			
1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:			
Segment	Total number of training and awareness programmes held	Topics/Principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	2	The Board members were apprised of various developments on the ESG front and educated basis topics such as Green Housing, GHG emissions, Green initiatives under-taken during the year. The ESG-BRSR training covered the 9 principles as per BRSR. Further the training also covered ESG reporting standards such as GRI, Integrated Reporting Framework, UN SDGs as well as Greenhouse Gases. Further trainings were provided on POSH, Cyber-security, Code of Conduct, Health & Safety	100%
Key Management Personnel	3		100%
Employees other than BoD and KMPs	1		97%
Workers	NA	NA	NA
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):			

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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					
Settlement			Nil		
Compounding fee					
Non Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment			Nil		
Punishment					
3. Of the instance disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.					
Case Details		Name of the regulatory/ enforcement agencies/ judicial institutions			
NA		NA			
4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy. - The company has Anti-Bribery and Anti-corruption policy. The policy is applicable to all directors, officers, employees (whether permanent, fixed-term or temporary), agents, representatives and other associated persons of the Company in order to promote strong and transparent operational system to ensure utmost accountability in all affairs of the Company. Further, we have Anti-bribery rules in the Employee Code of Conduct and all the employees are required to undergo a training for code of conduct while getting inducted. Link: https://homefirstindia.com/files/Anti-Bribery%20and%20Anti-Corruption%20Policy.pdf					
5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption.					
	FY 2023 Current Financial Year		FY 2022 Previous Financial Year		
Directors					
KMPs	Nil		Nil		
Employees					
Workers					

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

	FY 2023 Current Financial Year		FY 2022 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

- Not Applicable

Leadership Indicators

1. 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
-	-	-

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) Provide details of the entity have in place to avoid/manage conflicts of interests involving members of the Board.

- 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	0.35	0.17			
Technology and Software Fees	14.30	10.00			
<p>We are a technologically driven affordable housing finance company. Our processes are largely digital. The expenses incurred on technology and software licenses, helps us create a system which is equipped to process a loan with quick turnaround time. We believe these expenses are an investment to stay relevant, competitive and efficient in today's digital world. The technology expenses help us to improve customer experiences, manage, and analyze large amounts of data.</p>					
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. - Since the company is in the business of providing housing finance. Hence, unlike manufacturing companies, the scope is limited for using inputs which are made of recycled material. In the previous fiscal year, the Company had adopted and an e-waste policy in the previous fiscal and had 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.

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64910	Housing Finance Activities	100%	FY 2022- 23	No	The entire life cycle assessment of company's business operations is presented in the Public Offer Document of the company. Web-link RHP https://www.sebi.gov.in/filings/public-issues/jan-2021/home-first-finance-company-india-limited_48802.html
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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

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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.

- 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		

- 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 2023 Current Financial Year	FY 2022 Previous Financial Year
Not Applicable		

- 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 2023 Current Financial Year			FY 2022 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 120 units in FY23 and 161 units in FY22.

Directors' Report

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

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

Directors' Report

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

Essential Indicators											
1. a. Details of measures for the well-being of employees:											
Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	752	752	100	752	100	NA	NA	752	100	NA	NA
Female	241	241	100	241	100	241	100	NA	NA	NA	NA
Total	993	993	100	993	100	241	100	752	100	NA	NA
Other than Permanent Workers											
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
b. Details of measures for the well-being of workers:											
Category	% of Workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
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 Workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Directors' Report

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

Benefits	FY 2023 Current Financial Year			FY 2022 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	993	100	Y	851	100	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						

The option to invest in NPS was introduced in the previous financial year and received a great response in the current financial year with 14 employees availing of the same (compared to 8 employees in the previous fiscal).

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.

- Homefirst did not have any disabled employees on its roll as at the end of last fiscal year. 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.

Link: <https://homefirstindia.com/files/Equal%20Opportunity%20Policy.pdf>

Directors' Report

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

Gender	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	33%	NA	NA
Female	100%	64%	NA	NA
Total	100%	59%	NA	NA

Retention Rate: Out of 3 males who applied for paternity leave in FY22, 1 resigned in FY22 and 1 resigned in FY23 and 1 has resumed work. Out of 14 females who applied for maternity leave in FY22, 2 resigned in FY22, 3 resigned in FY23 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	Yes.
Other than Permanent Employees	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. 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. In addition, we have a whistle-blower policy which provides a formal platform to share grievances on various matters.

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity: - The Company does not have any employees/workers associations.

Category	FY 2023 Current Financial Year			FY 2022 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					
Total	NA					

Directors' Report

Permanent Workers	
- Male	NA
- Female	NA

8. Details of training given to employees and workers:

Category	FY 2023 Current Financial Year					FY 2022 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	752	402	53	339	45	618	-	-	247	40
Female	241	166	69	173	72	233	-	-	60	26
Total	993	567	57	510	51	851	-	-	307	36
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

In addition to trainings conducted on health and safety, we undertake steps to create awareness regarding observing certain rules while on road and while at office. We also conducted fire safety drill to educate the employees on how to use the fire extinguisher and act during emergency. Further, we also guide the employees at the time of induction to observe safety at all times. We also have Health and Safety Policy in place.

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

Category	FY 2023 Current Financial Year			FY 2022 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	752	752	100	618	618	100
Female	241	241	100	233	233	100
Total	993	993	100	851	851	100
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

10. Health and safety management system:

- 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.
 - 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.
 - Additionally, trainings are conducted to build awareness about occupational health and safety.

Directors' Report

- 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.
- 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. In case of any hazard or emergency incident, the employee can reach out to the HR team/Business head/Department head and report the incident. Additionally, the employee may seek assistance for health insurance. To ensure healthy and safe working environment is the objective of the Health and Safety Policy.
- 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 2023 Current Financial Year	FY 2022 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NA	NA
Total recordable work related injuries	Employees	NIL	NIL
	Workers	NA	NA
No of fatalities	Employees	NIL	NIL
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NA	NA

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

- HomeFirst 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. During the year, fire safety and evacuation drill was conducted to educate the employees on conduct to be observed during such emergency and how to use the fire extinguisher. Such drills are conducted with an objective to maintain safety standards at workplace. Homefirst has partnered with healthi to provide annual health check-up program. This covers services such as blood tests, general check-up as well as free consultation.

Directors' Report

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

	FY 2023 Current Financial Year			FY 2022 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	-	NIL	NIL	-
Health & Safety	NIL	NIL	-	NIL	NIL	-

14. Assessments for the year:

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

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

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

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

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	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 2023 Current Financial Year	FY 2022 Previous Financial Year	FY 2023 Current Financial Year	FY 2022 Previous Financial Year
Employees	NIL	NIL	NIL	NIL
Workers	NA	NA	NA	NA

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)
 - Since we have a young and diverse employee base with median age of 26.5 years and we have just 3 employees who are aged 50 or more, we currently do not have any such transition assistance programs.
5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that are assessed
Health and safety practices	NIL
Working Conditions	NIL

6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.
 - No corrective actions were required to be taken to address such concerns.

Directors' Report

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

Essential Indicators				
1. Describe the processes for identifying key stakeholder groups of the entity - 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 prospective investors, customers, channel partners including connectors, regulators, lenders, research analysts, communities and NGOs, other service providers amongst others.				
2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.				
Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annualy/ Half/ Quarterly/ Other- 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"> •Customer satisfaction surveys and feedback •Interaction at Branches •Customer CarePhone Number •Digital Channels - Customer App, SMS, WhatsApp, Social media platform, chatbot, Video Call •Pamphlets •House Visits/Work Visits 	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"> •Email communications •Physical/virtual meetings 	Ongoing	<ul style="list-style-type: none"> •Training and development sessions •Wellness and counselling

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		<ul style="list-style-type: none"> •Appraisal Process •Online Surveys •Employee Engagement Initiatives 		<p>sessions</p> <ul style="list-style-type: none"> •Employee Welfare Schemes
Shareholders/ Investors	No	<ul style="list-style-type: none"> • Quarterly reports, annual reports and press releases • Investor meets and Annual General Meetings (AGMs), including virtual investor meets and virtual AGMs in the era of COVID-19 pandemic • Email, SMS, newspaper advertisement, notice board, website, intimation to stock exchanges, quarterly financials and investor meetings/conferences. 	Ongoing	<ul style="list-style-type: none"> •To stay abreast of developments in the Company •Compliance •Economic performance •Governance and Ethical practices
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	Email, one-on-one meetings, concalls, video conference	Ongoing	Keep abreast of developments of the Company
Communities & NGOs	No	<ul style="list-style-type: none"> •Project Assessment reviews •Joint assessment of projects 	Ongoing	Implementation of CSR Initiatives and status of the initiatives undertaken

Directors' Report

		•Community welfare programs		
Channel partners & Key Partner includings 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, quarterly update on Company's ESG initiatives and action plan and achievements against the plan proposed was presented to the Board. 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. Additionally, during the quarterly Board Meetings, an update on developments on the ESG front is discussed. The same is presented in the quarterly investor presentation and uploaded on the Company's website as well as the Stock Exchanges 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 incorporated. During the year, we were rated by MorningStar Sustainalytics – they provided the company with feedback and scope for improvement. Further, we have tied up with IFC for their advisory services on Green Housing. We also undertook Perception survey to understand the investor sentiments regarding the ESG initiatives undertaken by the Company. All these steps enable us to get better inputs on managing the business in a better manner.
- 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 38,521 customers to claim ₹ 966.7 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.68

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PRINCIPLE 5 : Businesses should respect and promote human rights

Essential Indicators										
1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format: <ul style="list-style-type: none"> - No specific trainings have been undertaken on human rights issue/policies in the years FY22 and FY23. However, the company is in advanced stages to develop a module for training the employees on human rights issues. 										
Category	FY 2023 Current Financial Year					FY 2022 Previous Financial Year				
	Total (A)	No. of employees/ workers covered (B)		% (B/A)		Total (C)	No. of employees/ workers covered (D)		% (D/C)	
Employees										
Permanent										
Other than permanent										
Total Employees										
Workers										
Permanent										
Other than permanent										
Total Workers										
2. Details of minimum wages paid to employees and workers, in the following format:										
Category	FY 2023 Current Financial Year					FY 2022 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	993	-	-	993	100	851	-	-	851	100
Male	752	-	-	752	100	618	-	-	618	100
Female	241	-	-	241	100	233	-	-	233	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

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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)	2	22,60,000	1	28,00,000
Key Managerial Personnel*	2	1,15,86,480	1	1,67,97,992
Employees other than BoD and KMP	750	5,26,904	240	5,01,088
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 as well. Home First believes that an empowered workforce is the best way to receive feedback and identify improvement areas. The following grievance mechanism provides all employees, vendors, suppliers and customers a secure and 24x7 access to raise grievances and to report confidentially without fear of retaliation:

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

Additionally, through media or for a such as emailers, team and individual meetings with business and HR leaders, we continuously engage with employees to create awareness, understand and address grievances.

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

	FY 2023 Current Financial Year			FY 2022 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	NIL	NIL	No complaints received during the year	1	NIL	There was one complaint raised during the year which is duly resolved.
Discrimination at Workplace	NIL	NIL	No complaints received	NIL	NIL	No complaints received
Child Labour	NIL	NIL		NIL	NIL	

Directors' Report

Forced Labour/ Involuntary Labour	NIL	NIL	during the year	NIL	NIL	during the year
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.

9. Assessments for the year:

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

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

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

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

- No specific human rights due diligence is conducted

Directors' Report

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

- Currently all the offices of the company are either leased or under lease 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)
Sexual Harassment	NIL. No specific assessments have been carried out to this effect by the Company.
Discrimination at workplace	
Child Labour	
Forced/ involuntary labour	
Wages	
Others - please specify	

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

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

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

Essential Indicators				
1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format: We have set up systems to understand our GHG Scope 1 and Scope 2 emissions. We have tracked our electricity consumption for the current fiscal.				
Parameter	FY 2023 Current Financial Year		FY 2022 Previous Financial Year	
	kWh	TJ	kWh	TJ
Total electricity consumption (A)	618795.76 kWh	2.23 Terajoules	Not tracked	Not tracked
Total fuel consumption (B)	Not tracked	Not tracked	Not tracked	Not tracked
Energy consumption through other sources(C)				
Total energy consumption (A+B+C)	618795.76 kWh	2.23 Terajoules	Not tracked	Not tracked
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	782.31 kWh/₹ crores of turnover	0.003 Terajoules/₹ crores of turnover	Not tracked	Not tracked
Energy intensity (optional) –the relevant metric may be selected by the entity	623.16kWh/employee	0.002 TJ/employee	Not tracked	Not tracked
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes. The Company has partnered with a leading environment and research institution, Centre for Environmental Research & Education (CERE) to help measure and monitor HomeFirst Finance's carbon footprint. CERE provides technical and domain expertise and assists the Corporation in determining its carbon emissions pertaining to its own operations. The Company has measured its carbon footprint across all offices. The carbon footprint is in accordance with the GHG Protocol Corporate Accounting subscript and accounts subscript the following greenhouse gas emissions: carbon dioxide subscript, methane (CH ₄), nitrous oxide (N ₂ O) and hydrofluorocarbons (HFCs, HCFCs).				
2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any. - Not applicable				
3. Provide details of the following disclosures related to water, in the following format: - Not applicable				
Parameter	FY 2023 (Current Financial Year)		FY 2022 (Previous Financial Year)	
Water withdrawal by source (in kilolitres)				
(i) Surface water				
(ii) Groundwater				
(iii) Third party water				

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(iv) Seawater/ desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii+iii+iv+v)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (<i>Water consumed/turnover</i>)		
Water intensity (optional)–the relevant metric may be selected by the entity		

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

- Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.
 - Not applicable
- Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:
 - Not applicable

Parameter	Unit	FY 2023 (Current Financial Year)	FY 2022 (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.

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

Directors' Report

Parameter	Unit	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	15.02	
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	439.34	
Total Scope 1 and Scope 2 emissions per rupee of turnover		0.57 Metric tonnes of CO ₂ equivalent / ₹ crores of turnover	
Total Scope 1 and Scope 2 emission intensity (optional) the relevant metric may be selected by the entity		0.46 Metric tonnes of CO ₂ equivalent / employee	

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

Yes. The Company has partnered with Centre for Environmental Research & Education (CERE), a leading research institution in the fields of sustainability and climate change, to help measure and monitor company's carbon footprint. CERE provides technical and domain expertise and assists the Company in determining its carbon emissions pertaining to its own operations. CERE has brought its extensive expertise in the technical and domain aspects of GHG Inventorisation to support Company's efforts to accurately determine the carbon footprint associated with its operations in India. HomeFirst Finance has successfully assessed its carbon footprint across all its office locations.

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

- HomeFirst has partnered with IFC to take the Green Home initiative to the next level. We are trying to build a portfolio of green buildings in the affordable, self-build segment. IFC has extended a line of credit to HomeFirst worth ₹280 Crs to be utilized towards AFH retail buyers and developing the green portfolio. In collaboration with the advisory wing of IFC, we are creating a complete green housing framework for the evaluation and certification process. As a part of the initial steps for the same, IFC has been instrumental in training our teams. They are helping us conduct green audits across markets to evaluate and finalize Green Certification parameters. Once the framework is complete, we can drive further awareness and promotions around Green Housing. A green subsidy of 2.4% on home loan amounts has also been proposed to nudge customers toward green-certified homes.

Directors' Report

- We have also undertaken Green initiatives under CSR. Continuing our contributions towards a green and cleaner environment, this year HomeFirst provided 40,000+ fruit tree saplings to marginal farmers to help them in developing an extra source of income. We have also provided 5 solar pumps in Palghar District along with drip irrigation facility to provide relief to farmers from the shortage of water. In order to promote the use of green energy and ensure regular power supply we have also installed solar panel at Senior Citizens Home.

- Additionally, the Company being a tech-driven affordable housing finance company, has digital initiatives in place across the business operations. More details available in Intellectual Chapter on page no. 77

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 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)		
E-waste (B)	*	*
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated. Please specify, if any. (H) (Break-up by composition i.e. by materials relevant to the sector)		
Total (A+ B + C + D + E + F + G + H)		
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total		

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

* We have disposed of 120 units of e-waste in FY23 and 161 units of e-waste in FY22.

Directors' Report

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 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.

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

Directors' Report

Leadership Indicators

- 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 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)		
Total fuel consumption (B)		
Energy consumption through other sources (C)		
Total energy consumed from renewable sources (A+B+C)		
From non-renewable sources		
Total electricity consumption (D)		
Total fuel consumption (E)		
Energy consumption through other sources (F)		
Total energy consumed from non-renewable sources (D+E+F)		

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.

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

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
-No treatment		
-With treatment- please specify level of treatment		
(ii) To Groundwater		
-No treatment		
-With treatment- please specify level of treatment		
(iii) To Seawater		
-No treatment		
-With treatment- please specify level of treatment		
(iv) Sent to third-parties		
-No treatment		
-With treatment- please specify level of treatment		

Directors' Report

(v) Others		
-No treatment		
-With treatment- please specify level of treatment		
Total water discharged (in kilolitres)		

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

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

- Not applicable

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

(i) Name of the area : Not applicable

(ii) Nature of operations: Not applicable

(iii) Water withdrawal, consumption and discharge in the following format: Not applicable

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/ desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (<i>Water consumed / turnover</i>)		
Water intensity (optional)-the relevant metric may be selected by the entity		

Water discharge by destination and level of treatment (in kilolitres)		
(i) 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		

Directors' Report

-With treatment – please specify level of treatment		
(iv) Sent to third-parties		
-No treatment		
-With treatment – please specify level of treatment		
(v) Others		
-No treatment		
-With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

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

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

Parameter	Unit	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission 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

5. 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

6. 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

Directors' Report

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along - with summary)	Outcome of the initiative
1	Capturing of primary data in softcopy and paperless onboarding of customer	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. No KYC document hardcopies are collected by the RM. The KYCs are digitally captured and stored on the cloud.	Paperless process – saving paper and thereby more eco-friendly. Plus since the data is stored on the cloud and can be accessed real-time by central office – the “paper files” are not required to be circulated. Again saving time and energy of all involved.
2	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.
3	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.
4	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.

Directors' Report

5	Green Homes Initiatives tie-up with IFC	We are trying to build a portfolio of green buildings in the affordable, self-build segment. In collaboration with the advisory wing of IFC, we are creating a complete green housing framework for the evaluation and certification process.	The homes can be green-certified. This measure will in turn help reduce green-house gas emissions.
6	Green CSR – Solar Pumps and Solar Panels installed	We have also provided 5 solar pumps in Palghar District along with drip irrigation facility to provide relief to farmers from the shortage of water. In order to promote the use of green energy and ensure regular power supply we have also installed solar panel at Shree Manav Sewa Sangh Senior Citizens Home.	Using renewable source of energy will help in reducing emissions in the long run.
<p>7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.</p> <p>- Yes.</p> <p>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.</p> <p>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.</p> <p>8. 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.</p> <p>- Given that the company is in the business of providing housing finance, there has been no adverse impact to the environment.</p> <p>9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.</p> <p>- None</p>			

Directors' Report

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators					
1. a. Number of affiliations with trade and industry chambers/ associations. - We have membership with 1 trade and industry chamber/association b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to					
S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)			
1	ASSOCHAM (The Associated Chambers of Commerce and Industry of India)	National			
2. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities - Not applicable					
Name of Authority	Brief of the case	Corrective action taken			
Leadership Indicators					
1. Details of public policy positions advocated by the entity: - The company does not take part in lobbying and hasn't propagated any public policy positions.					
S. No.	Public Policy Advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/ Quarterly/ Others - please specify)	Web Link, if available

Directors' Report

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

- 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

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

- 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
 Tel No: [022 6694 0386](tel:022-6694-0386)
 - 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.
 - 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.

Directors' Report

- For any complaint or grievance, you can contact as per the stages below

a. Level-1

You can contact the nearest physical branch OR alternatively can call at 180030008425 OR write to us at loanfirst@homefirstindia.com for any queries/complaints. Our Branch Manager or Customer Service Team would resolve it within 7 working days from the date of receipt of the complaint.

b. Level – 2

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

Email id – query@homefirstindia.com.

c. Level-3

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

Mr. Gaurav Mohta (Grievance Redressal Officer)
Home First Finance Company India Limited
511, Acme Plaza, Andheri Kurla Road, Andheri (East)
Mumbai – 400 059
Phone: 8880549911

Email: complaints@homefirstindia.com

Alternative Remedy

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

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

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

Complaint Redressal Cell
National Housing Bank
Department of Regulation and Supervision
4th Floor, Core 5A, India Habitat Centre, Lodhi Road
New Delhi – 110 003

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

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

Directors' Report

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

- Not applicable

	FY 2023 Current Financial Year	FY 2022 Previous Financial Year
Directly sourced from MSMEs/ small producers		
Sourced directly from within the district and neighbouring districts		

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

- Not applicable

Details of negative social impact identified	Corrective action taken

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

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

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

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

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

- 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.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

- Not available

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

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

- Not applicable

Directors' Report

Name of authority	Brief of the Case	Corrective action taken

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Project Sashakt- Catering to 1500+ families of migrant factory workers at Narol, Ahmedabad	7416	100%
2	Sashakt Skilling Centre	654	100%
3	School Development Projects: Establishing Sashakt Science Labs across 6 schools Preventive Health care- Organize healthcheck up camps and construction of Toilets across 4 schools Sustainability- Installation of Solar Panels and installation of LED lights across 3 schools	5400	100%
4	Mahila Shram Shakti Kendra	15151	100%
	Social Security	1834	
	Health and Nutrition	10886	
	Legal Aid and Education	1278	
	Skill Training	632	
5	Gender Sensitization	521	
	Sponsor treatment of 50 children towards elimination of clubfoot disability	50	100%
6	Sponsor treatment of 60 children towards elimination of Cleft lip	60	100%
7	Workplace Safety	645	100%
8	Simply Social- Employee Driven CSR	139	100%
9	Capacity Building at Hospital managed by manav Seva Kalyan Trust	NA	NA
10	Distribution of 40000 fruits trees to marginal farmers	NA	100%
11	Installation of Solar Pumps for marginal farmers	5	100%
12	Installation of Solar Panel at Jeevandhara Vrushashram, managed by Manav Seva Kalyan Trust	NA	NA

Directors' Report

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

Essential Indicators

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

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

Escalation matrix:

The company has a three-level escalation matrix for handling customer grievances:

a. Level-1

You can contact the nearest physical branch OR alternatively can call at 180030008425 OR write to us at loanfirst@homefirstindia.com for any queries/complaints. Our Branch Manager or Customer Service Team would resolve it within 7 working days from the date of receipt of the complaint.

b. Level – 2

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

Email id – query@homefirstindia.com.

c. Level-3

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

Mr. Gaurav Mohta (Grievance Redressal Officer)
 Home First Finance Company India Limited
 511, Acme Plaza, Andheri Kurla Road, Andheri (East)
 Mumbai – 400 059
 Phone: 8880549911
 Email: complaints@homefirstindia.com

Alternative Remedy:

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

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

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

Complaint Redressal Cell
 National Housing Bank
 Department of Regulation and Supervision
 4th Floor, Core 5A, India Habitat Centre, Lodhi Road
 New Delhi – 110 003

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

Directors' Report

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 2023 (Current Financial Year)		Remarks	FY 2022 (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						

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.

Directors' Report

- 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.

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.

Directors' Report

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.