Business Responsibility and Sustainability Report

Section A: General Disclosures

I: Details of the listed entity

1.	NSE Symbol	MANAPPURAM
2.	BSE Scrip Code	531213
3.	MSEI Symbol	NOTLISTED
4.	ISIN	INE522D01027
5.	Corporate Identity Number (CIN) of the Listed Entity	L65910KL1992PLC006623
6.	Name of the Listed Entity	Manappuram Finance Limited
7.	Date of Incorporation	15-07-1992
8.	Registered office address	W-4/638A, Manappuram House, Valapad - 680567, Thrissur, Kerala
9.	Corporate address	**Corporate Office:** W-4/638A, Manappuram House, Valapad, Thrissur, Kerala - 680567; Landline: 0487 3050000, 3050108, **Corporate office Annexe:** A-Wing, 3rd Floor, Unit No 301 To 315 Kanakia Wall Street, Andheri Kurla Road, Andheri East, Mumbai, Maharashtra -400093; Landline: 022 68194000
10.	E-mail	mail@manappuram.com
11.	Telephone	04873050000
12.	Website	www.manappuram.com
13.	Financial year for which reporting is being done	FY 2025-26
14.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
15.	Paid-up Capital (In Rs)	₹ 1,87,86,72,204
16.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Aparna Menon, Company Secretary & Compliance Officer Contact: 0487-3050408 E mail: cs@manappuram.com
17.	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).	Standalone basis
18.	Whether the company has undertaken assessment or assurance of the BRSR Core?	Yes, Assurance
19.	Name of assessment or assurance provider	SustainEDGE Business Solutions Pvt. Ltd.
20.	Type of assessment or assurance obtained	Limited Assurance

II: Products/services

21. 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	Manappuram Finance Limited is a retail financial services provider and engages in activities such as providing Loans against gold jewellery, Loans against property, Loans for purchase of commercial vehicles, Loans to MSMEs and other complementary lending activities	99.6 %

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

S.No	Product/Service	NIC Code	% of total Turnover contributed
1	Financial services	64990	99.6 %

III: Operations

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

Location	Number of plants	Number of offices	Total
National	0	3527	3527
International	0	0	0

24: Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28
International (No. of Countries)	0

NOTE: Manappuram Finance Limited has offices in 28 States and 6 Union Territories across India.

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

0%

c. A brief on types of customers

Manappuram Finance Limited serves a broad and diverse customer base spanning multiple economic segments, underpinned by a commitment to advancing financial inclusion across India. The Company's key customer categories are as follows:

1. Individuals: Comprising salaried professionals, self-employed individuals, and retail customers — including gold jewellery holders — this segment seeks quick and accessible financing to meet personal and household financial needs.
2. Businesses and Corporates: This segment encompasses small and medium-sized enterprises (SMEs), large corporate entities, and institutional clients across sectors such as education and healthcare. Financial solutions extended to this segment address working capital requirements, term financing needs, and business expansion objectives.
3. Micro and Small-Scale Enterprises (MSMEs): Comprising micro and small entrepreneurs engaged in trading and manufacturing activities, this segment benefits from tailored credit solutions designed to support business operations and sustainable growth.

By aligning its product offerings with the distinct financial needs of each customer segment, the Company advances financial inclusion, extends support to underserved communities, and contributes to broader socio-economic development in alignment with its sustainability objectives.

IV: Employees

25. a. Details as at the end of Financial Year: Employees and workers (including differently abled)

Particulars	Total (A)	Male		Female		Other	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (H)	% (H / A)
EMPLOYEES							
Permanent (D)	23984	15993	66.68 %	7991	33.32 %	0	0 %
Other than permanent (E)	3264	2015	61.73 %	1249	38.27 %	0	0 %
Total employees(D + E)	**27248**	**18008**	**66.09 %**	**9240**	**33.91 %**	**0**	**0 %**
WORKERS							
Permanent (F)	0	0	0 %	0	0 %	0	0 %
Other than permanent (G)	0	0	0 %	0	0 %	0	0 %
Total workers (F + G)	**0**	**0**	**0 %**	**0**	**0 %**	**0**	**0 %**

25. b. Details as at the end of Financial Year: Differently abled Employees and workers:

Particulars	Total (A)	Male		Female		Other	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (H)	% (H / A)
DIFFERENTLY ABLED EMPLOYEES							
Permanent (D)	279	194	69.42 %	85	30.58 %	0	0 %
Other than Permanent (E)	133	84	63.16 %	49	36.84 %	0	0 %
Total differently abled employees (D + E)	**412**	**278**	**67.39 %**	**134**	**32.61 %**	**0**	**0 %**
DIFFERENTLY ABLED WORKERS							
Permanent (F)	0	0	0 %	0	0 %	0	0 %
Other than permanent (G)	0	0	0 %	0	0 %	0	0 %
Total differently abled workers (F + G)	**0**	**0**	**0 %**	**0**	**0 %**	**0**	**0 %**

26. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	3	30 %
Key Management Personnel	6	2	33.33 %

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

	Turnover rate in current FY (2025-26)				Turnover rate in previous FY (2024-25)				Turnover rate in the year prior to the previous FY (2023-24)			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent Employees	49.1 %	15.7 %	0 %	42.8 %	34.82 %	5.91 %	0 %	40.73 %	35.95 %	6.22 %	0 %	42.17 %
Permanent Workers	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %

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

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

S.No	Name of the holding / subsidiary/associate companies/joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Manappuram Home Finance Limited	Subsidiary	100%	Yes
2	Asirvad Micro Finance Limited	Subsidiary	98.56%	Yes
3	Manappuram Insurance Brokers Limited	Subsidiary	100%	Yes
4	Manappuram Comptech and Consultants Limited	Subsidiary	99.81 %	Yes

VI: CSR Details

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

Yes

29. ii. Turnover (in Rs.)

₹ 76,53,42,65,000

29. iii. Net worth (in Rs.)

₹ 1,59,37,50,91,926.13

VII: Transparency and Disclosures Compliances

30. 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/ NA)	FY (2025-26)			PY (2024-25)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	-	0	0	-
Investors (other than shareholders)	Yes	2	0	-	5	1	The complaint pending at year-end was received on 26 March 2025 and subsequently resolved on 4 April 2025.
Shareholders	Yes	4	0	-	4	0	-
Employees and workers	Yes	1743	40	Of the 40 cases pending at year-end, 10 pertained to former (non-active) employees; the remaining 30 were within the prescribed turnaround time and have since been resolved.	438	16	All cases pending at year-end were resolved in April 2025.
Customers	Yes	14140	136	All complaints pending at year-end have since been resolved.	14826	356	All cases pending at prior year-end were resolved during FY 2025-26.
Value Chain Partners	No	0	0	-	0	0	-

Note: The Grievance redressal policies are available on our website - https://www.manappuram.com/policies-codes

31. Overview of the entity's material responsible business conduct issues

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

S. No.	Material issue 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	Employee Well-being	O	A strong employee well-being ecosystem encompassing learning and development, higher education support, health and wellness programmes, employee welfare schemes, and engagement initiatives enhances employee satisfaction, productivity, retention, and organisational resilience, creating long-term value for the Company and its stakeholders.	NA	Positive Implications
2	Customer Support and Satisfaction	R	In the Non-Banking Financial Company (NBFC) sector, customer support and satisfaction are critical to ensuring business continuity, brand trust, and long-term growth. A decline in service quality or responsiveness can erode customer confidence, reduce retention rates, and result in reputational damage. Furthermore, unresolved grievances or poor customer experiences may attract regulatory scrutiny, especially in a sector that deals with financially vulnerable populations. Given the highly competitive nature of the financial services industry, failure to meet evolving customer expectations poses a significant operational and strategic risk. Ensuring consistent, transparent, and empathetic customer engagement is therefore essential to maintaining trust, fulfilling compliance obligations, and sustaining profitability.	Manappuram Finance Limited adopts a proactive and customer-centric approach to mitigate risks related to customer support and satisfaction. Employees are equipped with comprehensive training to understand customer needs and deliver consistent, high-quality service across all touchpoints. The Company has established a robust Customer Grievance Redressal Policy that ensures fair, transparent, and timely resolution of customer complaints. It provides customers with clear turnaround timelines (TATs) and access to alternative redressal channels, including an Internal Ombudsman, to handle escalated cases impartially. Through its Fair Practice Code, the Company ensures customers are well-informed about key service elements such as fees, charges, processing timelines, loan procedures, and application outcomes. Additional policies, including the Auction Policy and Interest Rate Policy, offer clarity on interest rates and repossession procedures, thereby promoting trust and reducing the risk of disputes. To enhance transparency and accessibility, detailed product and service information is published on the Company's website. Digital tools and mobile applications are also provided to help customers assess eligibility and understand loan terms. Repossession and auction processes are conducted in a fair and transparent manner, with prior communication to customers to avoid distress and foster responsible recovery practices.	Negative Implications

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Customer Over-Indebtedness	R	Customer over-indebtedness is a material risk in the financial services sector, particularly for Non-Banking Financial Companies (NBFCs) serving low- and middle-income segments. Excessive borrowing without adequate repayment capacity can lead to financial distress for customers, higher default rates for lenders, and reputational or regulatory consequences for the institution. Manappuram Finance Limited proactively addresses this risk by implementing rigorous credit assessments across its non-gold lending verticals. This includes evaluating household income, existing liabilities, and repayment capacity before loan disbursement. By doing so, the Company mitigates the risk of customer over-indebtedness, reduces dependency on informal credit channels, and upholds responsible lending practices. This approach not only protects customer financial well-being but also safeguards the Company's asset quality and long-term sustainability.	Manappuram Finance Limited adopts a multi-layered approach to mitigate the risk of customer over indebtedness, with a strong focus on responsible lending and financial inclusion. The Company enforces stringent loan eligibility criteria, taking into account the applicant's income, existing debt obligations, and overall creditworthiness to ensure that loan disbursements are well within the borrower's repayment capacity. Comprehensive borrower assessments are conducted to align loan amounts with actual financial stability, thereby reducing the likelihood of debt distress. In addition, robust monitoring systems are in place to track repayment behaviour and identify early warning signals of potential over-indebtedness, enabling timely intervention. To further support financial resilience among its customers, the Company has implemented targeted financial literacy programmes. These initiatives aim to educate borrowers on budgeting, debt management, and the importance of maintaining healthy financial habits, thereby empowering them to make informed borrowing decisions.	Negative Implications
4	Corporate Governance	R	Corporate governance is a critical risk area that influences stakeholder trust, regulatory compliance, and long term business sustainability. Companies are increasingly assessed on governance parameters such as ownership structure, board independence and remuneration, accounting transparency, ethical business conduct, and tax responsibility. Weak governance practices can lead to regulatory penalties, investor distrust, reputational damage, and potential legal exposure. At Manappuram Finance Limited, the governance framework is central to ensuring ethical decision-making, accountability, and alignment with stakeholder interests. However, any lapses in oversight, transparency, or conduct may adversely affect the Company's credibility and operational performance. As such, robust governance mechanisms are essential to managing this risk and maintaining the Company's license to operate in a highly regulated financial environment.	Manappuram Finance Limited adopts a structured and integrity-driven approach to mitigate risks associated with corporate governance. The Company has established a robust governance framework supported by well-defined policies, internal controls, and periodic audits to ensure regulatory compliance, ethical conduct, and accountability across all levels of the organisation. Governance policies related to ethics, anti-bribery, and anti-corruption are not only applicable to the Company but also extend to its subsidiaries, vendors, consultants, suppliers, and other external stakeholders. This broad application reinforces the Company's commitment to ethical business practices across its value chain. The Board of Directors plays a central role in overseeing management actions and ensuring alignment with stakeholder interests. Transparent disclosures, timely communication, and board-level oversight are integral to the Company's governance practices, ensuring that stakeholders, particularly vulnerable and marginalised groups, are considered in decision-making processes.	Negative Implications

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)
5	Business Ethics	R	Business ethics is a critical area of risk that directly affects a company's reputation, stakeholder trust, and legal standing. Key ethical concerns in the workplace include discrimination, harassment, conflicts of interest, unethical accounting practices, workplace safety violations, abuse of authority, and corrupt conduct. Any failure to uphold ethical standards can lead to regulatory sanctions, legal liabilities, employee disengagement, and severe reputational damage. For Manappuram Finance Limited, maintaining high ethical standards is essential to preserving integrity across all operations. Unethical behaviour at any level can undermine stakeholder confidence and compromise long-term sustainability. As such, the Company places strong emphasis on embedding ethical conduct through policies, training, monitoring mechanisms, and a transparent whistleblower system to mitigate these risks effectively.	Manappuram Finance Limited has instituted a comprehensive risk management framework to mitigate risks associated with unethical conduct and integrity breaches. The Company promotes a culture of ethical behaviour through regular employee training, focused on codes of conduct, anti-bribery, anti-corruption, and responsible business practices. Strict compliance protocols and strong internal controls are enforced across operations to detect and prevent ethical violations. In addition, thorough client due diligence is carried out to ensure transparency and alignment with the Company's ethical standards. These measures collectively safeguard the Company's reputation, reduce legal and regulatory risks, and enhance stakeholder confidence.	Negative Implications
6	Regulatory Compliance	R	Regulatory compliance is a critical risk factor for financial institutions, particularly Non-Banking Financial Companies (NBFCs), operating in a tightly governed environment. Adherence to applicable laws, regulations, and industry standards is essential to maintaining the Company's license to operate, protecting stakeholder interests, and upholding ethical business conduct. Failure to comply with regulatory requirements can result in severe consequences, including monetary penalties, legal proceedings, operational restrictions, and reputational damage. Such outcomes may erode customer trust, disrupt business continuity, and negatively impact investor confidence. Manappuram Finance Limited recognises the materiality of this risk and has implemented comprehensive compliance frameworks and internal controls to ensure timely adherence to evolving legal and regulatory obligations.	Manappuram Finance Limited adopts a proactive and structured approach to mitigate risks related to regulatory compliance. The Company ensures strict adherence to all applicable laws, regulations, and statutory obligations through a robust compliance framework. This includes maintaining accurate records, conducting periodic internal audits, and providing regular compliance training to employees to reinforce awareness and accountability. The dedicated Compliance Function operates across all relevant levels of the organisation and plays a critical role in monitoring, reporting, and ensuring timely adherence to evolving regulatory requirements. It also keeps the Board of Directors and senior management informed about the status of compliance, regulatory changes, and potential areas of risk.	Negative Implications

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)
7	Fraud Risk Management	R	Fraud risk is a material concern for Non-Banking Financial Companies (NBFCs), given the nature of financial transactions and the scale of customer interactions. Instances of internal or external fraud can result in significant financial losses, regulatory action, and erosion of stakeholder trust. Such events may also severely damage the Company's reputation and undermine customer confidence in its integrity and systems. Manappuram Finance Limited recognises that proactive fraud risk management is essential to safeguarding assets, maintaining operational credibility, and ensuring compliance with regulatory expectations.	Manappuram Finance Limited adopts a proactive and multi-layered approach to fraud risk management, anchored by its comprehensive Fraud Risk Management Policy. This policy outlines structured mechanisms for fraud identification, escalation, and resolution, and is implemented under the oversight of the dedicated Vigilance Department. The Company conducts regular internal audits, enforces stringent internal controls, and leverages advanced fraud detection tools to monitor transactional anomalies. It also emphasises ethical conduct through continuous employee training and awareness programmes aimed at reinforcing a zero-tolerance culture towards fraud. In collaboration with business units, Manappuram Finance systematically strengthens fraud management practices across five critical pillars: prevention, detection, response, remediation, and reporting. These integrated efforts enhance operational security, reduce financial exposure, and uphold stakeholder trust.	Negative Implications
8	Innovation	O	Innovation, particularly digital transformation, presents a significant opportunity for Non-Banking Financial Companies (NBFCs) to drive operational efficiency, enhance customer experience, and maintain competitiveness in an evolving financial services landscape. For Manappuram Finance Limited, leveraging technology to deliver faster, more accessible, and customer-centric financial solutions is central to its long-term growth strategy. Recognising the shift toward digital-led financial intermediation, the Company continuously refines its IT strategy to improve delivery channels, streamline operations, and address information security concerns. A key milestone in this journey was the launch of India's first Online Gold Loan (OGL) platform in October 2015, enabling customers to avail gold loans seamlessly through internet-enabled devices— anytime and from anywhere. By embedding innovation across its business model, Manappuram Finance not only expands its reach to underserved populations but also builds resilience, agility, and customer loyalty in a dynamic financial ecosystem.	NA	Positive Implications

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)
9	Diversity and Inclusion	O	Diversity and inclusion (D&I) represents a strategic opportunity for Manappuram Finance Limited to cultivate an equitable and resilient workforce while enhancing its corporate reputation and social impact. A high level of workplace diversity fosters a culture of fairness, employee belonging, and innovation, key drivers of long-term organisational success. The Company is committed to providing equal opportunities, particularly for women and other underrepresented groups, by ensuring fair representation across roles and offering career advancement pathways on par with male counterparts. The Company has implemented targeted policies that address the specific needs of women employees, including flexible work arrangements and safe workplace provisions. To strengthen its inclusive culture, the Company conducts regular diversity training and awareness programmes while embedding fairness and transparency into its performance evaluation and promotion systems. It also tracks and reports D&I metrics, reinforcing accountability and driving continuous improvement.	NA	Positive Implications
10	Risk Management and Internal Controls	O	Manappuram Finance Limited views strong risk management and internal controls as a strategic opportunity to enhance operational resilience, safeguard stakeholder interests, and drive sustainable growth. The Company has established clear risk tolerance parameters and comprehensive policies, including a dedicated Operational Risk Management Policy, to ensure structured risk oversight across its operations. Robust internal control mechanisms are in place, including secure handling of customer gold assets, adherence to regulatory guidelines, and periodic audits based on branch level risk categorisation. Regular reviews of identified risks and the effectiveness of mitigation measures enable the Company to adapt to evolving threats and maintain business continuity. This proactive and systematised risk governance framework not only reduces exposure to operational and reputational risks but also reinforces investor confidence, regulatory compliance, and long-term value creation.	NA	Positive Implications

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)
11	Climate Change	R	Climate change presents both physical and transition-related risks that can materially impact the operations and resilience of financial institutions like Manappuram Finance Limited. Physical risks such as extreme weather events like floods, cyclones, and heatwaves, can disrupt business continuity, damage infrastructure, and endanger employee safety, particularly in regions with high climate vulnerability. In parallel, transition risks arising from policy shifts, evolving regulatory frameworks, and market changes linked to the low carbon economy may affect portfolio exposure, compliance requirements, and cost structures. These climate-related risks pose potential threats to the Company's operational stability, growth trajectory, and long-term profitability.	Manappuram Finance Limited adopts a forward-looking approach to address the risks associated with climate change by integrating climate risk assessments into its strategic and financial planning processes. The Company conducts scenario analyses to evaluate the potential impact of both physical and transition climate risks on vulnerable business segments such as agriculture, commercial vehicle finance, and microfinance. These assessments help determine the level of capital required to withstand adverse climate events and ensure the Company remains adequately capitalised under various risk scenarios. In addition, climate-related risks are incorporated into the Company's Internal Capital Adequacy Assessment Process (ICAAP), aligning risk management with long-term financial resilience and regulatory expectations.	Negative Implications
12	Initiatives on Clean Technology, Energy Efficiency, Renewable Energy, etc.	R	Manappuram Finance Limited acknowledges that its operational activities, though primarily service-oriented, contribute to environmental impacts through energy consumption, carbon emissions, and waste generation. These environmental factors present growing risks in the form of regulatory obligations, stakeholder expectations, and reputational exposure, particularly as sustainability-related compliance frameworks become more stringent. Recognising this risk enables the Company to proactively adopt clean technologies, energy-efficient infrastructure, and renewable energy solutions to minimise its environmental footprint. Such initiatives not only support regulatory compliance but also enhance resource efficiency, reduce operational costs over time, and align the Company with national and global climate commitments.	Manappuram Finance Limited adopts an environmentally responsible approach to mitigate risks associated with its environmental footprint by integrating sustainability into its operations. Guided by its Environmental, Social, and Governance (ESG) Policy, the Company is committed to promoting clean technology, energy efficiency, and resource conservation. Under its Green Initiative, shareholders are encouraged to receive Annual Reports electronically, significantly reducing paper consumption. Additionally, the Company has launched a Paperless Office project to digitise internal processes and minimise paper usage across all business functions. To reduce emissions from travel, video and audio conferencing infrastructure has been established at Regional and major Branch offices, thereby minimising the need for business travel. The Company also uses low noise, low-emission diesel generator sets at key locations to reduce environmental impact from backup power sources. Energy conservation is further promoted through the adoption of energy-efficient equipment, routine monitoring of energy usage, and optimised use of lighting and air conditioning systems at branches and corporate offices.	Negative Implications

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)
13	Transition to a Low-Carbon Economy	R	The transition to a low-carbon economy presents significant risks for financial institutions, particularly in sectors exposed to evolving government policies, emerging technologies, and changing consumer behaviour. Manappuram Finance Limited actively monitors these dynamics to assess potential impacts on its lending portfolio and market segments. Regulatory changes such as the withdrawal or modification of green incentives can directly affect the viability of certain asset classes, such as electric two-wheelers. Such shifts may result in reduced consumer demand, asset devaluation, and an increase in loan defaults for NBFCs financing these products.	Manappuram Finance Limited acknowledges the growing global momentum toward a low-carbon economy and the associated regulatory, market, and technological transition risks. In response, the Company has initiated steps to evaluate the carbon footprint of its operations and explore pathways to align with national and global decarbonisation goals. As part of its climate-conscious strategy, the Company has begun financing electric vehicles (EVs), supporting the shift towards cleaner mobility solutions and reducing its indirect environmental impact. Additionally, the Company is exploring energy-efficient practices and operational improvements that contribute to long-term carbon reduction.	Negative Implications
14	Financial Inclusion	O	Financial inclusion presents a significant opportunity for Non Banking Financial Companies (NBFCs), to enhance access to formal financial services among underserved and unbanked populations. By addressing credit gaps and promoting financial literacy, NBFCs can contribute meaningfully to inclusive economic growth and social upliftment. Manappuram Finance Limited adopts a strategically localised approach to deliver financial products and services across urban, semi-urban, and rural geographies. Its core objective is to reach unbanked households and first-time borrowers, thereby facilitating access to credit, encouraging savings, and improving financial resilience. Through this inclusive approach, the Company not only expands its customer base and market penetration but also positions itself as a key enabler of national financial empowerment and economic development.	NA	Positive Implications

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)
15	Responsible Financing	O	Responsible financing is a strategic opportunity for Non Banking Financial Companies (NBFCs) to foster financial inclusion while ensuring long-term financial stability and customer protection. For Manappuram Finance Limited, adopting responsible lending practices enhances borrower trust, mitigates credit risks, and strengthens the Company's reputation within the financial ecosystem. It plays a pivotal role in reducing default rates and supporting the sustainable growth of the Company's lending portfolio. By embedding principles of transparency, due diligence, ethical lending, and regulatory compliance into its financing operations, the Company aligns its business model with responsible financial stewardship. This approach not only supports the financial well-being of its customers but also attracts investor confidence and contributes to the broader economic development of the country. The Company's strong policy framework and risk management practices reflect its commitment to responsible financing, ensuring accountability, fair treatment of borrowers, and long-term value creation for stakeholders.	NA	Positive Implications

Section B: Management and Process Disclosures

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy And Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
b. Has the policy been approved by the Board? (Yes/No)					Yes				
c. Web Link of the Policies, if available					https://www.manappuram.com/policies-codes				
2. Whether the entity has translated the policy into procedures. (Yes / No)					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/No)					No				
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.					No				
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Manappuram Finance Limited is committed to advancing its environmental and social performance, although specific quantitative targets and defined timelines have not yet been formally established. Nevertheless, the Company has undertaken a range of key initiatives that reflect its strategic priorities across environmental, social, and community dimensions. On the environmental front, the Company has initiated solar electrification across multiple office locations, supported the transition to an electric vehicle fleet, and enhanced sewage treatment facilities as part of its resource efficiency efforts. Waste management practices include the responsible recycling of plastic waste through accredited third-party recyclers, secure e-waste disposal through authorised recyclers following data-wiping protocols, and septic waste treatment through on-site Sewage Treatment Plants (STPs). As a financial services organisation, the Company's use of hazardous or toxic chemicals is minimal; nonetheless, it remains committed to mitigating any associated risks through strict procurement controls and safe disposal practices wherever applicable. On the social front, the Company prioritises employee well-being through a comprehensive suite of benefits, including insurance, HKA salary, maternity leave, casual and sick leave, and opportunities for team-building, social engagement, and professional development. The Company's commitment to community development is demonstrated through impactful CSR initiatives spanning diagnostic and ambulance services (MaCare Diagnostics and ambulance fleet support), health and wellness infrastructure (gymnasium, badminton, and yoga facilities, and the Mahima swimming pool), education and skill development support (Manappuram Public School, MaGeet School, and skilling programmes including MASKILL), and infrastructure and livelihood support (community housing projects, medical assistance donations, and provision of mobile devices for students). Further details of these initiatives are provided under Principle 8 (Leadership Indicators).								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Manappuram Finance Limited has made measurable progress against its environmental and social commitments during FY 2025-26. The performance against key initiatives during the reporting period is as follows: • Renewable Energy Consumption: Achieved a consumption of 113 MWh, reinforcing its commitment to increasing the share of clean energy in its operations. • Energy Intensity Reduction: The Company recorded a 14.9% reduction in energy intensity per unit of revenue, reflecting enhanced operational efficiency and improved energy management across its facilities. • Emission Intensity Reduction: Achieved a 17.11% reduction in total Scope 1 and Scope 2 emission intensity per rupee of turnover, demonstrating the Company's continued focus on decarbonising its operations. • Electric Mobility: The Company's electric vehicle fleet travelled 124,143 kilometres during the reporting period, generating estimated emissions savings of 14,590 $kgCO_2e$. • Community Impact: Through its CSR initiatives, the Company positively impacted 303,982 individuals during the reporting period, of whom 99% belonged to vulnerable or marginalised communities, underscoring its commitment to inclusive development.								

Governance, leadership and oversight

7: Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	At Manappuram Finance Limited, the Company's commitment to responsible growth is guided by a deep understanding of the environmental, social, and governance (ESG) issues that affect its stakeholders. As part of its Business Responsibility and Sustainability approach, the Company has identified and prioritised material topics that represent both risks and opportunities to long-term value creation. Employee well-being remains a key opportunity area. The Company continues to invest in its workforce through comprehensive benefits, including health and group insurance, maternity benefits, leave entitlements, employee welfare schemes, team-building programmes, and professional development initiatives. Its sustained focus on diversity and inclusion, financial inclusion, and responsible financing supports equitable access and underpins a resilient business model. Measurable progress has been made towards the Company's sustainability goals during FY 2025-26. A 14.9% reduction in energy intensity per unit of revenue and a 17.11% reduction in combined Scope 1 and Scope 2 emission intensity per rupee of turnover were achieved, demonstrating the Company's commitment to operational efficiency and decarbonisation. Investments in solar energy (113 MWh consumed during the year), the expansion of the electric vehicle fleet (124,143 km travelled, resulting in estimated emissions savings of 14,590 $kgCO_2e$), and enhancements to sewage treatment infrastructure further advance the Company's clean technology adoption and low-carbon transition objectives. The Company acknowledges significant ESG-related risks that necessitate active monitoring and mitigation. Key risk areas include customer support and satisfaction, over-indebtedness, climate change, corporate governance, business ethics, regulatory compliance, and fraud risk management. Addressing these areas is fundamental to maintaining stakeholder trust and ensuring long-term operational stability. The Company's community impact reflects its core values. Through CSR initiatives encompassing MaCare Diagnostics, ambulance services, sports and wellness infrastructure, school and skill-building support, and professional education coaching through MaCampus and MaAcademy, the Company positively impacted 303,982 individuals during the reporting period, of whom 99% belonged to vulnerable or marginalised communities. The Company recognises that while substantial progress has been achieved, significant opportunities remain. Efforts are underway to formalise specific, measurable ESG targets and strengthen risk-response mechanisms. The Company's forward-looking strategy will further integrate ESG considerations across business operations, reinforcing resilience and enabling responsible value creation for all stakeholders.

8:	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. V. P. Nandakumar, Chairman and Managing Director
9:	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, The Corporate Social Responsibility (CSR) Committee is designated to oversee and guide the company's sustainability and CSR initiatives.

10: Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Committee of the Board									Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committee of the Board									Annually								

		P1	P2	P3	P4	P5	P6	P7	P8	P9
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No								

Section C: Principle Wise Performance Disclosure

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

E: 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 of Directors participated in 2 awareness programmes during the year covering the following topics: • **BRSR, ESG and Sustainability** – Directors were oriented on the Company's obligations under the Business Responsibility and Sustainability Reporting (BRSR) framework, the nine principles of the National Guidelines on Responsible Business Conduct (NGRBC), ESG metrics, and the sustainability trends. The programme strengthened the Board's understanding of responsible business conduct, environmental stewardship, and long-term value creation for all stakeholders. • **Cybersecurity** – Directors were briefed on the evolving cybersecurity landscape, key risks facing the organisation, regulatory expectations, and the Company's information security governance framework. The programme enhanced the Board's capacity to provide effective oversight of cyber risks and data protection obligations.	100%
Key Managerial Personnel	18	KMPs have undergone targeted training aligned with the National Guidelines on Responsible Business Conduct (NGRBC), strengthening their ability to embed governance and stakeholder considerations into decision-making. • **Principle 1** – KMPs completed training on the Whistle Blower Reward Policy, Fair Practice Code for Lenders, Operational Risk Management, and Awareness Against Proxy Punching, reinforcing ethical conduct, risk awareness, and accountability in leadership. • **Principle 3** – Training covered the Staff Welfare Modules on the Policy in Marriage Aid, Medical Assistance Schemes, Compassionate Scholarship, Disability Benefits, and Employee Recognition Schemes. KMPs also completed ZingHR platform modules on Leave Management, Face Attendance, and the Performance Management System (PMS) for both employees and managers. These sessions equipped KMPs to advance employee welfare and utilise HR technology effectively.	54.84 %

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
Employees other than BoD and KMPs	237	The training topics are aligned with the nine principles of the National Guidelines on Responsible Business Conduct (NGRBC), and have been instrumental in enabling employees to apply these principles in their day-to-day roles. • **Principle 1** – Employees were trained on the Code of Ethics, Whistleblower Policy, Employee Speak-up Policy, Insider Policy, Gift Policy, Anti-Money Laundering (AML) and CFT Compliance, Fraud Risk Management, Suspicious Transactions Reporting, KYC and Customer Due Diligence, Prevention of Money Laundering Act, Information Security and Cyber Security Awareness, and Physical and Environmental Security Policy. These sessions have empowered employees to recognise ethical dilemmas, report irregularities without fear, avoid conflicts of interest, safeguard information assets, and comply with anti-fraud and anti-money laundering norms, thereby strengthening organisational integrity. • **Principle 3** – Training on HR documentation and joining processes has helped employees navigate onboarding procedures effectively, reinforcing the organisation's commitment to a structured and supportive employee experience. • **Principle 5** – Awareness sessions on the Prevention of Sexual Harassment (POSH) Policy, ESI Benefits, Staff Welfare Schemes — covering children's education scholarships, medical assistance, marriage aid, funeral expenses, compassionate scholarships, disability benefits, and employee recognition — as well as SOPs for handling illiterate customers and loan facilities for persons with disabilities, have promoted a culture of dignity, equality, and inclusion. Employees are more aware of their rights and responsibilities in creating a respectful and equitable workplace. • **Principle 6** – Through training on the Company's BRSR and ESG Policy, employees have been sensitised to the importance of operational resilience and environmental sustainability including the importance of reducing energy, water and paper consumption and supporting the organisation's environmental sustainability goals through digital adoption. • **Principle 8** – Training on the CSR Policy has helped employees understand how the Company contributes to social impact initiatives and the role each employee plays in advancing equitable and responsible development. • **Principle 9** – Sessions on the Fair Practice Code, Key Facts Statement, Customer Grievance Redressal Mechanisms, Data Privacy and Digital Personal Data Protection Act, Information and Cyber Security Awareness, Customer Due Diligence, Customer Behaviour and Relationship Management, Telephone and Email Etiquette, Debt Recovery Soft Skills, Digital Marketing Guidelines, and Social Media Policy have trained employees to serve customers fairly, handle data securely, communicate professionally, and address complaints in a timely and transparent manner. In addition to principle-specific training, role-based skill development programmes have been rolled out across departments to strengthen functional capabilities and support career growth. These include domain-specific modules, compliance updates, and behavioural training that prepare employees for evolving business and regulatory demands.	99.64 %
Workers	-	-	-

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

Monetary					
	NGRBC Principle	**Name of the regulatory/ enforcement agencies/ judicial institutions**	**Amount (In INR)**	**Brief of the Case**	**Has an appeal been preferred ? (Yes/No)**
Penalty/ Fine	Principle 1	Reserve Bank of India	270000	The Company was found to have been in violation of certain provisions of the Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023.	No
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

Non-Monetary				
	NGRBC Principle	**Name of the regulatory/ enforcement agencies/judicial institutions**	**Brief of the Case**	**Has an appeal been preferred ? (Yes/No)**
Imprisonment	-	-	-	-
Punishment	-	-	-	-

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

S.No	**Case Details**	**Name of the regulatory/ enforcement agencies/ judicial institutions**
Not applicable. There were no cases of appeal or revision in the financial year.		

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. Manappuram Finance Limited has adopted a comprehensive anti-corruption and anti-bribery policy framework designed to promote ethical conduct and prevent misconduct at all levels of the organisation. The key policies constituting this framework are as follows:

1. **Whistle Blower Policy and Vigil Mechanism:** This policy provides all stakeholders — including employees, directors, vendors, and customers — with a secure channel to raise genuine concerns regarding illegal or unethical practices, including bribery, fraud, corruption, or the unauthorised disclosure of Unpublished Price-Sensitive Information (UPSI). The policy provides direct access to the Chairman of the Audit Committee, ensures strict confidentiality, and guarantees protection against retaliation or victimisation for disclosures made in good faith.

2. **Code of Conduct to Regulate, Monitor, and Report Trading by Designated Persons in Securities:** Framed in accordance with Regulation 9(1) of the SEBI (Prohibition of Insider Trading) Regulations, 2015, this code safeguards against insider trading by ensuring the confidentiality of Unpublished Price Sensitive Information (UPSI) and prohibiting designated persons and their immediate relatives from trading in the Company's securities while in possession of UPSI.

3. **Code of Practices and Procedures for Fair Disclosure of UPSI:** Framed in accordance with Regulation 8(1) of the SEBI (Prohibition of Insider Trading) Regulations, 2015, this code mandates the fair and non-selective dissemination of UPSI, reinforcing transparency and integrity in the Company's public disclosures.

4. **Fair Practice Code (FPC):** Issued pursuant to the Reserve Bank of India's guidelines for Master Direction - Reserve Bank of India (Non-Banking Financial Companies - Responsible Business Conduct) Directions, November 28th 2025, this code establishes standards for fair and ethical conduct in lending, recovery, and customer service delivery.

Collectively, these policies reinforce the Company's internal governance framework, uphold ethical conduct across all business activities, and deter corruption and bribery. The full text of all policy documents is available on the Company's official website: https://www.manappuram.com/policies-codes

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 (2025-26)	PY (2024-25)
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

Note: There was no instance where disciplinary action was taken by any law enforcement agency for charges of bribery or corruption against directors and KMPs.

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

	FY (2025-26)		PY (2024-25)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	-	-	-	-

Note: There were was no instances or complaints regarding conflict of interest against directors and KMPs.

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.

During FY 2025-26, no disciplinary action was initiated by any law enforcement agency against the Company's Directors or Key Managerial Personnel for charges of bribery, corruption, or conflict of interest. Accordingly, no corrective action was required or undertaken in this regard during the reporting period.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY (2025-26)	PY (2024-25)
Number of days of accounts payables	111.97	74.05

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

Parameter	Metrics	FY (2025-26)	PY (2024-25)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0%	0%
Concentration of Sales	a. Sales to dealers /distributors as % of total sales	0%	0%
	b. Number of dealers /distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0%	0%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.004%	0.01%
	b. Sales (Sales to related parties / Total Sales)	0.41%	0.25%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	1.34%	0.07%
	d. Investments (Investments in related parties / Total Investments made)	21.35%	2.74%

Note: Manappuram Finance Limited, as a finance company, recognises that its turnover primarily comprises interest income, while its purchases relate to interest payments to lenders.

L: Leadership Indicators

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

   During FY 2025-26, Manappuram Finance Limited maintained regular engagement with its value chain partners, reinforcing expectations of responsible and ethical conduct. While no formal awareness programmes directly aligned with the BRSR Principles were conducted during the year, the Company continued to promote sustainability-oriented practices through ongoing operational communication and partner interactions. These efforts reflect the Company's commitment to integrating ESG values across its business ecosystem. Going forward, the Company intends to develop more structured awareness and capacity-building initiatives to further embed these principles within its value chain.

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? If Yes, provide details of the same.

   Yes. Manappuram Finance Limited has established well-defined processes to prevent and manage conflicts of interest involving members of its Board of Directors. The key frameworks in place are as follows:

   - **Policy on Related Party Transactions:** The Company has implemented a Policy on Related Party Transactions to mitigate potential conflicts arising from dealings with related parties, including Board members. The policy establishes guidelines and procedures for identifying, evaluating, and managing such transactions, ensuring they are conducted at arm's length and in the best interests of the Company and its stakeholders.
   - **Code of Conduct to Regulate, Monitor, and Report Trading by Designated Persons in Securities:** Framed in accordance with Regulation 9(1) of the SEBI (Prohibition of Insider Trading) Regulations, 2015, this code safeguards against insider trading by regulating, monitoring, and reporting securities trading by designated persons. It prohibits designated persons and their immediate relatives from trading in the Company's securities while in possession of Unpublished Price Sensitive Information (UPSI), thereby upholding securities laws and protecting the Company's integrity.
   - **Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information:** Framed in accordance with Regulation 8(1) of the SEBI (Prohibition of Insider Trading) Regulations, 2015, this code mandates the equitable and non-selective dissemination of UPSI, establishing clear principles, procedures, and practices for its uniform and fair disclosure by the Company.
   - **Fair Practice Code (FPC):** Issued pursuant to the Reserve Bank of India's guidelines for Non-Banking Financial Companies and updated in compliance with the Master Direction - Reserve Bank of India (Non-Banking Financial Companies - Responsible Business Conduct) Directions, November 28th 2025, this code establishes ethical standards for fair and responsible lending, recovery, and customer service practices.

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

E: 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.

	FY (2025-26)	PY (2024-25)	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	-	-	-

Note: Not Applicable.

2 a.: Does the entity have procedures in place for sustainable sourcing?

No. As a Non-Banking Financial Company (NBFC) providing primarily financial products and services, Manappuram Finance Limited does not engage in the procurement of raw materials or physical goods that would necessitate formalised sustainable sourcing procedures. Accordingly, such procedures are not applicable to the nature of the Company's core business operations.

2 b.: 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

	Details
(a) Plastics (including packaging)	-
(b) E-waste	-
(c) Hazardous waste	-
(d) other waste	-

Note: Not Applicable.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).

No

L: 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)?

Not Applicable.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not Applicable.

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

SL No	Indicate input material	Recycled or re-used input material to total material	
		FY (2025-26)	PY (2024-25)
Not Applicable.			

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

	FY (2025-26)			PY (2024-25)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-

Note: Not Applicable.

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

S.No	Indicate product category	Reclaimed products and their packaging materials as Percentage of total products sold in respective category

Note: Not Applicable.

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

E: Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	15993	10766	67.31%	13063	81.67%			0	0.00%	0	0.00%
Female	7991	4078	51.03%	5933	74.24%	128	1.60%			0	0.00%
Other	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	23984	14844	61.89%	18996	79.20%	128	0.53%	0	0.00%	0	0.00%
Other than permanent employees											
Male	2015	192	9.52%	206	10.21%	0	0	0	0.00%	0	0.00%
Female	1249	14	1.12%	15	1.20 %	0	0.00%			0	0.00%
Other	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	3264	206	6.31%	221	6.77 %	0	0.00%	0	0.00%	0	0.00%

1. 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	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
Other than Permanent workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

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

	FY (2025-26)	PY (2024-25)
Cost incurred on wellbeing measures as a % of total revenue of the company	0.12%	0.12%*

**The value for FY 2024-25 has been recalculated in line with the FY 2025-26 methodology, which is based on eligible employer contribution/cost towards health insurance, accident insurance, Employees' Deposit Linked Insurance (EDLI), and maternity salary.*

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

Benefits	FY (2025-26)			PY (2024-25)		
	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	99.63 %	0 %	Yes	99.70 %	0 %	Yes
Gratuity	26.47 %	0 %	Yes	20.96 %	0 %	Yes
ESI	55.39 %	0 %	Yes	60.69 %	0 %	Yes

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.

   Manappuram Finance Limited is committed to providing an inclusive and accessible workplace for all employees, including persons with disabilities. While certain offices have basic accessibility features, accessibility provisions are not yet uniformly available across all locations. The Company is in the process of assessing its infrastructure and implementing phased improvements to enhance accessibility. Accessibility considerations will continue to be incorporated in future infrastructure upgrades and new facilities to promote an inclusive work environment.

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.

   No, we do not currently have an equal opportunity policy.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	-	-	-	-
Female	88.1%	92.2%	-	-
Other	-	-	-	-
Total	88.1%	92.2%	-	-

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	No	-
Other than Permanent Workers	No	-
Permanent Employees	Yes	Manappuram Finance Limited has established a formal grievance redressal mechanism for all employees through its Employee Grievance Policy. The mechanism provides a structured process for reporting and resolving workplace grievances in a fair, transparent, and confidential manner, while ensuring protection against retaliation.
Other than Permanent Employees	Yes	

7. Membership of Employees and worker in association(s) or unions recognized by the listed entity.

   Manappuram Finance Limited does not recognize any employee unions or associations. None of our employees are part of any employee union or association.

8. Details of training given to employees and workers:

Category	FY (2025-26)					PY (2024-25)				
	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	18008	17967	99.77%	18000	99.96%	23890	22554	94.41%	22049	92.29%
Female	9240	9236	99.96%	9227	99.86%	8956	8484	94.73%	8532	95.27%
Other	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Total	27248	27203	99.83%	27227	99.92%	32846	31038	94.50%	30581	93.10%
Workers										
Male	0	0	0 %	0	0 %	0	0	0 %	0	0 %
Female	0	0	0 %	0	0 %	0	0	0 %	0	0 %
Other	0	0	0 %	0	0 %	0	0	0 %	0	0 %
Total	0	0	0 %	0	0 %	0	0	0 %	0	0 %

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

Category	FY (2025-26)			PY (2024-25)		
	Total (A)	No. (B)	% (B / A)	Total (D)	No. (E)	% (E / D)
Employees						
Male	18008	9024	50.11%	23890	11665	48.83%
Female	9240	5044	54.59%	8956	4962	55.40%
Other	0	0	0.00%	0	0	0.00%
Total	27248	14068	51.63%	32846	16627	50.62%
Workers						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Other	0	0	0	0	0	0
Total	0	0	0%	0	0	0%

10. Health and safety management system:

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

Yes

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

The Company employs a structured process to identify work-related hazards and assess associated risks across its branch network. On a routine basis, periodic inspections are conducted using a Security and Branch Ambience Checklist, covering branch infrastructure, customer service areas, security arrangements, housekeeping standards, and the availability of essential facilities for employees and customers. These inspections are carried out by the Administration and Facilities teams, enabling timely identification of potential risks and the initiation of appropriate corrective and preventive measures to maintain a safe and secure working environment.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks?

Yes

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?

Yes

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

Not Applicable.

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

Manappuram Finance Limited ensures a safe and healthy working environment across its offices and branch network through a set of structured measures. Periodic inspections and reviews are conducted by the Administration and Facilities teams to identify potential hazards and initiate timely corrective and preventive actions. Physical safety measures encompass the maintenance of clean and hygienic premises, installation and upkeep of adequate fire safety equipment, emergency preparedness protocols, secure office and branch environments, and regular maintenance of all facilities and infrastructure. In addition, awareness of workplace safety, personal health, and employee wellness is disseminated to employees through internal communication channels, fostering a culture of safety and well-being across the organisation.

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

	FY (2025-26)			PY (2024-25)		
	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	0	0	-	1	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	0 %
Working Conditions	0 %

Note: Not Applicable

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.

No significant safety-related incidents requiring corrective action were reported during FY 2025-26. The Company conducts regular assessments of workplace safety and working conditions through its Security and Branch Ambience Checklist, enabling proactive identification of potential risks before they escalate. Observations or gaps identified during these reviews are addressed promptly through appropriate corrective and preventive measures, with individual branches responsible for implementing the prescribed safety standards and ensuring compliance with established guidelines. This systematic monitoring process supports continuous improvement in health and safety practices, maintaining a safe and secure environment for employees, customers, and other stakeholders.

L: Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

   A. Employees (Y/N)

   Yes. In the event of the death of an employee, the Company extends the following compensatory benefits to the nominee or legal heir of the deceased:

   1. Gratuity: Payable to the nominee or legal heir in accordance with the Payment of Gratuity Act, 1972.
   2. Provident Fund Settlement: The accumulated Provident Fund corpus — comprising both employee and employer contributions — is settled and paid to the registered nominee.
   3. Employee Deposit Linked Insurance (EDLI): A statutory life insurance benefit under the Employees' Provident Fund and Miscellaneous Provisions Act, 1952, under which a lump-sum amount is paid to the nominee upon the death of the employee.
   4. Group Insurance: A group life insurance policy under which the sum assured is paid to the nominee upon the death of the employee.
   5. Group Personal Accident (GPA) Insurance: Provides compensation to the nominee or legal heir in the event of accidental death of the employee.

   B. Workers (Y/N).

   No

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

Manappuram Finance Limited prioritises statutory compliance across its value chain through a structured vendor onboarding and evaluation process, which includes a thorough review of a vendor's historical compliance with applicable statutory and regulatory obligations. As part of this process, prospective vendors are required to submit relevant documentation — such as GST registration, PAN, EPF and ESI registration details, and past compliance records — prior to engagement. This pre-engagement review ensures that the Company engages only with value chain partners that demonstrate verifiable adherence to legal and statutory requirements.

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

   Not Applicable.

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/ NA)

   No

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Working Conditions	0%
Health & Safety Practices	0%

Note: Manappuram Finance Limited did not conduct assessments of our value chain partners during the reporting period.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

   Not Applicable.

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

E: Essential Indicators

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

   Manappuram Finance Limited follows a structured and ongoing process to identify its key stakeholder groups. This process begins with a detailed analysis of the Company's business operations to map all individuals and entities impacted by, or having an interest in, its activities. The Company's primary stakeholder groups comprise shareholders and investors, employees, customers, business partners, suppliers, local communities, and government and regulatory bodies.

   Through continuous engagement and periodic assessment, the Company remains responsive to evolving stakeholder expectations and concerns. This structured approach enables the Company to manage stakeholder relationships effectively, mitigate associated risks, promote sustainable business practices, and deliver long-term value to all stakeholders.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

S. No	**Stakeholder Group**	**Whether identified as Vulnerable & Marginalised Group**	**Channels of communication**		**Frequency of engagement (Annually/ Half yearly/Quarterly/ others - please specify)**	**Purpose and scope of engagement including key topics and concerns raised during such engagement**
1	Shareholders and Investors	No	SMS	Email, Newspaper, Website, Post	Quarterly	- To provide updates on financial performance, corporate governance developments, and material events affecting the Company. - To convene Annual General Meetings and other statutory or extraordinary general meetings as required under applicable regulations.
2	Employees	No	SMS	Email, Website	As Required	- To communicate organisational updates, policy changes, and strategic developments relevant to employees. - To facilitate performance reviews, training communications, and operational directives.

S. No	Stakeholder Group	Whether identified as Vulnerable & Marginalised Group	Channels of communication		Frequency of engagement (Annually/ Half yearly/Quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
3	Customers	No	SMS	Email, Newspaper, Website, Post	As Required	- To communicate new and revised loan product offerings and financial schemes. - Interest rate changes - To issue payment due date reminders, auction-related intimations, and other statutory communications.
4	Business Partners	No	Website	Email	As Required	- To communicate organisational updates, partnership developments, and relevant business information.
5	Suppliers	No	Other	Email	As Required	- To facilitate procurement processes, including issuance of purchase orders, quotation requests, and payment confirmations.
6	Local Communities	Yes	Website	Social Media Post	As Required	- To apprise local communities of the Company's CSR initiatives, social programmes, and associated community benefits. - To gather feedback from community leaders and members on the effectiveness and reach of ongoing and planned initiatives. - To address and resolve grievances raised by local communities in a timely and transparent manner.
7	Government and Regulators	No	Other	Email, Post	As Required	- To submit statutory compliance reports, returns, and filings within prescribed timelines. - To obtain requisite regulatory approvals and respond to regulatory notifications and enquiries.

L: Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

   Manappuram Finance Limited has established structured processes to facilitate meaningful consultation between its stakeholders and the Board on economic, environmental, and social matters. Stakeholder consultations are conducted through multiple channels, including meetings, surveys, feedback mechanisms, and dedicated stakeholder forums, enabling stakeholders to communicate their views, concerns, and recommendations to the management.

   Feedback gathered through these consultations is systematically documented and reported to the Board through structured reporting mechanisms. These reports include regular updates on stakeholder engagement activities, key topics raised, and actions taken in response. Such reporting ensures that the Board remains informed of stakeholder expectations and concerns, enabling it to integrate these insights into strategic decision-making.

   The Company recognises that maintaining continuous and transparent dialogue with stakeholders strengthens trust, supports responsible business practices, and enhances long-term sustainability outcomes.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No).

   No

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

   Manappuram Finance Limited remains committed to fostering inclusive and sustainable development through active engagement with vulnerable, underserved, and marginalised stakeholder groups. The Company's approach centres on understanding the unique needs and challenges of these communities and implementing targeted interventions that contribute to their socio-economic empowerment and overall well-being. During FY 2025-26, the Company undertook the following key initiatives:

   1. Community Needs Assessment

      Conducted structured surveys, field assessments, and stakeholder consultations in underserved communities to identify priority needs and areas requiring intervention, thereby ensuring that development initiatives are responsive and impactful.

   2. Stakeholder Collaboration

      Partnered with local community leaders, non-governmental organisations (NGOs), self-help groups, and grassroots institutions to co-create and implement solutions addressing critical social, educational, healthcare, and livelihood challenges.

   3. Impact Assessment and Community Feedback

      Established feedback mechanisms and community engagement platforms to assess the effectiveness of ongoing initiatives, monitor outcomes, and incorporate stakeholder inputs into programme design and implementation.

   4. Educational Support

      Facilitated access to quality education through the provision of scholarships, educational materials, digital learning resources, and academic support for students from economically weaker and socially disadvantaged backgrounds.

   5. Healthcare Access and Awareness

      Organised free medical camps, health screening programmes, awareness campaigns, and preventive healthcare initiatives aimed at improving access to essential healthcare services for underserved communities.

   6. Skill Development and Vocational Training

      Implemented skill development programmes in areas such as tailoring, computer literacy, nursing, automotive technology, entrepreneurship, and financial literacy to enhance employability and income-generation opportunities.

   7. Infrastructure Development

      Supported the development and improvement of community infrastructure, including sanitation facilities, drinking water systems, educational infrastructure, community halls, and multipurpose centres, thereby enhancing the quality of life in rural and semi-urban areas.

   8. Emergency Relief and Rehabilitation

      Extended timely support during natural calamities and local emergencies through the distribution of food, essential supplies, medical assistance, and rehabilitation support for affected families and communities.

   9. Women Empowerment

      Promoted the socio-economic empowerment of women through support for self-help groups, entrepreneurship development programmes, financial inclusion initiatives, livelihood support, and skill enhancement activities.

   10. Livelihood Enhancement

       Facilitated sustainable livelihood opportunities by providing financial assistance, tools, training, market linkages, and capacity-building support to small entrepreneurs, artisans, farmers, and other economically vulnerable groups.

       Through these initiatives, Manappuram Finance Limited affirms its commitment to inclusive growth and community development. The Company remains focused on aligning its programmes with the evolving needs of vulnerable stakeholder groups and contributing to a more equitable and sustainable society.

PRINCIPLE 5: Businesses should respect and promote human rights

E: Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY (2025-26)			PY (2024-25)		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	23984	22884	95.44%	24650	23562	95.59%
Other than permanent	3264	3143	96.74%	8196	7789	95.03%
Total Employees	27248	26027	95.60%	32846	31351	95.45%
Workers						
Permanent	0	0	0 %	0	0	0 %
Other than permanent	0	0	0 %	0	0	0 %
Total Workers	0	0	0 %	0	0	0 %

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

Category	FY (2025-26)					PY (2024-25)				
	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	23984	10998	45.86%	12986	54.14%	24650	16417	66.60%	8233	33.40%
Male	15993	7501	46.90%	8492	53.09%	18072	11578	64.07%	6494	35.93%
Female	7991	3497	43.76%	4494	56.23%	6578	4839	73.56%	1739	26.44%
Other	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Other than Permanent	3264	2982	91.36%	282	8.63%	8196	1166	14.23%	7030	85.77%
Male	2015	1790	88.83%	225	11.16%	5818	763	13.11%	5055	86.89%
Female	1249	1192	95.43%	57	4.56%	2378	403	16.95%	1975	83.05%
Other	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Workers										
Permanent	0	0	0 %	0	0 %	0	0	0 %	0	0 %
Male	0	0	0 %	0	0 %	0	0	0 %	0	0 %
Female	0	0	0 %	0	0 %	0	0	0 %	0	0 %
Other	0	0	0 %	0	0 %	0	0	0 %	0	0 %
Other than Permanent	0	0	0 %	0	0 %	0	0	0 %	0	0 %
Male	0	0	0 %	0	0 %	0	0	0 %	0	0 %
Female	0	0	0 %	0	0 %	0	0	0 %	0	0 %
Other	0	0	0 %	0	0 %	0	0	0 %	0	0 %

3. a. Details of remuneration/salary/wages: Median remuneration / wages:

	Male		Female		Other	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7	5150000	3	4860000	0	-
Key Managerial Personnel	4	13487624.33	2	25729237.45	0	-
Employees other than BoD and KMP	18004	324284.59	9238	253523.595	0	-
Workers	-	-	-	-	-	-

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

	FY (2025-26)	PY (2024-25)
Gross wages paid to females (Gross wages paid to females as % of total wages)	27.24%	21.91%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

   Yes

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

   Manappuram Finance Limited has established structured internal mechanisms to redress grievances relating to human rights and to ensure a fair, respectful, and inclusive working environment. The key frameworks in place are as follows:

   Prevention of Sexual Harassment (POSH): The Company has constituted Internal Complaints Committees (ICCs) at its Registered Office and regional locations in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Employees may submit complaints in writing or through a dedicated email channel. All complaints are handled with strict confidentiality, investigated impartially, and resolved in accordance with the provisions of the Act. Recommendations of the ICC are duly implemented, and an appeal mechanism is available as prescribed under the law.

   Employee Grievance Redressal: The Company has a formal Employee Grievance Redressal Policy that enables employees to raise workplace concerns through a structured escalation process. Employees are encouraged to first approach their reporting manager; unresolved matters may be escalated to the HR Grievance Officer through the internal grievance portal. All grievances are reviewed, investigated, and resolved within defined timelines, with further escalation to senior management where warranted.

   Together, these mechanisms reflect the Company's commitment to upholding human rights, ensuring equal opportunity and dignity in the workplace, and providing all employees with access to a transparent and effective grievance redressal process.

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

	FY (2025-26)			PY (2024-25)		
	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	7	0	-	5	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	-	-	-	-	-	-

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

	FY (2025-26)	PY (2024-25)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	7	5
Complaints on POSH as a % of female employees / workers	0.08%	0.06%
Complaints on POSH upheld	0	0

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

   Manappuram Finance Limited has established structured safeguards to protect employees who report cases of discrimination or harassment from retaliation, victimisation, or any other adverse professional consequences. These safeguards are grounded in a confidentiality framework aligned with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, and the Company's internal policies.

The identity of the complainant, respondent, and witnesses; the contents of the complaint; inquiry proceedings; and the recommendations of the Internal Complaints Committee (ICC) are treated as strictly confidential. This information is disclosed only to authorised personnel directly involved in the investigation and resolution process. Any communication relating to the outcome of a case, where required, is shared without disclosing the identity of the individuals concerned.

Any breach of confidentiality or retaliatory action against a complainant, witness, or any person associated with the proceedings is treated as a serious infraction and will attract disciplinary action in accordance with the Company's policies and applicable laws.

Through these measures, the Company ensures that employees are empowered to raise concerns without fear of retaliation, victimisation, or adverse professional consequences, thereby fostering a safe, respectful, and inclusive workplace.

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

   No

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities orthird parties)
Child labour	0 %
Forced/involuntary labour	0 %
Sexual harassment	0 %
Discrimination at workplace	0 %
Wages	0 %

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

    Not Applicable.

L: Leadership Indicators

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

   During FY 2025-26, no business processes required modification as a result of human rights grievances or complaints. Manappuram Finance Limited has, however, established structured mechanisms to receive, assess, and address human rights-related concerns in a fair and timely manner. Employees have access to multiple grievance reporting channels, and all complaints are reviewed by the relevant committee or designated authority in accordance with the Company's policies and applicable legal requirements. Where warranted, appropriate corrective and preventive actions are implemented to address identified concerns and strengthen existing practices. The Company remains committed to the ongoing review of its processes to uphold and promote human rights across all its operations.

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

   During FY 2025-26, Manappuram Finance Limited did not undertake a formal standalone Human Rights Due Diligence exercise. However, the Company integrates human rights considerations into its governance and people management practices through its Code of Conduct, Prevention of Sexual Harassment (POSH) Policy, Employee Grievance Redressal Policy, Equal Opportunity Policy, and other applicable HR policies. Adherence to these policies is monitored through established internal processes, grievance redressal mechanisms, and periodic reviews, collectively aimed at upholding a safe, inclusive, and respectful working environment across the Company's operations.

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?

   No

4. Details on assessment of value chain partners:

   Not Applicable.

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

   Not Applicable.

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:

	Units	FY (2025-26)	PY (2024-25)
From renewable sources			
Total electricity consumption (A)	Gigajoule (GJ)	410.02	111.36
Total fuel consumption (B)	Gigajoule (GJ)	-	-
Energy consumption through other sources ©	Gigajoule (GJ)	-	-
Total energy consumed from renewable sources (A+B+C)	**Gigajoule (GJ)**	**410.02**	**111.36**
From non-renewable sources			
Total electricity consumption (D)	Gigajoule (GJ)	66587.24	71430.44
Total fuel consumption (E)	Gigajoule (GJ)	2054.35	1803.19
Energy consumption through other sources (F)	Gigajoule (GJ)	-	-
Total energy consumed from non- renewable sources (D+E+F)	**Gigajoule (GJ)**	**68641.59**	73233.63
Total energy consumed (A+B+C+D+E+F)	**Gigajoule (GJ)**	**69051.62**	73344.99
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	Gigajoule (GJ)/ Crore	9.03	10.62
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	Gigajoule (GJ)/ Million	18.38	21.94
Energy intensity in terms of physical output			-
Energy intensity (optional) – the relevant metric may be selected by the entity			-

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.

   No.

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

Parameter	FY (2025-26)	PY (2024-25)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	327596.58 KL	398104.34 KL
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	**327596.58 KL**	**398104.34 KL**
Total volume of water consumption (in kilolitres)	**65519.32 KL**	**79620.87 KL**
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	8.57 KL/ INR Crore	11.53 KL/ INR Crore
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	17.44 KL/ Million USD	23.14 KL/ Million USD
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Water withdrawal and consumption figures have been estimated based on National Building Code (NBC) standards for all office locations. The Company intends to establish processes to capture actual metered readings for water withdrawal going forward.

4. Provide the following details related to water discharged:

Parameter	FY (2025-26)	PY (2024-25)
Water discharge by destination and level of treatment (in kilolitres)		
(i) Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Third party water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Seawater / desalinated water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	262077.26	318483.47
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	**262077.26**	**318483.47**

Note: Water discharge figures have been estimated based on National Building Code (NBC) standards for all office locations. The Company intends to establish processes to capture actual metered readings for water discharge going forward.

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

Not Applicable.

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

Not Applicable.

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

Parameter	Unit	FY (2025-26)	PY (2024-25)
Total Scope 1 Emissions	TCO2e	209.27	128.07
Total Scope 2 Emissions	TCO2e	13132.48	14424.98
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	TCO2e/ Crore	1.75	2.11
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	TCO2e/ Million	3.55	4.35
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-		-
Total Scope 1 and Scope 2 emission intensity (optional) the relevant metric may be selected by the entity	-		-

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

Manappuram Finance Limited is dedicated to reducing Greenhouse Gas (GHG) emissions through multiple strategic initiatives:

1. **Solar Electrification:** The Company has installed solar power systems at its head offices to reduce reliance on purchased electricity. During FY 2025-26, the Company consumed 113,895.8 kWh of solar power.
2. **Electric Vehicle Fleet:** The Company is progressively transitioning its vehicle fleet to electric vehicles (EVs), resulting in an estimated reduction of 14,590 $kgCO_2e$ in emissions during FY 2025-26.

Together, these initiatives demonstrate the Company's commitment to environmental sustainability and its objective of mitigating climate change impacts across its operations and workforce.

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

Parameter	FY-2026	FY-2025
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.76	0.66
E-waste (B)	69.18	0
Bio-medical waste ©	0	0
Construction and demolition waste (D)	0	1.04
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non- hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	16.78	1.97
Total (A+B+C+D+E+F+G+H)	**86.73**	**3.68**
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0113 MT/ Crore	0.0005 MT/ Crore
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.023 MT/ Million	0.0011 MT/ Million
Waste intensity in terms of physical output	-	-
Waste intensity (optional) the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Recycled	-	-
Re-used	-	-
Other recovery operations	-	-
Total	**-**	**-**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Incineration	-	-
Landfilling	-	-
Other disposal operations	86.73	3.68
Total	**86.73**	**3.68**

Note: The waste data provided pertains solely to the head office of Manappuram Finance Limited.

10: Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Manappuram Finance Limited prioritises sustainable waste management across its operations. The Company's key waste management practices are as follows:

- Plastic Waste Management: Plastic waste generated at the Company's head offices is collected and sent to accredited third-party recyclers to ensure environmentally responsible recycling and disposal.
- E-waste Management: The Company follows stringent protocols for e-waste disposal. Prior to disposal, all hard drives are securely removed to protect data privacy, and the e-waste is handed over to authorised third-party recyclers for safe processing and disposal in compliance with applicable regulations.
- Septic Waste Treatment: The Company's premises are equipped with a Sewage Treatment Plant (STP) to treat septic waste efficiently, ensuring compliance with environmental norms and preventing contamination of natural water bodies.

As a financial services organisation, the use of hazardous or toxic chemicals in the Company's operations is minimal. Nevertheless, the Company remains committed to mitigating any potential risks through strict procurement controls and safe disposal practices wherever applicable.

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

Not Applicable.

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

Not Applicable.

13: Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes

Leadership Indicators

1: Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information: (i) Name of the area (ii) Nature of operations (iii) Water withdrawal, consumption and discharge in the following format:

Not Applicable.

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

Not Applicable.

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

Not Applicable.

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

Sr No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Adoption of Renewable Energy	Implementation of solar electrification at head office locations.	Achieved 113 MWh of renewable energy consumption, reducing dependence on conventional energy sources.
2	Energy Efficiency Measures	Continuous monitoring and optimization of energy use within operations.	Achieved a 14.9% reduction in energy intensity per unit of revenue, enhancing operational efficiency.
3	Emission Reduction Initiatives	Implementation of energy efficiency improvements and clean energy usage through solar panel installation and adoption of electric vehicles.	Achieved a 17.11% reduction in Scope 1 and Scope 2 emission intensity per rupee of turnover, contributing to decarbonisation efforts.
4	Transition to Electric Vehicles	Phasing out of fossil fuel vehicles and transitioning to electric vehicles within the operational fleet.	Electric vehicles travelled 124,143 kilometres, resulting in an estimated 14,590 kgCO_2e in emissions savings.

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

   Yes. Manappuram Finance Limited has established a Business Continuity and Disaster Management Plan that encompasses critical processes across various departments. These include Gold Loan Sales and Collection, Branch Operations, IT, Accounts and Finance, Electronic Security, and other loan operations at its head office, corporate offices, and field locations. The policy mandates compliance for all personnel to mitigate operational risks, protect assets, and uphold the Company's reputation during disruptions. A BCM Steering Committee provides strategic oversight and ensures policy adherence; a BC Manager coordinates plan development, testing, and reporting; and designated Business Continuity Plan (BCP) Owners, supported by BC Champions, oversee implementation within each service area. The Committee conducts annual reviews to address significant changes and emerging risks.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

   Not Applicable

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

   Not Applicable

8. How many Green Credits have been generated or procured:
   a. By the listed entity
   b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners

   Not Applicable

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

E: Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

   4

   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	Finance Industry Development Council	National
2	Federation of Indian Chambers of Commerce and Industry	National
3	Confederation of Indian Industry	National
4	Thrissur Management Association	State

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

   No instances of anti-competitive conduct were reported against the Company during FY 2025-26, and no adverse orders were issued by any regulatory or competition authority in this regard. Accordingly, no corrective action was required or undertaken.

Leadership Indicators

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

   Not Applicable.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

S. No	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency	Results communicated in public domain	Relevant Web link
1	Promotion of health care - As part of its healthcare initiatives, Manappuram operates a fleet of seven ambulances serving the districts of Thrissur and Ernakulam. The fleet includes five specialized NICU/PICU ambulances that are primarily deployed for the transfer of critically ill newborns, infants, and children requiring advanced medical attention. These ambulances are equipped with specialized life-support equipment and supported by trained healthcare professionals to ensure appropriate care during transportation. In addition, the Company operates one ICCU ambulance equipped to handle the transfer of patients requiring critical and intensive care support. The fleet also includes a non-ICU ambulance, which is utilized for routine patient transfers and emergency transportation that does not necessitate intensive care facilities. The initiative commenced with the acquisition of the first ambulance in 2016. Subsequently, in 2021, the fleet was significantly expanded through the addition of five ambulances, reflecting the Company's commitment to enhancing emergency healthcare services and strengthening medical support infrastructure in the region. This expansion enabled the Company to respond more effectively to the growing demand for reliable and specialized ambulance services.	-	-	Yes	No	-

S. No	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency	Results communicated in public domain	Relevant Web link
2	Promotion of Healthcare – Development of Gym, Fitness, Yoga, Swimming Pool and Mahima Counselling Centre As part of its commitment to promoting preventive healthcare, physical fitness, mental well-being, and community development, a range of wellness and recreational facilities have been established at Valapad and Thrissur. These initiatives are designed to improve the overall quality of life of the community by providing access to professional counselling services, fitness infrastructure, sports facilities, swimming training, and yoga-based wellness programmes. A key component of this initiative is the Mahima Counselling Centre, located at Valapad in Thrissur district, a coastal fishing village where a significant proportion of the population belongs to economically and socially marginalised sections of society. The Centre adopts a holistic approach to addressing psychological, developmental, educational, and behavioural challenges faced by individuals across different stages of life. It provides a broad spectrum of professional services, including psychological counselling, developmental assessments, speech and language support, educational guidance, career counselling, and mental health interventions. The Centre caters to diverse groups ranging from children with developmental and learning difficulties to adolescents requiring educational and career guidance, as well as adults seeking support for emotional well-being and mental health management. Through these services, the Centre aims to improve mental health awareness, strengthen emotional resilience, and provide accessible professional support to underserved communities. To encourage healthy lifestyles and physical fitness, a premium fitness centre has been established at Valapad, equipped with modern branded fitness equipment and managed by qualified fitness professionals. The facility offers personalized fitness programmes tailored to the specific needs and fitness levels of individuals. Members undergo initial assessments to determine their health and fitness status, based on which customized exercise plans are developed. The centre also provides personal training sessions, periodic fitness evaluations, and wellness guidance to help individuals achieve their health goals. In addition to advanced fitness equipment, the facility includes amenities such as relaxation lounges, shower facilities, and	-	-	Yes	No	-

S. No	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency	Results communicated in public domain	Relevant Web link
	steam rooms, creating a comprehensive fitness and wellness environment. The Manappuram Aquatic Complex operates at Valapad, providing access to quality swimming and aquatic training facilities for the local community. The complex features a well-maintained swimming pool measuring 25 metres in length and 12 metres in width, designed to accommodate recreational swimming, skill development, and structured training programmes. Coaching is provided by internationally certified trainers who offer swimming instruction to individuals of all age groups. Special attention is given to inclusivity through programmes designed for differently abled individuals, enabling them to benefit from aquatic activities and therapeutic exercises. The facility is supported by adequate infrastructure, including hygienic amenities and parking facilities, ensuring a safe and comfortable experience for users. In furtherance of its objective of promoting holistic wellness, Yoga Centres at Thrissur and Valapad offer structured yoga training programmes for participants across all age groups and skill levels. The centres provide instruction in various disciplines of yoga, including Hatha Yoga, Ashtanga Yoga, Vinyasa Yoga, and Pranayama, under the guidance of certified yoga practitioners. These programmes are designed to enhance physical health, improve flexibility and strength, reduce stress, and promote mental and emotional well-being. By creating awareness of the benefits of yoga and encouraging regular practice, the centres contribute to the development of healthier and more balanced lifestyles. To promote sports participation and encourage active living among youth and adults, a Badminton Court at Painoor, Valapad, was established in 2022. The facility provides a dedicated venue for training, practice, and recreational play, catering to beginners, intermediate learners, and advanced players. Professional coaching programmes are offered through both group and individual training sessions, ensuring personalized attention and skill development. The facility operates throughout the day and is supported by adequate parking and well-maintained amenities, making it accessible and convenient for community members. Through these integrated initiatives, a sustainable ecosystem for physical fitness, mental wellness, sports development, and preventive healthcare has been developed.					

S. No	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency	Results communicated in public domain	Relevant Web link
3	Promotion of health care - As part of its commitment to strengthening healthcare infrastructure and improving access to quality medical services, Manappuram Finance Limited, through its CSR initiative, has supported the expansion of MaCare Diagnostics, a network of polyclinics operating across Kerala. MaCare is dedicated to providing comprehensive diagnostic, radiology, and laboratory services through the use of advanced medical technologies and modern healthcare systems. The centres are equipped with state-of-the-art diagnostic and imaging facilities, enabling accurate and timely medical assessments. In addition to diagnostic services, MaCare offers a wide range of specialty and super-specialty healthcare services, ensuring that patients have access to quality medical consultation and treatment under one platform. To enhance accessibility and convenience, the centres provide both walk-in consultations and online video consultation services, supported by an integrated online pharmacy for seamless healthcare delivery. With a presence across the districts of Thrissur and Ernakulam, MaCare serves a diverse patient population, contributing to improved healthcare accessibility and patient outcomes. Through the expansion of these facilities, the Company ensures the availability of affordable and quality healthcare services, promotes early diagnosis and preventive healthcare, and supports the overall well-being of the communities it serves.	-	-	Yes	No	-
4	Promotion of Quality Education - As part of this commitment, the Company has supported educational institutions such as Manappuram Public School (MPS) and MaGeet School, with the objective of providing accessible, high-quality education in rural areas. These institutions were established to address the growing need for quality schooling in regions such as Valapad and Thrissur, where access to advanced educational infrastructure may be limited. Beyond academic excellence, the schools focus on the overall development of students by fostering intellectual, emotional, social, and ethical growth, thereby preparing them to become responsible and capable members of society.	-	-	Yes	No	-

S. No	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency	Results communicated in public domain	Relevant Web link
5	Promotion of Quality Education - Recognizing the importance of skill development in enhancing employability and supporting economic progress, the Company has also invested significantly in vocational training and skilling initiatives through its Corporate Social Responsibility (CSR) programmes. These initiatives aim to bridge the gap between industry requirements and workforce capabilities, particularly among rural youth. The Company has supported several large-scale skilling projects in Valapad, focusing on providing industry-relevant training and creating sustainable livelihood opportunities. One such initiative, implemented in collaboration with the Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY), provides market-oriented vocational training to rural youth, enhancing their employability and facilitating access to meaningful employment opportunities. The MAIAM Project focuses on automotive skill development, equipping participants with technical competencies required in the automotive industry and also provides the welding technician courses. The MAIAM Project ensures 100% placement for all programme participants. The MASKILL Project is dedicated to nursing and healthcare training, preparing individuals for careers in the healthcare sector and contributing to the availability of skilled healthcare professionals. Logistics, Supply Chain Management, and Fashion Design courses are also offered through the MASKILL Project.	-	-	Yes	No	-
6	Promotion of Quality Education – To further support students pursuing professional and higher education opportunities, the Company has established the Manappuram Academy of Professional Education (Ma Campus). Since its inception in 2013, the academy has been providing specialized coaching for professional qualifications, including CA Foundation, CA Intermediate, CA Final, CS and CMA courses. Operating through centres at Valapad, Thrissur, and Palakkad, the academy supports students in achieving professional excellence and building successful careers in finance and accounting. In addition, the Manappuram Academy for Entrance Coaching offers comprehensive preparation programmes for competitive examinations such as NEET, IIT-JEE, NIT, IIIT, and other prestigious entrance examinations. The programme assists aspiring students in gaining admission to leading medical, engineering, and science institutions, including premier institutes such as IISc, IISER, and NISER. Through structured coaching, expert guidance, and academic support, the initiative seeks to expand educational opportunities and enable students to pursue higher education in their chosen fields.	-	-	Yes	No	-

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

   Not Applicable.

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

   Manappuram Finance Limited is committed to the well-being of the communities it serves and maintains structured grievance redressal mechanisms accessible through the channels described below:

   1. **In-person Reporting:** Community members may directly visit the Company's office locations, where trained staff are available to address their concerns promptly and efficiently.
   2. **Community Outreach Teams:** Dedicated community outreach teams engage with local communities through regular field visits to identify, document, and facilitate the resolution of grievances.
   3. **Digital Platforms:** Grievances may be reported through the Company's official social media channels, which are actively monitored to ensure timely response and resolution.
   4. **Customer Relations Teams:** Dedicated customer relations teams handle grievances received through designated contact points, ensuring prompt and satisfactory resolution.
   5. **Toll-Free Helpline:** The Company provides a toll-free helpline for reporting grievances, supported by a dedicated team that prioritises and addresses each complaint in a timely manner.

   All grievances received through these channels are thoroughly investigated, and appropriate corrective actions are taken to resolve them in a fair, transparent, and timely manner. The Company values community feedback and remains committed to the continuous enhancement of its grievance redressal services in response to community needs and expectations.

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

	FY (2025-26)	PY (2024-25)
Directly sourced from MSMEs/ small producers	38 %	16 %
Sourced directly from within the district and neighbouring districts	41 %	51 %

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost:

Location	FY (2025-26)	PY (2024-25)
Rural	24.72%	26.32%
Semi-urban	26.94%	25.72%
Urban	31.77%	31.95%
Metropolitan	16.58%	16.01%

L: 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

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

   Not Applicable.

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

      Not Applicable.

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 Applicable.

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.

6. Details of beneficiaries of CSR Projects:

S. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	MaCare Diagnostics	289970	100%
2	Ambulance	1595	50%
3	Gym, Badminton, Yoga, and Mahima Swimming Pool	9505	100%
4	Medical Assistance and Donations for Individuals with Ailments	285	100%
5	Mukundapuram and MaGeet Schools	1732	80%
6	Skilling Programmes – MASKILL, MAIAM, and DDU-GKY	156	60%
7	Higher Education Coaching – CA/CS/CMA and Entrance Examinations (MaCampus and MaAcademy)	724	85%
8	Community Development Programmes and Housing Support	15	100%

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

E: Essential Indicators

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

   Manappuram Finance Limited fosters a customer-centric culture with the objective of maintaining stakeholder trust and satisfaction. The Company takes all reasonable measures to resolve genuine customer concerns. Excellent customer service strengthens the Company's reputation and supports customer retention, which is essential for sustainable growth in a competitive and liberalised financial environment.

   The Customer Grievance Cell (CGC) maintains an effective grievance redressal mechanism, which is integral to the growth and development of the Company. Root cause analyses are conducted to understand the nature of complaints received and to identify underlying causes, thereby facilitating systemic improvement. The Company accords the highest priority to meeting all applicable regulatory requirements.

   The Company's grievance redressal mechanism encompasses the following key steps:

   - Complaint Registration: Complaints are received through multiple channels, including the Call Centre, branch offices, the Company's website, QR codes, feedback links, telephone, walk-in visits, and post. All complaints are registered in the Company's grievance system and managed by the Customer Grievance Cell (CGC).
   - Immediate Action: The CGC provides support to customers and addresses their concerns in a timely and effective manner. All team members are trained to deliver a seamless and personalised customer experience.
   - Customer Feedback: The Company regularly monitors customer feedback and takes prompt action to address customer needs. The CGC escalates grievances to the relevant departments to ensure timely resolution, supported by clear performance metrics.

   All grievances are addressed within 20 days of receipt. The CGC provides regular reports to senior management and leverages data analysis to derive actionable insights into customer behaviour, preferences, and emerging needs. Additional information is available on the Company's policy page under "Mechanism for Dealing with Customer Complaints and Redressal."

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

   Not Applicable.

3. Number of consumer complaints in respect of the following

	FY (2025-26)		Remarks	PY (2024-25)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	2	0	All pending complaints are resolved as on date	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	1972	19	All pending complaints are resolved as on date	2649	50	All pending complaints are resolved in FY 26
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	1	0	-
Other	12166	117	All pending complaints are resolved as on date	12177	306	All pending complaints are resolved in FY 26

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

   Not Applicable.

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

   Yes. Manappuram Finance Limited has established a comprehensive cybersecurity and data privacy policy framework. The key constituent policies are listed below and are also accessible on the Company's policies page at: https://www.manappuram.com/policies-codes.

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.

   Manappuram Finance Limited has established corrective action protocols to address issues relating to advertising standards, delivery of essential services, cybersecurity, and data privacy of customers, as well as penalties or actions initiated by regulatory authorities. The key corrective measures adopted by the Company are as follows:

   1. Employee Training and Awareness: Regular training programmes are conducted to ensure that employees remain well-informed on compliance requirements and best practices in service delivery, cybersecurity, and data privacy. Where instances of non-compliance are identified, formal warnings are issued and targeted retraining is provided to the employees concerned, with the objective of preventing recurrence.

   2. Disciplinary Actions: For serious complaints or repeated offences, the Company initiates appropriate disciplinary proceedings, which may include transfer, suspension, demotion, or such other sanctions as are warranted by the severity of the matter.

   Collectively, these measures enable the Company to uphold high standards of service delivery, protect customer data and privacy, and maintain full compliance with all applicable regulatory requirements.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact	0
b. Percentage of data breaches involving personally identifiable information of customers	0%
c. Impact, if any, of the data breaches	There was no instance of data breaches in the reporting period.

L: Leadership Indicators

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

   Manappuram Finance Limited maintains an active presence across multiple digital platforms, including Facebook, Instagram, LinkedIn, X (formerly Twitter), YouTube, and ShareChat, as well as its official website. These channels are used to disseminate information on the Company's financial products and services, promotional offers, and important customer communications.

   The web-links for these platforms are as follows:

   - Facebook: https://www.facebook.com/ManappuramFinanceLimitedMAFIL
   - Instagram: https://www.instagram.com/manappuramofficial/?igsh=YXU3OGt0eHpuOW50
   - X (formerly Twitter): https://x.com/ManappuramMAFIL
   - LinkedIn: https://www.linkedin.com/company/manappuram-finance-limited/
   - Website: https://www.manappuram.com/
   - YouTube: https://www.youtube.com/@ManappuramFinanceLimited

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

   Manappuram Finance Limited prioritises consumer education and protection, empowering customers with the knowledge required to make informed financial decisions and safeguard their interests against unfair or deceptive practices. At the branch level, staff are equipped to provide comprehensive information about the Company's products and services, promoting safe and responsible usage.

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

   Manappuram Finance Limited prioritises customer awareness regarding the safe and responsible use of its products and services. The Company's key initiatives in this regard are as follows:

   1. Customer Consent Form: Consent forms are collected from customers prior to onboarding, ensuring that they are duly informed about the products and services being offered.
   2. Product Information Updates: Customers are regularly updated on product features, new offerings, and any changes to existing services.
   3. Website and Social Media: The Company's official website and social media channels are used to sensitise and educate customers about the safe and responsible usage of its financial products and services.
   4. Branch-Level Meetings: Monthly meetings are conducted at the branch level by Regional Managers to review product information and features, address customer service-related issues, and consider complaints, suggestions, and feedback received from customers.
   5. Product Details Display: Detailed information about the Company's products is displayed prominently at all branch locations.

   Manappuram Finance Limited has established structured mechanisms to ensure that customers are promptly informed of any potential disruptions or discontinuations of essential services. SMS alerts are sent to customers' registered mobile numbers, providing timely updates regarding application issues, system downtime, and any other service interruptions.

4. a. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)

   Yes.

   i. If yes, provide details in brief.

   Manappuram Finance Limited provides product information beyond mandated legal requirements, ensuring clarity, accessibility, and ease of understanding. Related initiatives are detailed under Principle 9 (Leadership Indicators).

4. b. 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

Independent Assurance Statement

Introduction and Engagement

Manappuram Finance Limited, hereinafter referred to as "Manappuram" or "the Company", appointed SustainEDGE Business Solutions Private Limited, hereinafter referred to as "SustainEDGE", to undertake an independent assurance engagement on the BRSR Core disclosures included in the Business Responsibility and Sustainability Report of the Company for the reporting period from 1 April 2025 to 31 March 2026.

The assurance engagement was conducted in accordance with the AA1000 Assurance Standard v3 (AA1000AS v3) as a Type 2 Moderate Assurance engagement. The procedures performed were designed to provide a limited level of assurance and were less extensive than those performed in a High-Level / Reasonable Assurance engagement.

The engagement also considered the applicable requirements of the Securities and Exchange Board of India's Business Responsibility and Sustainability Reporting framework and the BRSR Core disclosure requirements.

Intended Users and Use of this Assurance Statement

This Assurance Statement is intended for Manappuram's Board, management, shareholders, investors, regulators, lenders, employees, customers, suppliers, value chain partners and other stakeholders who use the Company's BRSR / Annual Report for FY 2025–26 to understand the reliability of the reported BRSR Core disclosures.

This statement is intended solely for inclusion in Manappuram's BRSR / Annual Report for FY 2025–26 and should be read together with the scope, criteria, limitations, exclusions, responsibilities and conclusion described herein.

Management's Responsibility

The management of Manappuram is responsible for the preparation and presentation of the Business Responsibility and Sustainability Report, including the BRSR Core disclosures for FY 2025–26.

Management is responsible for determining the reporting boundary, identifying applicable disclosures, selecting and applying appropriate reporting criteria, and establishing suitable systems, processes, controls and methodologies for the collection, calculation, consolidation, review and disclosure of sustainability-related information.

Management is also responsible for maintaining adequate records, calculations, assumptions, source documents, management information systems and supporting evidence to demonstrate the completeness, accuracy, consistency and reliability of the reported BRSR Core disclosures.

Management is also responsible for the design, implementation and maintenance of internal controls relevant to sustainability reporting and BRSR Core disclosures, and for providing complete and accurate data, explanations, assumptions, methodologies, confirmations and management representations required for the assurance engagement.

Scope and Boundary

The assurance engagement covered Manappuram's BRSR Core disclosures for FY 2025–26, forming part of the Company's BRSR / Annual Report. The assurance engagement included the following:

- Evaluation of Manappuram's adherence to the AA1000AS v3 principles of Inclusivity, Materiality, Responsiveness and Impact in relation to the agreed BRSR Core assurance scope.
- Review of BRSR Core sustainability performance disclosures reported by the Company.
- Verification of BRSR Core disclosures through sample-based testing of underlying records, management information systems, financial records, operational data and supporting documentation.
- Review of methodologies, assumptions, estimation techniques, calculation approaches, conversion factors, emission factors and consolidation processes adopted by management.
- Assessment of the reliability and quality of specified performance information covered within the agreed assurance scope.

The assurance engagement covered the following nine BRSR Core disclosure areas prescribed by SEBI:

- Greenhouse gas footprint
- Water footprint
- Energy footprint
- Embracing circularity
- Enhancing employee wellbeing and safety
- Enabling gender diversity in business
- Enabling inclusive development
- Fairness in engaging with customers and suppliers
- Openness of business

The reporting boundary covered Manappuram Finance Limited on a standalone basis for FY 2025–26, including the Company's offices, branches, corporate office and activities included within its defined BRSR reporting boundary.

The assurance procedures covered relevant environmental, social, procurement, finance, human resources, information technology and governance-related disclosures forming part of the BRSR Core parameters.

The subject matter of this engagement comprises the reliability and quality of Manappuram's BRSR Core disclosures for FY 2025–26, together with the Company's adherence to the AA1000AS v3 principles of Inclusivity, Materiality, Responsiveness and Impact in relation to the agreed assurance scope.

Assurance Standard and Reporting Criteria

The BRSR Core disclosures were evaluated with reference to the AA1000 Assurance Standard v3 (AA1000AS v3) as a Type 2 Moderate Assurance engagement, and the following reporting criteria:

- SEBI Business Responsibility and Sustainability Reporting framework
- BRSR Core requirements prescribed by SEBI
- Manappuram's internally adopted reporting criteria, definitions, assumptions, methodologies and calculation approaches for BRSR Core disclosures
- Applicable conversion factors, emission factors and calculation methodologies adopted by the Company for environmental and other quantitative indicators
- Financial, HR, payroll, procurement, IT, operational and management records made available by the Company during the engagement

Limitations and Exclusions

The procedures performed were limited in nature and were based on inquiry, analytical review, sample-based testing, review of supporting documents, management explanations and management representations. Accordingly, the procedures performed were less extensive than those performed in a High-Level / Reasonable Assurance engagement.

The assurance engagement was limited to the BRSR Core disclosures covered within the agreed scope of work for FY 2025–26. We did not perform assurance procedures on disclosures outside the agreed BRSR Core scope unless specifically included as part of the engagement.

Our procedures did not include assurance on forward-looking statements, targets, future commitments, projections, aspirations, strategy statements, expected performance or other prospective information disclosed by Manappuram.

This engagement did not constitute a statutory audit, financial audit, tax audit, legal compliance audit, certification of regulatory compliance, or technical certification of equipment, meters, monitoring devices, systems or operating infrastructure.

Financial information used for the purpose of BRSR Core assurance was relied upon based on records, schedules, explanations and, where applicable, audited financial statements provided by management.

Certain environmental disclosures, including water-related disclosures and selected energy, greenhouse gas and waste-related data points, were reviewed based on management-adopted estimation methodologies, assumptions, workings and supporting records made available during the engagement.

The assurance conclusion is based on the procedures performed, evidence reviewed, management explanations, email confirmations and the final management representation received from the Company. Responsibility for the preparation, presentation, accuracy, completeness and authenticity of the reported information and underlying records remains with the management of Manappuram.

Our Responsibility

Our responsibility is to express an independent moderate assurance conclusion, based on limited assurance procedures performed, on whether the BRSR Core disclosures covered under the agreed scope are prepared, in all material respects, in accordance with the applicable reporting criteria.

Our responsibility also includes evaluating Manappuram's adherence to the AA1000AS v3 principles of Inclusivity, Materiality, Responsiveness and Impact, as relevant to the agreed scope of this engagement.

We planned and performed the engagement to obtain sufficient and appropriate evidence to provide a moderate assurance basis for our conclusion. The procedures performed were based on professional judgement, assessment of materiality and consideration of risks of material misstatement in the reported BRSR Core disclosures.

Verification Methodology

SustainEDGE adopted a structured and risk-based assurance methodology to evaluate the reliability of the reported BRSR Core disclosures and the systems, processes and evidence supporting the reported information.

Materiality was considered in planning and performing the assurance procedures, including the nature, timing and extent of evidence-gathering activities.

The assurance procedures included:

- Review of Manappuram's BRSR Core reporting boundary, disclosure scope, definitions and reporting criteria.
- Discussions with management representatives and process owners from ESG / Sustainability, Finance, Human Resources, Administration, Procurement, Information Technology and relevant operational teams.
- Review of source documents, working files, calculations, management information, registers, invoices, utility records, payroll records, vendor records, financial schedules and supporting evidence.
- Sample-based testing and analytical review of selected quantitative and qualitative disclosures.
- Review and verification of the final employee wage-related workings, reconciliations, payroll records, gender classifications and location classifications relating to P5 E3(b) and P8 E5.
- Review of methodologies, assumptions, estimation techniques, conversion factors, emission factors, intensity calculations and management-adopted estimation methodologies for office and branch-level disclosures.
- Review of environmental, social, procurement, finance, IT and governance-related disclosures forming part of the BRSR Core parameters.
- Review of management explanations, reconciliations, confirmations, final management representation and consistency between reported disclosures and underlying records.

The engagement was conducted through online verification procedures, virtual discussions with relevant personnel, and desk-based review of information and documents shared electronically by the management of Manappuram.

Our Observations

Based on the procedures performed, Manappuram has established processes for collection, compilation, review and reporting of information relating to the BRSR Core parameters.

Environmental disclosures relating to greenhouse gas emissions, energy consumption, water withdrawal, water consumption, water discharge and waste management were supported by management-prepared workings, utility records, invoices, calculation sheets, management-adopted estimation methodologies, assumptions, confirmations and supporting evidence made available during the engagement.

Social disclosures relating to employee wellbeing, employee safety, gender diversity, wages paid to females and POSH-related information were supported by HR records, payroll-related information, insurance records, internal records, management confirmations and supporting documentation.

Disclosures relating to inclusive development, customer and supplier fairness, accounts payable, related party transactions and openness of business were supported by procurement records, finance records, vendor classifications, related party information, financial schedules, internal workings and management representations.

Based on the procedures performed, evidence obtained and management representations received, no material unresolved misstatement was identified in the BRSR Core disclosures covered under the agreed scope, subject to the limitations and exclusions described in this statement.

Our Conclusion

Based on the procedures performed and evidence obtained during the AA1000AS v3 Type 2 Moderate Assurance engagement, nothing has come to our attention that causes us to believe that the BRSR Core disclosures of Manappuram Finance Limited for the reporting period from 1 April 2025 to 31 March 2026, covered under the agreed scope of this engagement, have not been prepared, in all material respects, in accordance with the applicable SEBI BRSR Core requirements and the reporting criteria adopted by the Company.

We further conclude that, based on the procedures performed, evidence obtained and management representations received, Manappuram has demonstrated reasonable alignment with the AA1000AS v3 principles of Inclusivity, Materiality, Responsiveness and Impact in relation to the BRSR Core disclosures covered under the agreed assurance scope.

The procedures performed were designed to provide a limited level of assurance and were less extensive than those performed in a High-Level / Reasonable Assurance engagement. Accordingly, this conclusion should be read together with the scope, criteria, limitations, exclusions, management responsibilities and assurance procedures described in this Independent Assurance Statement.

Evaluation of AA1000AS v3 Principles

Inclusivity: Manappuram has established processes for identifying and engaging with relevant stakeholder groups through operational, functional, governance and reporting mechanisms. The disclosures reviewed demonstrate reasonable alignment with the principle of Inclusivity.

Materiality: The BRSR Core disclosures reviewed address material sustainability areas relevant to Manappuram's operations, regulatory obligations, sector context and stakeholder expectations, including emissions, energy, water, waste, employee wellbeing, safety, gender diversity, procurement, customer and supplier matters, data breaches, payables, related party transactions and openness of business. The disclosures reviewed demonstrate reasonable alignment with the principle of Materiality.

Responsiveness: Manappuram has disclosed relevant policies, processes, systems, practices and performance information in relation to the BRSR Core parameters. The disclosures reviewed demonstrate reasonable alignment with the principle of Responsiveness.

Impact: Manappuram reports performance information across key environmental, social and governance parameters relevant to its business and stakeholder context. The disclosures reviewed demonstrate reasonable alignment with the principle of Impact.

Our Assurance Team and Independence

SustainEDGE Business Solutions Private Limited is an independent sustainability consulting and assurance organisation with a multidisciplinary team of experienced professionals specialising in sustainability reporting, ESG assurance and non-financial disclosures.

SustainEDGE confirms its independence, impartiality and objectivity with respect to this assurance engagement and further confirms that no conflict of interest or other service relationship exists that could impair its independence or objectivity in relation to the BRSR Core disclosures covered under this engagement.

SustainEDGE was not responsible for the preparation, compilation or development of Manappuram's BRSR Core disclosures or the underlying sustainability data. Our role was limited to performing independent assurance procedures and issuing this assurance statement.

The assurance team has the necessary competence, experience and capability to perform sustainability assurance engagements in accordance with AA1000AS v3 and applicable non-financial reporting assurance requirements.

For and on behalf of
SustainEDGE Business Solutions Private Limited
AccountAbility Licensed Assurance Provider No. 000-94
Sd/-
Dr. Vidyanath R
Director

Place: Hyderabad
Date: 17 July 2026