



04th September, 2025

To
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor,
Plot No. C/1, G Block,
Bandra- Kurla Complex,
Bandra (E), Mumbai - 400051

To
BSE Limited
Department of Corporate Services/Listing
Phiroze Jeejeeboy Towers,
Dalal Street, Fort,
Mumbai - 400001

SYMBOL: POLICYBZR

SCRIP CODE: 543390

Sub: Disclosure under Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015) - Business Responsibility and Sustainability Report for the Financial Year 2024-25

Dear Sir/Madam,

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report (“BRSR”) for the Financial Year 2024-25. The BRSR also forms part of the Integrated Annual Report for the Financial Year 2024-25.

This disclosure will also be hosted on the Company's website viz. www.pbfintech.in

You are requested to take the same on records.

Yours Sincerely,
For PB Fintech Limited

Bhasker Joshi
Company Secretary and Compliance Officer
Place: Gurugram

Encl.: A/a

policybazaar^{com}

paisabazaar^{com}

QuickFIXcars

doc:
prime

PB FINTECH LIMITED

Registered Office Address : Plot No. 119, Sector-44, Gurugram-122001 (Haryana)

Telephone No. : 0124-4562900, Fax : 0124-4562902 E-mail : enquiry@policybazaar.com

Website : www.pbfintech.in CIN : L51909HR2008PLC037998

Business Responsibility and Sustainability Report

Driving Sustainability Through Innovation and Meaningful Outcomes

As a pioneer in the financial technology space and a trusted enabler of customer-centric solutions, our commitment to sustainable growth and innovation is foundational to our success. By delivering cutting-edge digital platforms and tailored insurance and financial products, we empower individuals and businesses across India to make informed financial decisions, achieving security and prosperity.

At PB Fintech, sustainability isn't just a goal; it's a principle guiding every aspect of our operations—from leveraging advanced technologies to improve accessibility and inclusivity, to ensuring transparent, ethical practices in all that we do. We aim to create enduring value for our stakeholders by fostering resilience, trust, and societal impact.

Innovation is woven into our approach to sustainability, enabling us to adapt to changing customer needs while addressing broader challenges such as financial literacy, inclusion, and digital access. Our platforms not only simplify financial decision-making but also promote responsible consumption of insurance and credit products.

Our partnerships with insurers and financial institutions form the backbone of a sustainable ecosystem that is efficient, scalable, and reliable. Through our customer-first mindset and strong digital infrastructure, we ensure seamless services, timely assistance, and long-term satisfaction for millions.

We are actively contributing to a more sustainable and equitable future by embedding environmental, social, and governance (ESG) considerations into our strategy. From reducing our carbon footprint through digital-first operations to driving financial literacy programs, we remain committed to empowering communities and transforming lives.

For PB Fintech, sustainability is not just about growth but about creating a legacy of positive change. Together with our stakeholders, we are determined to translate our shared aspirations into lasting outcomes that inspire progress and shape a more secure future for all.

Principle 1

Ethics, Transparency and Accountability



At PB Fintech, we ensure that integrity forms the foundation of our operations. Our **Code of Conduct** drives ethical decision-making and holds us accountable to the highest standards of governance. Through a robust **Whistleblower Policy**, we encourage a culture of transparency where concerns can be raised fearlessly. By regularly training employees on anti-bribery practices, we reinforce the value of doing business with honesty and fairness.

About the Report

PB Fintech's Business Responsibility and Sustainability Report (BRSR) for FY 2024-25 is a comprehensive disclosure of our efforts and progress in integrating sustainability into our operations. Guided by the National Guidelines on Responsible Business Conduct (NGRBC) and aligned with global ESG standards, this report encapsulates our commitment to responsible practices, ensuring value creation for all stakeholders. This document serves as a testament to our dedication to transparency, accountability, and long-term impact, covering our initiatives, key milestones, and governance structures.

About Us

Our Vision

Our aim is to revolutionize the financial landscape by leveraging technology and improving accessibility to financial products and services.

Our Mission

Our mission is to deliver innovative solutions that simplify financial decision-making and enhance accessibility for all customers.

Our Values

1. Integrity
2. Customer Centricity
3. Innovation
4. Collaboration
5. Excellence

Geographical Footprint

1. **India:** Operations from 123 Offices in India ; services in 12 languages.
2. **UAE:** A key international market with leadership in insurance aggregation

Principle 2

Safe and Sustainable Services



As a customer-centric organization, PB Fintech prioritizes safe and sustainable solutions in all its offerings. Our flagship platforms, **Policybazaar** and **Paisabazaar**, leverage cutting-edge technology to deliver financial products that are accessible, customizable, and transparent. With a focus on sustainability, we operate through digital-first processes, significantly reducing our environmental footprint while empowering customers to make informed financial decisions.

Principle 3

Employee Well-being



We recognize that our employees are at the heart of our success. PB Fintech fosters a workplace culture that prioritizes growth, inclusion, and safety. Through initiatives like comprehensive wellness programs and leadership development workshops, we ensure that employees thrive professionally and personally. Our efforts to promote diversity are reflected in increasing female leadership to 30%, reinforcing our belief in equal opportunities for all.

Principle 5

Human Rights



We believe in upholding the dignity and rights of every individual associated with PB Fintech. Our Human Rights Policy ensures a safe and respectful workplace where diversity is celebrated, and discrimination is not tolerated. Employees are trained regularly on sensitivity and inclusivity to promote a culture that respects differences and fosters collaboration.

Principle 7

Responsible Policy Advocacy



We actively engage with policymakers and industry bodies to shape a sustainable financial ecosystem. PB Fintech has partnered with IRDAI to promote initiatives like "Insurance for All by 2047," aligning with national development goals. By sharing insights on consumer needs, data privacy, and sustainability, we contribute meaningfully to discussions that define the future of the financial services industry.

Principle 4

Stakeholder Engagement



PB Fintech is deeply committed to creating an inclusive ecosystem that benefits all stakeholders. Through financial literacy initiatives, we have empowered over 15,000 individuals, focusing on underserved communities in Tier-2 and Tier-3 cities. By introducing products designed for small businesses and rural households, we ensure financial services reach those who need them most, creating a positive ripple effect in society.

Principle 6

Environmental Responsibility



PB Fintech is committed to minimizing its environmental impact through sustainable practices. By transitioning to renewable energy and adopting **Zero Liquid Discharge (ZLD) systems**, we continue to reduce our operational carbon footprint. Our digital-first approach ensures resource efficiency, and our long-term goal to achieve net-zero emissions underscores our dedication to environmental stewardship.

Principle 8

Inclusive Growth and Equitable Development



PB Fintech believes in empowering communities and fostering inclusive growth. Through targeted initiatives, we have supported over 5,000 SMEs with tailored credit and insurance solutions. Our CSR efforts focus on improving education and healthcare infrastructure in underserved regions, ensuring that our growth translates into meaningful societal impact.

Principle 9

Consumer Value



At PB Fintech, delivering value responsibly is at the core of what we do. Our Customer First approach is evident in the enhanced satisfaction scores (CSAT 92%) achieved through efficient grievance handling and transparent advisory. By educating over 20,000 individuals on financial literacy and promoting responsible financial behaviors, we reaffirm our commitment to empowering customers while maintaining the highest standards of service.

Message from CEO's

Dear Stakeholders,

As we conclude another remarkable year, we are proud to reflect on PB Fintech's transformative journey toward empowering financial security and inclusion across India. FY 2024-25 has been a testament to our commitment to delivering innovative, transparent, and sustainable solutions through our platforms—Policybazaar and Paisabazaar.

At PB Fintech, we believe in the power of collaboration and technology to create meaningful change. This year, our investments in AI-driven insights, fraud detection, and risk management have significantly enhanced the quality of our offerings. Our mission to ensure "Insurance for All" and accessible credit solutions aligns closely with India's broader vision for financial inclusion.

We have made significant strides in reducing our environmental impact by adopting renewable energy and digital-first operations. These initiatives not only reduce costs but also ensure a greener future for generations to come.

From supporting SMEs to enhancing financial literacy, our initiatives are making a tangible difference in underserved communities. We take pride in fostering a diverse and inclusive workplace where innovation thrives.

The year witnessed exceptional growth across both platforms, with increased premiums and loan disbursements validating the trust reposed by our customers and partners.

As we look ahead, our focus remains on scaling sustainably, deepening customer trust, and delivering innovative products that meet the evolving needs of our stakeholders. Together, we will continue to shape a brighter and more secure future for all.

Sincerely,

Yashish Dahiya - Chairman & CEO

Alok Bansal – Executive Vice Chairman & Whole Time Director

As we remain committed to empowering lives through innovative financial solutions, while fostering sustainability and inclusivity in every step of our journey.



Table of Contents

SECTION A:	GENERAL DISCLOSURES
SECTION B:	MANAGEMENT AND PROCESS DISCLOSURES
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
PRINCIPLE 2:	Businesses should provide goods and services in a manner that is sustainable and safe
PRINCIPLE 3:	Businesses should respect and promote the well-being of all employees, including those in their value chains
PRINCIPLE 4:	Businesses should respect the interests of and be responsive to all its stakeholders
PRINCIPLE 5:	Businesses should respect and promote human rights
PRINCIPLE 6:	Businesses should respect and make efforts to protect and restore the environment
PRINCIPLE 7:	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
PRINCIPLE 8:	Businesses should promote inclusive growth and equitable development
PRINCIPLE 9:	Businesses should engage with and provide value to their consumers in a responsible manner

SECTION A: GENERAL DISCLOSURES

1. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L51909HR2008PLC037998
2	Name of the Listed Entity	PB FINTECH LIMITED
3	Year of Incorporation	2008
4	Registered Office Address	Plot 119, Sector 44, Gurugram- 122001, Haryana
5	Corporate Address	Plot 119, Sector 44, Gurugram- 122001, Haryana
6	E-mail ID	investor.relations@pbfintech.in, complianceofficer@pbfintech.in
7	Telephone	0124-4562907
8	Website	www.pbfintech.in
9	Financial year for which reporting is being done	FY2025 (1st April 2024 to 31st March 2025)
10	Name of the Stock Exchange(s) where shares are listed	BSE Ltd. (BSE) and National Stock Exchange of India Ltd. (NSE) (BSE Code: 543390, NSE Code: POLICYBZR)
11	Paid up Capital (INR)	91,85,14,564/-
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Bhasker Joshi, Company Secretary bhasker@policybazaar.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Disclosures made in this report are on a consolidated basis and pertain to all subsidiary companies of PB Fintech Limited.
14	Name of assessment or assurance provider	Sustainability Actions Private Limited
15	Type of assessment or assurance obtained	Reasonable Assurance

2. Products / Services

16. 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.	Information and Communication	Other information & communication service activities	100

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

S. No.	Product/Service	NIC Code	% of total contributed Turnover
1	Insurance Web aggregator / Insurance Broker services	66220	86%
2	Other information and communication service activities	63119	14%



At Fintech Fusion India Summit, Rajiv Gupta highlighted empowering the 'Silver Generation' and PB Fintech's consumer-first journey from startup to IPO, while also discussing the future of MSME lending.

3. Operations

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

Location	Number of plants	Number of offices	Total
National	-	123	123
International	-	4	4

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	21
International (No. of Countries)	2 (Dubai & Abu Dhabi)

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

Nil

c. A brief on types of customers

Our customer base encompasses individuals from diverse income groups who rely on our flagship digital platforms, Policybazaar and Paisabazaar. These platforms are designed to leverage cutting-edge technology, advanced data analytics, and innovative solutions. Policybazaar enables customers to compare, evaluate, and apply for a wide range of insurance products, while Paisabazaar focuses on facilitating access to lending and personal credit products. By offering a seamless and user-friendly experience, these platforms empower users to make informed financial decisions tailored to their unique needs and preferences.



At ET HR Connect, Shambhavi Solanki joined industry leaders to discuss AI, employee experience, and mental well-being as priorities for future-proofing HR in 2025.

4. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
			EMPLOYEES		EMPLOYEES	
1	Permanent (D)	22329	16861	76%	5468	24%
2	Other than Permanent (E)	1098	787	72%	311	28%
3	Total employees (D + E)	23427	17648	75%	5779	25%

*Note: The Company does not have any workers as defined in the guidance note on BRSR.

b. Differently abled Employees and Workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
			EMPLOYEES		EMPLOYEES	
1	Permanent (D)	19	16	84%	3	16%
2	Other than Permanent (E)	2	1	50%	1	50%
3	Total differently abled employees (D + E)	21	17	81%	4	19%



21. Participation/Inclusion/Representation of women

S. No.	Particulars	Total (A)	No. and percentage of Females	
			No. (B)	% (B / A)
			EMPLOYEES	
1	Board of Directors	9	3	33.3%
2	Key Management Personnel	5	0	0%

22. Turnover rate for permanent employees and workers

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	86.84%	98.20%	89.57%	86%	105%	91%	101%	108%	104%

*Annualised attrition in corporate functions for FY 24-25 is 26.12%. High turnover in contact center is driven by infant attrition (0-1) due to stringent quality standards in new hire training assessment. Removing infant attrition, there is degrowth in attrition from 58.4% in 23-24 to 57.93% in 24-25 (till March). In Policybazaar core, attrition for top 60% performers across sales and services is only 12%.

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

23. (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	Policybazaar Insurance Brokers Private Limited	Wholly Owned Subsidiary	100.00%	Yes
2	Paisabazaar Marketing and Consulting Private Limited	Wholly Owned Subsidiary	100.00%	Yes
3	Docprime Technologies Private Limited	Wholly Owned Subsidiary	100.00%	Yes
4	ICALL Support Services Private Limited	Wholly Owned Subsidiary	100.00%	Yes
5	Accurex Marketing and Consulting Private Limited	Wholly Owned Subsidiary	100.00%	Yes
6	PB Marketing and Consulting Private Limited	Wholly Owned Subsidiary	100.00%	Yes
7	PB Fintech FZ- LLC	Wholly Owned Subsidiary	100.00%	Yes
8	PB Financial Account Aggregators Private Limited	Wholly Owned Subsidiary	100.00%	Yes
9	Myloancare Ventures Private Limited	Subsidiary	70.10%	Yes
10	YKNP Marketing Management -LLC	Indirect Associate Company	26.72%	No
11	ZPHIN Computer Systems and Software Designing-LLC	Wholly Owned Subsidiary	100.00%	Yes
12	MLC Finotech Private Limited	Step down Subsidiary	70.10%	Yes
13	PB Pay Private Limited	Wholly Owned Subsidiary	100.00%	Yes
14	PB Healthcare Services Private Limited	Wholly Owned Subsidiary	100.00%	Yes
15	Genesis Group Limited	Step down Wholly Owned Subsidiary	100.00%	Yes
16	Policybazaar Middle East Insurance Brokers LLC	Step down Wholly Owned Subsidiary	100.00%	Yes

6. CSR Details

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

(ii) Turnover (in Rs.)** - Rs. 153.44 Crores

(iii) Net worth (in Rs.)**- Rs. 7957.53 Crores

*In accordance with provisions of Section 135 of the Companies Act, 2013 ("Act") it is required to spend two percent of the average net profit of the Company, calculated as per section 198 of the Act, for the three immediately preceding financial years on the activities and programs fulfilling its Corporate Social Responsibilities. As per the profile calculated under Section 198 of the Act, it is not mandatorily required to allocate any funds towards Corporate Social Responsibility (CSR) during FY 2024-25.

**As per standalone financial statements of PB Fintech Limited for FY 2024-25.

7. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		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	Y*	-	-	-	-	-	-
Investors (Other than Shareholders)	Y**	-	-	-	-	-	-
Shareholders	Y**	0	0	-	2	0	-
Employees and workers	Y***	55^	1	1 pending POSH complaint was closed within the prescribed statutory timelines.	17	0	-
Customers	Y****	12478	268	268 complaints were pending at the closure of FY 2024-25.	11134	130	130 complaints were pending at the closure of FY 2023-24.
Value Chain Partners	Y*****	-	-	-	-	-	-

^13 complaints are recorded under Employees Customer Grievance and Redressal Committee (ECGRC) and 42 complaints are recorded under POSH Committee.

*PB Fintech has implemented multiple channels to receive and address grievances from the community. These include access to the email ID of the Legal and Compliance Officer, a dedicated section on the company's website, a customer helpline or toll-free number, and the physical outlets of the organization. Grievances raised by the community are handled on an individual basis by the Legal and Compliance Officer in collaboration with the Stakeholders' Relationship Management Committee of the Board, ensuring a thorough and tailored resolution process.

**To further strengthen its governance framework, the Board has established several specialized Committees of Directors. These committees are equipped with adequate delegated powers to address specific issues effectively and facilitate the prompt resolution of diverse matters. Among these, the Stakeholders' Relationship Committee focuses exclusively on resolving grievances raised by investors and shareholders.

In addition to this, investors have multiple avenues to raise their concerns. They can directly contact the Company Secretary & Compliance Officer or the Investor Relations Head using the contact details, including email IDs and phone numbers, which are regularly updated on the company's website. Investors can also seek assistance through the company's Registrar and Transfer Agent (RTA). Furthermore, they have the option to register complaints or escalate issues using SEBI's SCORES Portal, a dedicated platform for grievance redressal. These comprehensive measures ensure that both community and investor concerns are addressed transparently and effectively.

***The details of grievance redressal mechanism for employees and workers are provided in Principle 3, point No. 6.

****The various mechanisms in place to receive and respond to consumer and feedback are Customer helpline number/Toll-free number, website, App and every outlet as provided in Principle 9, point No. 1.

*****Grievances from Value Chain Partners are addressed by relevant Departments on a case-to-case basis. No have been received from communities and value chain partners during the FY 2023-24 and FY 2024-25. Policies & grievance redressal mechanism are accessible on <https://www.pbfintech.in/investor-relations/>

26. 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	Data Security	R	PB Fintech Limited provides information services to customers with technology enabled platforms that offer convenient access to insurance, credit, and other financial products to make informed purchase decisions. To effectively deliver value to stakeholders, the information security and data privacy becomes very important.	Solutions like WAF, next-gen firewall, endpoint security, cloud workload security, URL proxy, cloud security groups, logging & monitoring, cyber threat intelligence are in place to ensure adequate protection against security breaches. Processes like user access rights review, database access review, principle of granting least privilege and backup management among others are defined, documented, and implemented to further strengthen the security.	-ve
2	Human Capital Development	R	Our team being our biggest strength the importance of Talent Management is very crucial for the success of the organization objectives.	<p>We continue to invest and reinvest in organizational talent in the form of paid courses, in-house training, soft-skill sessions, at the time of joining and during the job tenure. Our HR policies are procedures are aligned to attract and retain the best talents.</p> <p>The post-Covid era has been about raising the bar when it comes to employee engagement. For example, at Policybazaar, the Jeeto Apna Ghar contest, which gives high performing employees a chance to win their own home, has been a key motivator for employees and has helped slash the attrition rate.</p>	+ve
3	Financial Inclusion and Access to Finance	O	Financial literacy awareness is much desired so that people can take right action for their financial safety and security. This becomes more so important in our country where still a large section of the community depends upon informal channels for their insurance and financial needs.	As part of our Community work we launched "Financial Literacy" program to 100 Final Year undergraduate students at each of the locations Gurgaon, Chennai, Kolkata and Mumbai. The total duration of the program was 20 Hrs. in offline mode and with a placement of 50% of which 50 eligible students had been placed within the organization. Till date we have trained more than 6000 school and college students on financial literacy.	+ve



In conversation with Shradha Sharma from YourStory Media, our Co-founder Yashish Dahiya talks about his vision and values behind PB Healthcare.

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.

We have implemented Business Responsibility and Sustainability Policy, which is aligned with the 9 principles of National Guidelines on Responsible Business Conduct (NGRBC). We also have implemented following specific policies regarding each of the 9 principles of NGRBC.

<p>Principle P1: Transparency & Accountability</p> <p>Code of Conduct</p> <p>Gifting and Anti-Bribery Policy</p> <p>Code of Conduct for Prevention of Insider Trading Policy</p> <p>Whistle Blower Policy</p> <p>Code of conduct for board of directors and senior management personnel</p> <p>Code for fair disclosure of unpublished price sensitive information</p> <p>Policy on board diversity</p> <p>Policy of related party transactions</p>	<p>Principle P2: Product Responsibility</p> <p>Business Responsibility and Sustainability Reporting Policy</p>	<p>Principle P3: Employee Development</p> <p>Code of Conduct</p> <p>Anti-Sexual Harassment Policy</p> <p>Equal Opportunity Policy</p> <p>Gifting and Anti-Bribery Policy</p> <p>Work From Home Policy</p> <p>Workplace Privacy for Employees</p> <p>Rewards & Recognition Policy</p>
<p>Principle P4: Stakeholder Engagement</p> <p>Corporate Social Responsibility Policy</p> <p>Charter of the Stakeholders' Relationship Committee</p>	<p>Principle P5: Human Rights</p> <p>Anti-Sexual Harassment Policy</p> <p>Equal Opportunity Policy</p>	<p>Principle P6: Environment Principle</p> <p>EHS Policy</p>
<p>Principle P7: Policy Advocacy</p> <p>Business Responsibility and Sustainability Reporting Policy</p>	<p>Principle P8: Inclusive Growth</p> <p>Corporate Social Responsibility Policy</p>	<p>Principle P9: Customer Value</p> <p>Data Privacy Policy</p> <p>SOP for Escalation Management</p>

Disclosure Questions

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

Policy and management processes

1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Yes								
c. Web Link* of the Policies, if available	https://www.pbfintech.in/investor-relations/								
2. Whether the entity has translated the policy into procedures. (Yes / No)								Y	Y
	N	N	N	N	N	N	N	N	N
4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Policies have been made as per the National Guidelines on Responsible Business Conduct, 2019 released by the Ministry of Corporate Affairs.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Our strategies, business model and operations are based on environment protection, employee and customer safety.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not Applicable								

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)	The message from our Chairman, CEO, Executive Vice Chairman and Whole-time Director has been included at the beginning of this report.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>Implementation and oversight of the Business Responsibility Policies and the decision making on sustainability related issues is the responsibility of the Business Responsibility and Sustainability Committee (BRSR Committee) of the Board of Directors, which comprises of following members as on March 31, 2025:</p> <ol style="list-style-type: none"> Mr. Yashish Dahiya- Chairman, Executive Director & Chief Executive Officer (Chairperson) Mr. Alok Bansal – Executive Vice-Chairman and Whole Time Director Mr. Sarbvir Singh - Executive Director & Joint Group CEO (Member) Mr. Mandeep Mehta- Group Chief Financial Officer (Member) Mr. Naveen Kukreja - CEO & WTD of Paisabazaar (Member) 								
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.	BRSR Committee of the Board is the highest authority for implementation and oversight of the Business Responsibility policies								
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)				
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	The review has been done by Business Responsibility and Sustainability Committee.				The frequency of the review is annually by the Business Responsibility and Sustainability Committee and subcommittee reviews on half yearly basis.				
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Compliance with the laws of the land is the first step in responsible business conduct. The compliance review with all the statutory requirements of relevance to the principles of National Guidelines on Responsible Business Conduct has been done by the respective committees of the Board.								
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, the assessment / evaluation of the working of its policies is being done internally as part of the business operating policies and procedures.

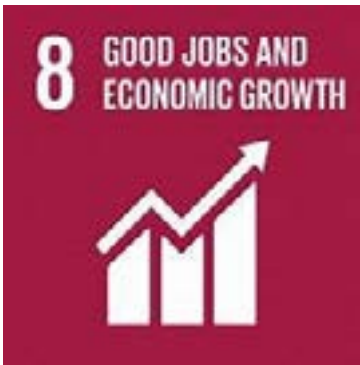
12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:

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

-----Not Applicable -----

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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



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

We are dedicated to maintaining the highest standards of corporate governance, ensuring a value system that emphasizes professionalism, honesty, integrity, and strong moral and ethical principles for the benefit of all stakeholders. To uphold these values, we have established comprehensive frameworks, robust policies, and well-defined protocols that guide our directors, key management personnel (KMPs), and employees in their professional conduct. These measures are designed to proactively prevent violations and ensure swift corrective action in the event of any breaches.



Paisabazaar was honored at the Brand Storyz by afaqs! awards, winning across multiple categories for its impactful brand efforts.

To further reinforce our commitment to ethical practices, we have implemented a Whistleblower Policy. This policy provides a secure and transparent channel for employees and external stakeholders to report any concerns, grievances, or instances of misconduct, including breaches of our Code of Conduct or unethical behaviour. The policy ensures that such reports are handled confidentially and investigated promptly, reflecting our steadfast dedication to fostering a culture of accountability, transparency, and trust across all levels of the organization.

Essential Indicators

- 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	All Principles	100%
Key Managerial Personnel	2	All Principles	100%
Employees other than BoD and KMPs	9	Principles relevant to their respective functional area	100%



Our President, Rajiv Gupta, moderated a powerful panel at ASSOCHAM's Financial Inclusion Conclave, spotlighting tech-driven equity and access for underserved communities.

- 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 based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Monetary		Brief of the Case	Has an appeal been preferred? (Yes/No)
		Amount (In INR)			
Penalty/ Fine	No fines or penalties have been paid by the entity / directors / KMPs in proceedings with regulators/ law enforcement agencies/ judicial institutions				
Settlement	Principle 1 Securities Exchange Board of India ("SEBI")	INR 9,42,500/-		The SEBI has issued a show cause notice (SCN) to Mr. Yashish Dahiya alleging a violation related to the non-recognition of investment in shares of YKNP Marketing Management (YKNP) as Unpublished Price Sensitive Information (UPSI). The settlement application was filed on August 13, 2024 without admitting the guilt and the settlement charges were paid on February 13, 2025, within the specified timeframe. Subsequently, SEBI pronounced the Settlement Order on March 04, 2025, which was disclosed to the stock exchanges, thus concluding the SCN against Mr. Yashish Dahiya.	No
Compounding fee	No compounding fee have been paid by the entity / directors / KMPs in proceedings with regulators/ law enforcement agencies/ judicial institutions				

Non-Monetary

NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
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Imprisonment Punishment No non-monetary imprisonment or punishment has been imposed on the entity or on the directors or the KMPs.

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.

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Not applicable as no fines/penalties etc. has been levied or paid by the organization	

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

The Code of Conduct covers the anti-corruption and anti-bribery policies of the organization. The company has also adopted a policy on Gifting and Anti-Bribery during the FY 2024-25.

<https://www.pbfinotech.in/pdf/pb-fintech-group-gifting-and-anti-bribery-policy-v1.0.pdf>

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

No disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption against any of the Directors/KMPs/employees for the FY 2024-25 and 2023-24.

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

No complaint was received with regard to conflict of interest of the Directors, KMPs or any other employee.

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.

This is not applicable as no fines / penalties / action has been taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

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

	FY 2024- 25	FY 2023-24
Number of days of accounts payables	46.47	55.81

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 2024- 25	FY 2023-24
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentrations of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers/distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
	a. Purchases (Purchases with related parties /Total Purchases)	8.41%	6.37%
	b. Sales (Sales to related parties / Total Sales)	5.73%	3.86%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	62.55%	11.08%
	d. Investments (Investments in related parties / Total Investments made)	45.74%	45.51%

*Not applicable as the nature of the business doesn't entail any purchase of raw-material or input materials.

Leadership Indicators

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

PB Fintech has been planning to formulate formal training programmes for our value chain partners to educate them on the 9 Principles of NGRBC.

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Boards? (Yes/No) if Yes, provide the details of the same.

The company has implemented a comprehensive Code of Conduct for its directors and senior management, which mandates that all individuals act in the best interest of

the organization. This code emphasizes the importance of ensuring that no personal or professional associations create a conflict of interest with the company's operations.

To uphold these standards, directors and senior management are required to carefully assess their external engagements and activities to avoid any real or perceived conflicts. If any actual or potential conflict of interest arises, the concerned director is obligated to promptly disclose the matter to the Board of Directors. This disclosure allows for an appropriate review and resolution, ensuring that the integrity and transparency of the company's governance processes are maintained. Through this proactive approach, the company reinforces its commitment to ethical practices and robust corporate governance.

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



Our company has implemented strategic initiatives aimed at improving resource efficiency across our operations by integrating environmentally sustainable solutions, including the installation of energy-efficient equipment. These measures are designed to minimize our environmental footprint while optimizing operational performance.

Furthermore, whenever feasible, we give precedence to hiring local talent for various manpower requirements. This practice aligns with our commitment to contributing to regional economic growth and promoting inclusive employment opportunities within the communities where we operate.

Essential Indicators

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

	Current Financial Year 2024-25	Previous Financial Year 2023-24	Details of improvements in environmental and social impacts
R & D	Not applicable, considering the nature of the operations		
Capex	Not applicable, considering the nature of the operations		

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

The company does not engage in the production of physical products, and as such, sustainable procurement practices are not directly applicable to our current operations. However, we recognize the importance of integrating sustainability into our business practices and are actively working towards the development of a comprehensive sustainable sourcing policy.

This policy will outline our commitment to environmental and social responsibility in sourcing goods and services, ensuring that our procurement processes align with global sustainability standards and support our broader organizational goals. Through this initiative, we aim to establish a framework that reflects our dedication to ethical and sustainable business practices in all areas of operation.

b. If yes, what percentage of inputs were sourced sustainably?

Once the sustainable sourcing policy is in place, the percentage of sustainable sourced inputs will be tracked.

Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and d) other waste.

This is not applicable since the company is not producing any physical product.

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

Extended Producer Responsibility (EPR) is not applicable to the company as we do not engage in the production of any physical products. However, we remain committed to adopting environmentally responsible practices in our operations and are exploring other sustainability initiatives that align with our business model and objectives.

No, not applicable since company is not producing any physical product

Leadership Indicators

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

No, not applicable as industry is not producing any physical product

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.**

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).**

Not applicable since company is not producing any physical product

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:**

Not applicable.

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

Not applicable.

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



At our company, the welfare of our workforce is a top priority, as we regard our employees as our most valuable asset. To support their growth and development, we offer a range of initiatives, including sponsored courses, in-house training programs, and continuous learning opportunities, ensuring that our organizational talent is nurtured from the moment they join and throughout their career with us.

In addition to professional development, we are deeply committed to the well-being of our employees. We provide comprehensive corporate health insurance, modern maternity plans, and stress management workshops. These measures are designed to ensure access to quality medical care, alleviate financial pressures, and promote mental health awareness. Together, these initiatives create a supportive and productive workplace environment, empowering our employees to thrive both personally and professionally.

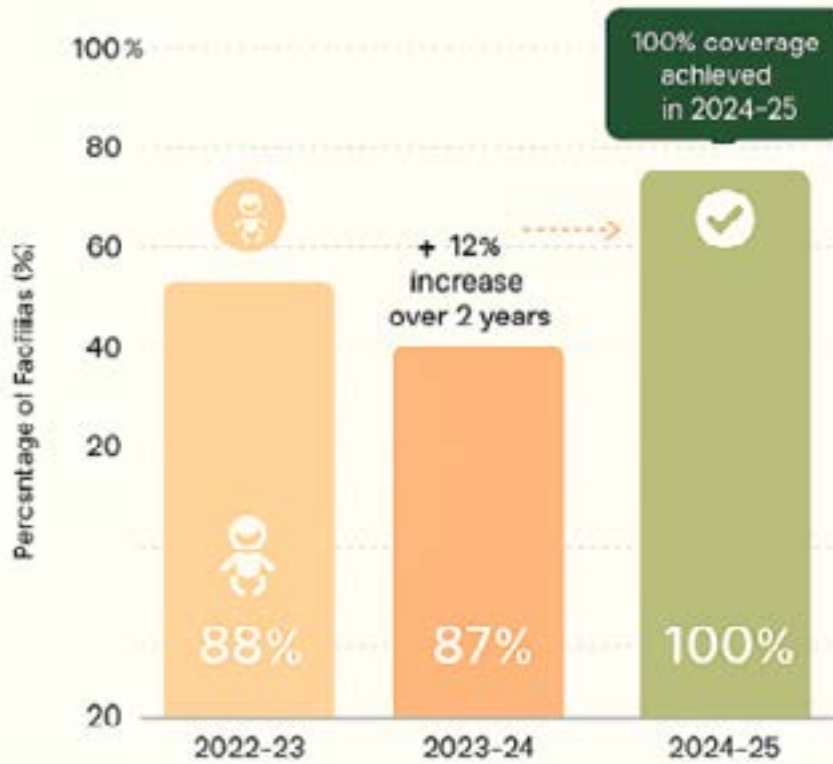
Essential Indicators

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	16,861	16,861	100%	16,861	100%	NA	NA	16,861	100%	16,861	100%
Female	5,468	5,468	100%	5,468	100%	5,468	100%	NA	-	5,468	100%
Total	22,329	22,329	100%	22,329	100%	5,468	100%	16,861	100%	22,329	100%
Other than Permanent employees											
Male	787	755	96%	755	96%	NA	-	0	0%	0	0%
Female	311	285	92%	285	92%	311	100%	NA	-	0	0%
Total	1,098	1,040	95%	1,040	95%	311	100%	0	0%	0	0%

Growing Families, Growing Support

Reflecting Our Commitment to Employee
Well-being and Work-Life Balance



Source, Internal HR Facility Data, FY 2022-2025.



Our PB champions clinched victory at the ICICI Lombard Brokers League in Gurgaon, bringing home the trophy after a thrilling two-day tournament!

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

Not Applicable

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

	FY 2024-25	FY 2023-24
Cost Incurred on well-being measures as a % of total revenue of the company	0.63%	0.51%

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total Employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	NA	100%	NA	NA
ESI	26%	NA	Y	37%	NA	Y
Other - Pls. specify	-	-	-	-	-	-

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

We do not have ramp facilities in Building No. 109, 116, and 135P as the high-stair entrances make it structurally unfeasible to install them. However, we have ensured that our security and housekeeping staff are always available to assist our differently-abled employees and guest whenever required.

We have also equipped all our other buildings with either fixed or movable ramp facilities to ensure accessibility.

Additionally, similar provisions are in place across other locations, reflecting our commitment to supporting differently-abled individuals throughout our premises.

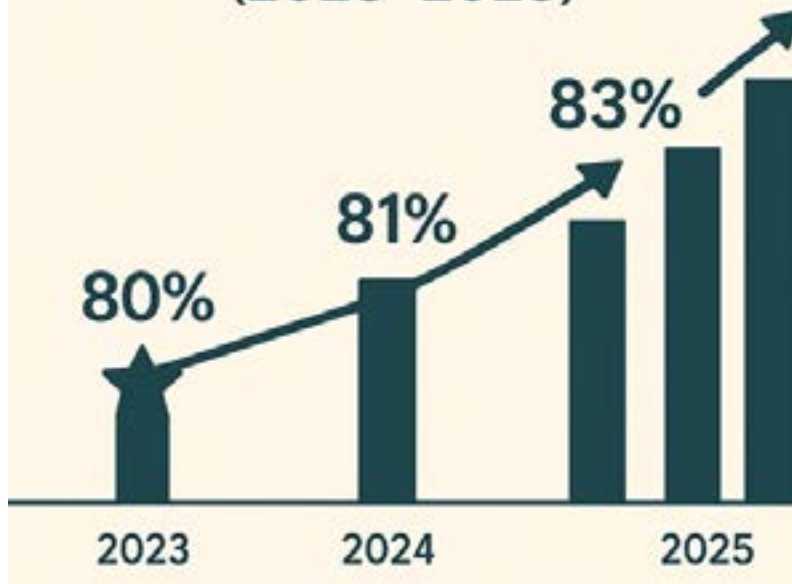
4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the entity does have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. The policy is accessible on <https://www.pbfintech.in/pdf/equal-employment-opportunity-policy.pdf>

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

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	100%	90%
Female	96%	76%
Total	98%	83%

Building Belonging (2023-2025)



6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers Other than Permanent Workers	To address workplace concerns and disputes effectively, Our Organisation has established a comprehensive Employee Grievance Redressal Policy. This policy outlines the mechanisms and procedures for employees to raise grievances or appeal decisions, ensuring fairness, confidentiality, and adherence to the principles of natural justice.
Permanent Employees Other than Permanent Employees	<p>Grievance Redressal Committees</p> <p>The Employee Grievance Redressal Committees (EGRC) have been constituted as per the Employee Grievance Redressal Policy.</p> <p>Filing a Grievance or Appeal</p> <p>Employees can formally submit grievances or appeal decisions of lower-level committees through:</p> <ul style="list-style-type: none"> • Email • The Company's digital employee helpdesk, PB Support, available on the intranet, where the employee can raise the grievance via ticketing system. <p>Confidentiality and Impartiality</p> <ul style="list-style-type: none"> • All grievances are handled with the utmost confidentiality to protect the identities and interests of involved parties. • The committees conduct inquiries impartially, upholding the principles of natural justice. <p>Inquiry Process</p> <ol style="list-style-type: none"> 1. At the outset of an inquiry, the respondent is issued a formal chargesheet detailing the allegations. 2. Both the complainant and the respondent are given: <ul style="list-style-type: none"> An opportunity to present their case and be heard. The right to defend themselves and present evidence. The option to call witnesses to support their claims. 3. The committee strives to conclude the inquiry within a reasonable timeframe. <p>Outcome and Recommendations</p> <ul style="list-style-type: none"> • Upon completing the inquiry, the committee submits its findings and recommendations for appropriate action to the HR Head or Committee Head. • The inquiry report serves as the basis for deciding corrective measures. <p>Disciplinary Actions</p> <p>Based on the committee's findings, disciplinary action may be taken against the erring employee. Possible actions include:</p> <ul style="list-style-type: none"> • Verbal Warning • Written Reprimand • Termination of Service or Contract <p>Documentation and Records</p> <ul style="list-style-type: none"> • All inquiry proceedings are documented and securely maintained. • Relevant records, including the committee's report or reprimand documents, are placed in the personnel file of the concerned employee(s). <p>This policy reflects the company's commitment to fostering a fair and transparent work environment where grievances are addressed effectively and equitably.</p>

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

The company does not recognize nor have any employee associations or trade unions in place. There are no formal collective body representing employees within the organization.



Jumpstart is a high-impact training and onboarding program that cut attrition by 57% and boosted sales by 28%, helping new field agents hit the ground running from day one.

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	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	16,861	16,861	100%	16410	97%	14140	13700	97%	12500	88%
Female	5,468	5,468	100%	5,468	100%	4301	4295	100%	3900	91%
Total	22,329	22,329	100%	21878	98%	18441	17995	98%	16400	89%

*Skill upgradation initiatives include in-house induction programs, both online and offline product and process refresher courses, as well as external paid courses and certification programs. These efforts aim to enhance employee capabilities and ensure continuous development.



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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees*						
Male	16,861	16,861	100%	14140	14140	100%
Female	5,468	5,468	100%	4301	4301	100%
Total	22,329	22,329	100%	18441	18441	100%

The company operates an annual appraisal cycle, where employees who join by December 31st are eligible for increments in the following year. Employees who join from January 1st onward will be eligible for an increment in the next financial year, with their increment being pro-rated based on the number of months worked beyond the 12-month mark.



PB HEALTHCARE SECURES \$218 M FROM GENERAL CATALYST, PB FINTECH AND OTHER INVESTORS

10. Health and safety management system:

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

Yes, the health and safety management system is designed to encompass all employees across all of the organization's facilities. To ensure the well-being and safety of our employees, several infrastructure measures have been implemented, including the following:

- Timely Maintenance and upkeep of electrical / plumbing equipment
- CCTV Surveillance and Monitoring
- Access Control for critical areas
- Physical Security of premises
- Fire and safety deployment and maintenance at premises
- Carry out sanitization and pest control across all facilities
- Catering to Medical Emergency and ensuring medical kits are available for timely help
- Maintaining Washroom Checklist for consistent hygiene
- Ensuring safe / filtered drinking water
- Office infrastructure is clean and hygienic

- Chair / workstations are ergonomic and well-maintained

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

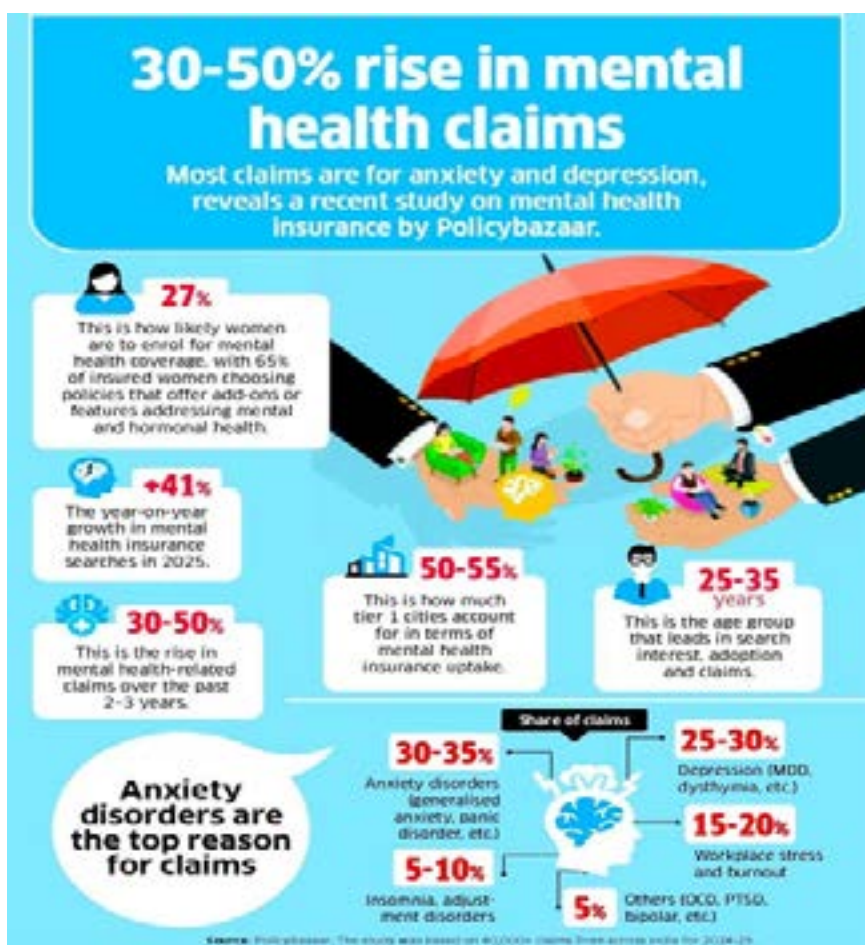
- The company ensures clear communication, active involvement, and comprehensive training for all employees on health and safety matters, fostering a culture of awareness and responsibility.
- The company regularly monitors its internal health and safety performance, tracking work-related accidents, incidents, and significant health issues such as potential epidemic threats. It investigates any occurrences thoroughly to identify root causes and implements measures to reduce both their frequency and severity.
- The company collaborates with relevant external agencies and industry partners to stay updated on the latest health and safety best practices, continually striving to adopt and implement the most effective strategies for managing health and safety risks.

- c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**

Considering the nature of the operations, this is not directly applicable. Due to the specific activities and requirements of the business, the typical measures or regulations that apply to other industries may not be fully relevant in our case. Nonetheless, we remain committed to implementing any necessary adjustments or practices where applicable to ensure operational effectiveness and compliance.

Yes, the company provides health and accident insurance coverage for all employees as part of its employee benefits policy. In addition to this, the company has established partnerships with hospitals and offers online consultation services to support both the physical and mental well-being of its employees. These initiatives are designed to ensure that employees have access to the necessary healthcare services and resources to maintain their overall health and wellness.

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



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

Safety Incident/Number	Category*	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million- person hours worked)	Employees	1.04	-
Total recordable work-related injuries	Employees	-	-
No. of fatalities	Employees	3	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-

*Including in the contract workforce

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

The company is dedicated to fostering an inclusive and diverse work environment by adhering to its Equal Employment Opportunity (EEO) policy and its Prevention of Sexual Harassment (POSH) policy. The EEO policy aligns with several key legislations, including The Right of Persons with Disabilities Act, 2017, The Transgender Persons (Protection of Rights) Act, 2019, and The HIV & AIDS (Prevention and Control) Act, 2017, along with related laws and regulations that focus on

preventing discrimination. This policy's primary aim is to ensure equal opportunities for all employees, promoting a discrimination-free environment throughout the employee lifecycle, from recruitment to retirement.

The company's commitment to equality extends to preventing discrimination on the basis of HIV/AIDS, age, colour, disability, marital status, nationality, race, religion, gender, or sexual orientation. All employment-related decisions, including recruitment, career development, training, and benefits, are made solely on the basis of qualifications and merit. The company ensures that employees are treated fairly and without bias, creating an environment that encourages diversity and equal opportunities for growth.

In line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, the company has implemented a POSH policy to prevent, prohibit, and address sexual harassment against female employees. The policy outlines a clear procedure for addressing complaints of sexual harassment at the workplace, ensuring a safe and supportive environment for all women personnel.

Additionally, the company offers an Employee Assistance Program (EAP) to support the mental and emotional well-being of its employees. Through a partnership with an external agency, 1 to1 Help, employees have access to professional, confidential counselling services. This service is available through regular sessions and is complemented by a variety of self-help resources, such as an online library and e-workshops on topics like mental wellness and stress management. All of these services are provided at no cost to employees.

To ensure that grievances related to Equal Employment Opportunity and Sexual Harassment are addressed

fairly, the company has appointed various officers and committees. This includes:

- A Liaison Officer to oversee the recruitment of persons with disabilities in accordance with The Right of Persons with Disabilities Act, 2016.
- An officer for grievance redressal and complaint resolution concerning transgender individuals and people affected by HIV and AIDS.
- An Internal Committee to handle complaints related to sexual harassment of women at the workplace.

Furthermore, the company has introduced several policies to support the cultural and psychological safety of its employees:

- A Work from Home Policy to provide flexibility and ensure employees' work-life balance.
- A Loan Policy to support employees with financial assistance when needed.
- Employee Welfare Guidelines to ensure the well-being of employees across all levels.
- Workplace Privacy for Employees to safeguard their personal information and maintain a respectful work environment.
- A Reward & Recognition Policy to appreciate and motivate employees for their hard work and achievements.

All these initiatives and policies are aimed at creating a supportive, inclusive, and safe working environment, in line with industry best practices, as reflected in the company's commitment to diversity and inclusion. These efforts ensure that employees are given the resources and protection they need to thrive both professionally and personally.



Our President, Rajiv Gupta, delivered the keynote at CII's CFO Conclave 2025, exploring how AI and India's fintech revolution are reshaping global financial strategies.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

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	92%
Working Conditions	99%

The assessments have been carried out internally by the entity as part of the business operations.



Policybazaar.com has been recognized as a Jombay WOW Workplace 2025, celebrating our vibrant, people first culture received proudly by our HR Head, Shambhavi Solanki.

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.

The Administration and Facilities Management Team plays a crucial role in managing safety within the organization. Their responsibilities include thoroughly investigating any reported incidents to understand their causes and contributing factors. Additionally, they are involved in the development and implementation of best practices designed to minimize potential risks. This proactive approach aims to reduce the likelihood of safety incidents occurring in the future, ensuring a safer work environment. Their efforts are focused on both identifying hazards and taking corrective actions to prevent the recurrence of such incidents.

Leadership Indicators

- Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**
No, Though we don't offer the life insurance but to take care of immediate needs & requirement of the deceased family, the company provides ex-gratia as a welfare. Furthermore, all employees are covered by EPFO and receive EDLI benefits if a mishap occurs.
- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

We start empanelment of vendor under CLRA through Agreement, in which statutory measures are captured & vetted by Legal Team. Post agreement, attendance of deployed staff has been verified by PB official, and confirmation given to vendor to raise the invoice. Vendors is submitting invoices along with essentials documents & statutory challans of previous months as well as declaration of remittance/payments of statutory dues. After validation, invoices are being submitting to the

finance team for payments post approval of BU head as per terms & conditions of the agreements.

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

	Total no. of affected employees/workers		No. of employees / workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	3*	Nil	1	Nil
Workers	Nil	Nil	Nil	Nil

*While we acknowledge that no compensation can truly replace the loss of a human life. We endeavor to offer a job at Policybazaar to one surviving member of the family in all such cases to ensure continued financial stability. Additionally, as a gesture of empathy and support, the organization may also provide ex-gratia financial assistance beyond statutory obligations.

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)**

As a company, we have not yet reached a stage where employees have reached the typical retirement age. While we do not currently offer outplacement services, we are committed to supporting the well-being of our employees by organizing various training and counseling sessions. These sessions focus on areas such as health, mental well-being, and overall personal development, ensuring that our employees receive ongoing support throughout their time with us.

5. **Details on assessment of value chain partners:**

	%age of value chain partners (by value of business
done with such partners) that were assessed	
Health and safety practices	-
Working condition	-

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



As a responsible organization, our primary goal is to ensure well-being for all stakeholders over the long term. To address investor concerns, we've established a Stakeholders Relationship Committee (SRC). Our technological infrastructure and data analytics capabilities are pivotal in resolving critical issues for all stakeholders, including customers, insurer partners, and lending partners. By providing valuable data insights to our insurer and lending partners, we aim to improve their service delivery while continuously investing in our platforms to enhance customer experience with convenience, speed, and choice.

Additionally, we've formed a Risk Management Committee to oversee and minimize risks, safeguarding the interests of stakeholders to support our business objectives and foster sustainable growth. Our robust risk management framework is designed to effectively mitigate various business and operational risks.

Essential Indicators

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

Stakeholders are individuals or groups that have interests that are affected or could be affected by an organization's activities. The internal and external groups of key stakeholders have been identified on the basis of their immediate impact on the operations and working of the company and where the business can have the greatest impact. PB Fintech Limited recognizes existing and potential customers, employees, shareholders, investors, regulatory authorities, media, and community as its stakeholders.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	N	Satisfaction Index (CSAT) Website, Social Media Platforms	Ongoing	Customer Satisfaction
Shareholders	N	AGM, Investor meets, Filing to Stock Exchanges, Investor Grievance redressal mechanism, Newspaper publications, website of the company	On going	Business Strategies and Performance
Regulatory Authorities	N	Regulatory Filings	Ongoing	Legal Compliance
Media	N	Press Releases, Social Media Platforms, Media interactions	Ongoing	Information dissemination, communicating company's perspective
Community	N	Corporate Social responsibility initiatives	Ongoing	Social welfare
Employees	N	Notice Boards, Website, Employee Survey feedback, Annual Performance Review, Meetings, Trainings	Ongoing	Working condition, Employee performance and Career Progression, Employee Satisfaction

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.

We adopt a consultative approach that actively involves all relevant stakeholders to ensure the creation of value for the organization. On a regular basis, we bring both explicit and perceived stakeholder concerns to the attention of the executive committee for careful consideration. Additionally, we share the company's policies and actions as valuable inputs for stakeholder engagement. We recognize these concerns not only as potential risks but also as opportunities for growth. In response, we focus on developing strategies that both mitigate the associated risks and leverage the opportunities to benefit the company.

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

Yes, the company has consistently prioritized maintaining regular and proactive communication with its key stakeholders, enabling it to effectively implement its ESG strategies and ensure transparency regarding outcomes. In line with evolving requirements and ongoing interactions with stakeholders, the company conducts periodic assessments to review and update its policies, ensuring they remain relevant and aligned with current expectations.

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

Not applicable.

PRINCIPLE 5 - Businesses should respect and promote human rights



Essential Indicators

We are committed to protecting the human rights of all individuals impacted by our business operations, with a particular focus on our employees and vulnerable or marginalized groups. We ensure that our Human Rights Policy is upheld not only within our organization but also by our business partners and third-party associates. Furthermore, we have established a comprehensive Policy to Prevent Sexual Harassment in the Workplace and an Equal Employment Opportunity Policy, both of which are backed by accessible grievance redressal mechanisms. These measures are designed to effectively address any concerns related to human rights and to create a safe and fair work environment for all.

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of Employees /workers covered (D)	% (D /C)
Permanent	22,329	22,329	100%	18441	18441	100%
Other than Permanent	1,098	1,098	100%	1658	1658	100%
Total Employees	23,427	23,427	100%	20099	20099	100%

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

Category	FY 2024-25			FY 2023-24						
	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. (D)	No. (E)	% (E/D)	No. (F)	% (F /D)
Permanent										
Male	16,861	126	1%	16,735	99%	14,140	20	0.14%	14120	99.86%
Female	5,468	87	2%	5,381	98%	4,301	1	0.02%	4300	99.98%
Other than Permanent										
Male	787	54	7%	733	93%	952	121	13%	831	87%
Female	311	0	0%	311	100%	706	13	2%	693	98%

3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration / wages

	Number	Male	Female
		Median remuneration/ salary/ wages of respective category	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD) *	6	51,00,000	42,00,000
Key Managerial Personnel**	2	1,27,36,387.5	-
Employees other than BoD and KMP	16,861	3,90,000	3,37,500
Workers	-	-	-

*Median Remuneration of directors does not include value of ESOPs.

**KMPs other than board of directors

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

	FY 2024-25	FY 2023-24
Gross wages paid to female as %age of total wages	19.94%	19.73%

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, the HR Head is the focal point responsible for addressing human rights impacts or issues caused or contributed to by the business.

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

The details of grievance redressal mechanism related to human rights issues are provided in Principle 3, point No. 6.

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

	FY 2024-25			FY 2023-24		
	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	42	01*	NA	17	Nil	NA
Discrimination at Workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/ Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human rights related issues	Nil	Nil	NA	Nil	Nil	NA

*The pending one complaint was resolved within the statutory timelines.

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	42	17
Complaints on POSH as a % of female employees / workers	0.73	0.34
Complaints on POSH upheld	6	6

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

PB Fintech Limited is committed to providing a safe and positive work environment. Employees also have access to several forums where they can highlight matters or concerns faced at the workplace. This is achieved through a well-established and robust grievance resolution mechanism, which are based on the principles of natural justice, confidentiality, sensitivity, non-retaliation, and fairness while addressing concerns. Also, the Whistle Blower Policy provides for the complete protection to the whistleblowers against any unfair practice like retaliation, threat, or intimidation of termination/ suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the whistleblower's right to continue to perform his/her duties/functions including making further complaint. <https://www.pbfintech.in/pdf/whistle-blower-policy-pbfintech.pdf>

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

No, however the Legal function is studying this and working towards including human rights requirements in business agreements and contracts.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	

All the assessments have been done by the entity during the course of business operations and according to applicable regulations and policies of the organization.

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

Leadership Indicators

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

Not Applicable

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

Not Applicable

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?

We do not have a ramp facility in Building No. 109, 116 and 135P as it's not feasible due to high stairs entrance. In case any requirement is observed, to cater the same our security and housekeeping staff are available to assist our differently abled employees. Rest all our buildings have ramp facilities either fixed or movable. Other locations are also covered with this facility.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	-
Discrimination at workplace	-
Child labour	-
Forced/involuntary labour	-
Wages	-
Others – please specify	-

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

Not Applicable

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



As a conscientious corporate entity, our company is deeply committed to reducing its environmental impact. We ensure full compliance with all applicable environmental laws and regulations that pertain to our facilities and business activities, while also encouraging our stakeholders to follow similar practices. Although our operations, being technology-oriented, have a relatively low environmental footprint, we are continuously exploring opportunities to further optimize the use of resources across our processes. This includes adopting eco-friendly equipment, such as energy-efficient technologies, to minimize energy consumption. Furthermore, we have established responsible protocols for the disposal of electronic waste (E-waste). Our company is dedicated to incorporating sustainable products and practices, consistently striving to reduce the carbon emissions associated with our operations and physical spaces.

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2024-25	FY 2023-24
From renewable resources		
Total electricity consumption (A)	407 GJ	173 GJ
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable resources (A+B+C)	407 GJ	173 GJ
From non - renewable resources		
Total electricity consumption (D)	44294 GJ	28634 GJ
Total fuel consumption (E)	4724 GJ	3458 GJ
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	49018 GJ	32092 GJ
Total energy consumed (A+B+C+D+E+F)	49425 GJ	32265 GJ
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operation)	9.93 GJ/Crores of Turnover	9.39 GJ/Crores of Turnover
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	2.41 GJ/Crores of Turnover	2.58 GJ/Crores of Turnover
Energy intensity in terms of physical output		-
Energy intensity (optional) - the relevant metric may be selected by the entity		

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

Y, Sustainability Actions Private Limited has done the Reasonable Assurance for all the BRSR Core matrices.

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.

The operations of the company are not covered under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.



Amit Chhabra, our Chief Business Officer, General Insurance, spoke at #FutureForward on India's fintech leadership and the evolving architecture of financial inclusion.

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

	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water*	10343	15000
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	10343	15000
Total volume of water consumption (in kiloliters)	10343	15000
Water intensity per rupee of turnover (Total Water consumption / Revenue from operations)	2.08 KL/Crores of Turnover	4.36 KL/Crores of Turnover
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)	0.5 KL/Crores of Turnover	1.2 KL/Crores of Turnover
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*Municipal Water

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

Y, Sustainability Actions Private Limited has done the Reasonable Assurance for all the BRSR Core matrices.

4. Provide the following details related to water discharged:

Water is discharged into municipal drainage system and is not being tracked.

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

Y, Sustainability Actions Private Limited has done the Reasonable Assurance for all the BRSR Core matrices.

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:

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	Gm/Kwh	1.638	0.55
SOx	-	-	-
Particulate matter (PM)	Gm/Kwh	0.232	0.08
Persistent organic pollutants (POP)	-	-	-
Volatile organic compound (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others- CO	-	0.37	-

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

No independent assessment/ evaluation/assurance has been carried out by any external agency

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

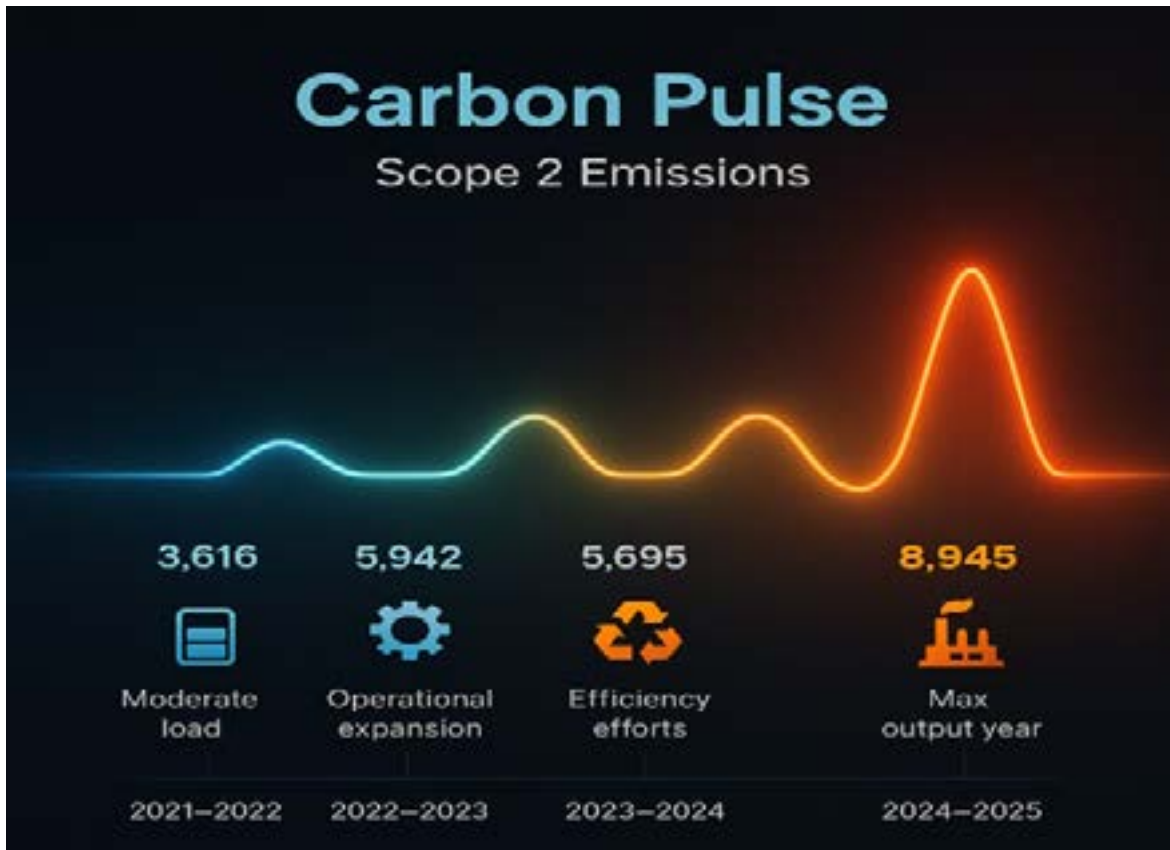
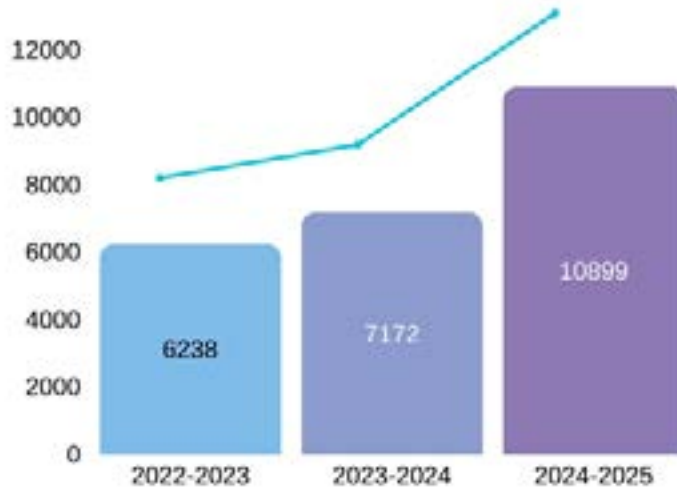
Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 Equivalent*	1954	1477
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	8945	5695
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO2 Equivalent / Crores of Turnover	2.19 TC02e / Crores of Turnover	2.09 TC02e / Crores of Turnover
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO2 Equivalent / Crores of Turnover	0.53 TC02e / Crores of Turnover	0.57 TC02e / Crores of Turnover
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	-	-	-

*The increase in Scope1 GHG emissions are on account of inclusion of Refrigerate gases data in FY23- 24

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

Y, Sustainability Actions Private Limited has done the Reasonable Assurance for all the BRSR Core matrices.

GHG Emission Scope 1 + 2 (T CO₂)



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

To uphold its commitment to the company's ESG vision and actively work toward reducing its carbon footprint, the organization has implemented a series of impactful and ongoing measures aimed at enhancing energy efficiency and sustainability. These initiatives, undertaken continuously and reinforced during the current year, include the following:

a. Optimization of electricity usage and electrical equipment operations:

The company has undertaken a systematic approach to minimize energy consumption by rationalizing the use of critical electrical appliances. This includes improving the operational efficiency of air-conditioning systems, reducing energy use for office lighting, and managing equipment such as beverage dispensers and desktops to ensure they operate only when necessary, thereby avoiding unnecessary energy wastage.

b. Installation of LED lighting across all office floors:

As part of its energy efficiency strategy, the company has replaced traditional lighting systems with LED lights on all floors. These LED lights offer superior energy efficiency and significantly reduce heat emissions. Moreover, their design eliminates ultraviolet (UV) emissions, making them a more sustainable and environmentally friendly choice.

c. Temperature monitoring and air-conditioning system management:

To further optimize energy use, the company regularly monitors indoor temperatures and implements strict controls over air-conditioning systems. By maintaining ideal temperature settings and avoiding overcooling or overheating, the organization ensures that energy consumption is kept to a minimum while maintaining a comfortable environment for employees.

d. Usage of energy-efficient illumination fixtures:

The company has adopted advanced illumination systems that require less energy while delivering superior lighting quality. These fixtures not only reduce overall electricity consumption but also contribute to lower operational costs over time.

e. Deployment of VRV/VRF air-conditioning systems:

Recognizing the importance of leveraging advanced technologies, the company has installed Variable Refrigerant Volume (VRV) and Variable Refrigerant Flow (VRF) air-conditioning systems across its premises. These systems are second-generation energy-efficient solutions, offering improved performance with reduced energy usage compared to conventional air-conditioning units.

f. Procurement of 5-star rated electrical appliances:

The company ensures that all electrical appliances procured for office use, including air conditioners, refrigerators, and other devices, are certified with a 5-star energy efficiency rating. These high-efficiency appliances consume significantly less electricity, reducing the overall energy demand and contributing to the company's sustainability goals.

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

Parameter	FY2024-25	FY2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	0.7
E-waste (B)	6.34	5.07
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	6	11.10
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)- Used Oil	-	-
Other Non-hazardous waste generated (H). Please specify, if any. - Paper	-	1.50
Total (A+B + C + D + E + F + G + H)	12.34	18.37
Waste intensity per rupee (Crores) of turnover (Total waste generated / Revenue from operations)	0.0024	0.0053
Waste intensity per rupee (Crores) of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00058	0.0014
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	12.34	18.37
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	12.34	18.37
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-

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

Y, Sustainability Actions Private Limited has done the Reasonable Assurance for all the BRSR Core matrices

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.**

Sustainable practices are deeply embedded in our company culture, with employees actively participating in recycling and reusing paper at their workstations to minimize waste. All waste generated is responsibly sent to authorized collectors for recycling. In addition, we prioritize the reuse of all physical assets, including information systems hardware, to extend their lifecycle. When these assets reach the end of their useful life, electronic waste (E-waste) is carefully handed over to certified recyclers or collectors. Similarly, batteries and used oil generated through our operations are disposed of through approved vendors, ensuring environmentally safe handling and disposal.

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:**

No facilities are in/around ecologically sensitive areas.

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

The company's operations do not fall under the scope of the Environmental Impact Assessment (EIA) notification issued in 2006. Therefore, we are not required to undergo the environmental impact assessment process as mandated for certain types of projects under this regulation.

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, PB Fintech Limited complies fully with all relevant environmental laws and regulations applicable to its business operations. The company ensures adherence to these legal requirements in alignment with the specific nature of its business activities.

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:**

This is not being tracked currently.

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

Scope 3 GHG emissions are not tracked currently.

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:**

Not Applicable

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

We have established a robust and comprehensive business continuity and disaster management plan designed to ensure operational resilience and minimize disruptions during unforeseen events. This plan encompasses a wide range of critical services, including rescue operations, firefighting measures, and the provision of first aid, ensuring a coordinated and effective response to emergencies.

The primary focus of the plan is to safeguard the organization's key assets, including corporate data, operational processes, physical infrastructure, and, most importantly, the safety and well-being of personnel. By addressing these priorities, the strategy ensures that essential functions can continue with minimal interruption while protecting both employees and organizational resources.

Additionally, the plan is designed to effectively contain incidents to prevent escalation, reduce casualties and injuries, and ensure rapid implementation of relief measures. Recovery operations are also a crucial component, aimed at restoring normalcy and resuming operations in the shortest possible time

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.**

Nil

8. How many Green Credits have been generated or procured:

a. **By the listed entity**

Nil

b. **By the top ten (in terms of value of purchases and sales, respectively) value chain partners*.**

Not being tracked as of now

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



Essential Indicators

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

7 (Seven)

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	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2	The National Association of Software and Service Companies (NASSCOM)	National
3	Internet and Mobile Association of India (IAMAI)	National
4	Unified Fintech Forum	National
5	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
6	Confederation of Indian Industry (CII)	National
7	The Merchant Payments Alliance of India (MPAI)	National

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**

Not Applicable

Leadership Indicators

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

S.No	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of Review by Board (Annually / Half Yearly Quarterly / Other please Specify)	Web link, if available

The Company does not engage in advocacy for or against any policies. However, our active participation in trade and industry associations enables us to stay informed about industry developments, contribute to policy discussions within the business community.

PRINCIPLE 8 - Businesses should promote inclusive growth and equitable development

Our Corporate Social Responsibility (CSR) Policy and Equal Opportunity policy underscore our dedication to fostering inclusive growth and fair 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.**

There was no requirement for Social Impact Assessments (SIA) of any projects undertaken by the company during the financial years 2024-25 or 2023-24.

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

There was no project involving R&R during the FY 2024-25 or FY 2023-24.

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

The company has established multiple channels for the community to submit grievances, including access to the Legal and Compliance Officer's email, the company website, a customer helpline/toll-free number, and the Policybazaar and Paisabazaar apps, as well as at every physical outlet. Grievances from the community are managed by the Legal and Compliance Officer in collaboration with the Stakeholders' Relationship Committee of the Board, ensuring they are promptly addressed.

- 4. Percentage of input material (inputs to total inputs by value sourced from suppliers.**

Although our business model does not involve procuring goods for further processing, we actively prioritize the procurement of goods and services essential for running our operations from local small and medium enterprises (SMEs) that are registered with the company. This approach supports local businesses and fosters community economic development. Furthermore, we strive to recruit local employees and staff for various manpower services whenever possible, promoting local employment and contributing to the growth of the surrounding community. By doing so, we reinforce our commitment to supporting local economies and building stronger ties with the regions where we operate.

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs /small producers	54%	41%
Directly from within India	100%	100%

- 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 2024-25	FY 2023-24
Rural	-	-
Semi - Urban	1.16%	1%
Urban	19.77%	3%
Metropolitan	79.07%	96%

Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Leadership Indicators

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

Corrective actions taken

Not Applicable

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

S. No.	State	Aspirational District	Amount spent (In INR)
		Not Applicable	

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

No, we does not have a preferential procurement policy.

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

Not Applicable

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

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:**

In accordance with provisions of Section 135 of the Companies Act, 2013 ("Act") it is required to spend two percent of the average net profit of the Company, calculated as per section 198 of the Act, for the three immediately preceding financial years on the activities and programs fulfilling its Corporate Social Responsibilities. As per the profile calculated under Section 198 of the Act, it is not required to allocate any funds towards Corporate Social Responsibility (CSR) spending during FY 2024-25.

However, as part of our employee engagement efforts and our commitment to social responsibility and community welfare, we undertook the following CSR initiatives in 2024-25:

1. **Blood Donation Camp – May 2024 (World Blood Donor Day)**

On the occasion of World Blood Donor Day, we organized a nation-wide Blood Donation Camp across all our locations in May 2024.

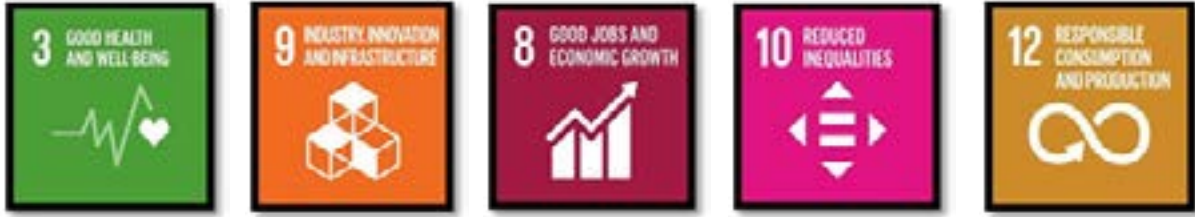
- Over 450 units of blood were donated by Policybazaar employees across India.
- This initiative aimed to support critical healthcare needs and raise awareness about the importance of voluntary blood donation.
- The event saw enthusiastic participation and reinforced our culture of giving back to society.

2. **Cyclone Fengal Relief Donation Drive – December 2024 (in partnership with Goonj)**

In response to the devastation caused by Cyclone Fengal, Policybazaar partnered with Goonj in December 2024 to support relief efforts through a donation drive.

- Employees contributed generously by donating clothes, basic medicines, dry ration, packaged food, and utensils.
- Over 500+ items were collected and handed over to Goonj for distribution among the affected communities.
- This initiative showcased our solidarity with those impacted and our ongoing commitment to humanitarian support during natural disasters

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



We are fully committed to prioritizing the needs of our consumers by transforming and simplifying previously complex offline processes through digitalization. Our efforts aim to provide a seamless and user-friendly experience for consumers, making tasks such as policy renewals easier and providing real-time updates on services and claims requests. This enables consumers to track their progress and stay informed with minimal effort, greatly enhancing their overall experience.

To achieve this, we have incorporated cutting-edge technologies like chatbots and video calls into our operations. These tools not only allow us to engage with consumers more efficiently but also serve important roles in verification and fraud prevention. For instance, our WhatsApp chatbots are employed to send policy updates, help consumers stay informed, and schedule appointments with our advisors in a convenient manner. This automation streamlines communication, making it easier for consumers to access essential information.

In addition to these efforts, we have focused on streamlining processes such as Know Your Customer (KYC) procedures, fraud detection, and motor claims by allowing quick video uploads and document submissions. This speeds up the entire process, reducing the time and effort typically involved in these tasks. As part of our ongoing innovations, we are also working toward introducing voice-assisted renewals, which will offer another convenient method for consumers to renew their policies without any hassle.

Our overarching strategy revolves around leveraging technology to automate and simplify tasks, offering self-service options to our consumers, while still providing personal assistance when needed. This is supported by sales and service help via telecalls and online chats through our website and mobile app, ensuring that consumers have access to support at their convenience. Furthermore, we've expanded our support network by providing accessible offline stores where consumers can visit in person to schedule appointments and receive expert guidance from our advisors, ensuring that both digital and in-person support are available to meet their needs.

Essential Indicators

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

At Policybazaar, customers have multiple channels available to raise complaints, ensuring ease of access for all. These channels include:

1. Filing complaints through the "My Account" section.
2. Complaints via social media platforms.
3. Emails where the Insurance Regulatory and Development Authority (IRDA) is copied.
4. Emails directed to CXOs (Chief Officers).
5. The toll-free customer service number.
6. Complaints submitted via the email address care@policybazaar.com.
7. Complaints raised through the live chat feature on the Policybazaar website.

To ensure efficient and timely resolution of complaints, the company has established a structured internal escalation process. This process ensures that all grievances are addressed within a defined turnaround time (TAT). If complaints exceed this TAT, they are escalated to higher authorities for further attention. Policybazaar has a clear system and procedure in place for receiving, registering, and resolving grievances, with the following minimum timeframes for response:

- First-time response: The company aims to send a written response to the complainant within 2 hours of receiving the grievance.
- Details in the response: The initial response includes the name of the officer responsible for handling the grievance, along with details of the issue raised and the follow-up TAT for resolving the complaint.
- Resolution within TAT: If the complaint is resolved within the stipulated time, the resolution and acknowledgment are communicated to the customer.
- Interim updates: If the complaint is not resolved within the specified days, the company is required to share an interim update with the customer, explaining the delay and providing a new expected resolution time.

- Non-response from customer: If the customer does not respond to calls and emails three times, the complaint is closed, and an interim closure email is sent. The complaint can be reopened if the customer responds later.

For Paisabazaar, customers with grievances related to the company's products and services can reach out through the following channels:

- Toll-free number.
- Email at care@paisabazaar.com.
- Written communication to the company's address: Paisabazaar Marketing and Consulting Private Limited, Plot No. 135P, Sector 44, Gurgaon-122001.

Customers are required to provide the following details when submitting a grievance:

- The specific product related to the grievance.

- The date the application was submitted.
- A detailed description of the grievance.
- Valid contact information, including a phone number and email ID used during registration for Paisabazaar services.

Upon receiving a grievance, the company strives to send an acknowledgment or initial response within 48 working hours. After evaluating the issue, Paisabazaar will provide a final response or inform the customer if more time is needed, with the goal of resolving the grievance within 30 days of receipt.

For escalation or further inquiries, customers can contact the Nodal Grievance Redressal Officer at:

- Email: servicehead@paisabazaar.com
- Phone: 0124-6473726



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

Environmental and social parameters relevant to the product
 Safe and responsible usage
 Recycling and/or safe disposal

As a percentage to total turnover
 This is not applicable as the company is not providing and physical products/services.

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

The Company is committed to providing solutions that exceed customer expectations and enhance the level of business profitability. We consistently strive forth to ensure higher customer satisfaction.

	FY 2024-25			FY 2023 -24		
	Number of complaints received during the year	Number of complaints pending resolution at end of the year	Remarks	Number of complaints received during the year	Number of complaints pending resolution at end of the year	Remarks
Data Privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber Security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	12478	268	268 complaints were pending at the closure of FY 2024-25.	11134	130	130 complaints were pending at the closure of FY 2023-24.

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, policybazaar Insurance Brokers Private Limited has implemented a comprehensive Information and Cybersecurity Policy to safeguard sensitive data and protect against potential security and privacy breaches. This policy includes the deployment of advanced security solutions such as:

- **Data Loss Prevention (DLP):** Ensures sensitive data is not misused or exposed to unauthorized parties.
- **Security Operations Center (SOC):** Monitors and analyzes security events in real-time to identify and mitigate threats.
- **Web Application Firewall (WAF):** Provides robust protection against various cyber threats, including anti-throttling, geo-location-based security, application security, bot management, and client reputation analysis.

- **Anti-Malware Solutions:** Prevents, detects, and removes malicious software that could compromise systems.
- **Extended Detection and Response (XDR):** Delivers comprehensive visibility across endpoints, servers, and applications to proactively detect and respond to advanced threats.
- **Email Security Suite:** Safeguards communications against phishing, spoofing, and other email-based attacks.

To foster a culture of security, periodic information security awareness trainings are conducted, ensuring that employees remain informed about their responsibilities and the latest best practices for maintaining a secure environment.

Both Policybazaar and Paisabazaar uphold globally recognized security standards and have obtained ISO 27001 and PCI DSS certifications. These certifications underline their commitment to maintaining robust security controls and ensuring compliance with international data protection norms.

For more details on the company's privacy and cybersecurity measures, visit:

- [Policybazaar Legal and Admin Policies](#)
- [Paisabazaar Privacy Policy](#)

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.**

PB Fintech Limited has established a robust cybersecurity framework that encompasses a range of policies, processes, procedures, and standards designed to meet and maintain the company's enterprise-wide information security goals. To safeguard against potential security threats, the company has deployed a variety of advanced security solutions, including Web Application Firewalls (WAF), next-generation firewalls, endpoint security systems, cloud workload security tools, URL proxies, cloud security groups, as well as logging and monitoring systems. Additionally, cyber threat intelligence capabilities are in place to proactively detect and respond to security risks.

Furthermore, the company has defined, documented, and implemented several critical processes to enhance its cybersecurity measures and ensure the protection of sensitive data. These processes include regular reviews of user access rights and database access, adhering to the principle of least privilege in granting access permissions, and implementing robust backup management protocols. These steps work together to fortify the organization's security posture and ensure the privacy and integrity of its data

7. **Provide the following information relating to data breaches:**

a. **Number of instances of data breaches**

Nil

b. **Percentage of data breaches involving personally identifiable information of customers**

Nil

c. **Impact, if any, of the data breaches**

Nil

Leadership Indicators

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

Information on products and services of the entity can be accessed through the websites and the apps of the company.

<https://www.pbfintech.in> <https://www.policybazaar.com>
<https://www.paisabazaar.com>

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

Not Applicable

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

Not Applicable

4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Displaying product information on the product itself is not relevant or applicable to the nature of our business. This approach does not align with our business model or the way our products and services are structured.