

# Business Responsibility & Sustainability Report 2024-25

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Entity	L65929TG2003PLC040648
2.	Name of the Entity	Spandana Sphoorty Financial Limited ("SSFL or Company")
3.	Year of incorporation	2003
4.	Registered office address	Galaxy, Wing B, 16 <sup>th</sup> Floor, Plot No.1, Sy No 83/1, Hyderabad Knowledge City, TSIC, Raidurg, Panmaktha, Rangareddy, Hyderabad, Telangana, India, 500081
5.	Corporate address	Galaxy, Wing B, 16 <sup>th</sup> Floor, Plot No.1, Sy No 83/1, Hyderabad Knowledge City, TSIC, Raidurg, Panmaktha, Rangareddy, Hyderabad, Telangana, India, 500081
6.	E-mail	shareholders@spandanasphoorty.com
7.	Telephone	+9140-45474750
8.	Website	www.spandanasphoorty.com
9.	Financial year for which reporting is being done	01 April 2024 to 31 March 2025
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE); and National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	71,30,51,440
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. A. Bhanu Prakash Vice President - CSR & Sustainability 040-45474750
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 BRSR report are on standalone basis.
14.	Name of assurance provider	-
15.	Type of assurance obtained	-

### II. 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.	Microfinance	Spandana Sphoorty Financial Ltd. is a non-banking finance company-microfinance institution (NBFC-MFI) in India which provides micro loans to women borrowers from low-income households for income generation. The loans are offered at affordable interest rates to help bring underserved population into the formal financial system. These loans become a catalyst in promoting entrepreneurship in remote parts of India with the to aim to improve livelihoods and uplift communities.	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Microfinance	64990	100%

**III. 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	1628	5	1633
International	0	0	0

**19. Markets served by the entity:**

## a. Number of locations

Locations	Number
National (No. of States and Union Territories)	20
International (No. of Countries)	0

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

0.0%

## c. A brief on the types of customers

We serve the low-income and financially underserved segments of the population in India, primarily in rural and semi-urban areas, providing micro loans to support income-generation activities that empower individuals and communities.

We lend under the Joint Liability Group (JLG) model to women only borrowers. These women often lack access to traditional banking services. The small loans we provide give a steady drift to help our borrowers soar higher in their entrepreneurial flight while also giving them a strong chance to dream of a better life for their families and themselves. Our loans have a one-to-two-year tenure and are provided for purposes like agriculture, handlooms & handicrafts, cattle rearing, cottage industries & micro entrepreneurial ventures like tailoring, grocery stores etc., education and healthcare.

**IV. EMPLOYEES****20. Details as at the end of Financial Year**

## a. Employees (including differently abled)

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1	Permanent (D)	16454	15974	97%	480	3%
2	Other than Permanent (E)	Not Applicable				
3	Total Employees (D+E)	16454	15974	97%	480	3%
<b>WORKERS</b>						
4	Permanent (F)	Not Applicable				
5	Other than Permanent (G)	Not Applicable				
6	<b>Total workers (F+G)</b>	Not Applicable				

## b. Differently abled Employees and workers:

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1	Permanent (D)	0	0	0	0	0
2	Other than Permanent (E)	Not Applicable				
3	Total Employees (D+E)	0	0	0	0	0
<b>WORKERS</b>						
4	Permanent (F)	Not Applicable				
5	Other than Permanent (G)	Not Applicable				
6	<b>Total workers (F+G)</b>	Not Applicable				

## 21. Participation/Inclusion/Representation of Women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	3	30%
Key Management Personnel	3	0	-

## 22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2025			FY 2024			FY 2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	56.87%	43.02%	56.53%	48.49%	31.39%	48.14%	50.98%	55.27%	51.09%
Permanent Workers	Not Applicable								

## V. 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.	Caspian Financial Services Ltd	Wholly owned subsidiary company	100.0%	Yes
2.	Criss Financial Ltd (formerly Criss Financial Holdings Ltd)	Subsidiary company	99.92%	Yes

## VI. CSR DETAILS

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No): Yes  
(ii) Turnover (in ₹): ₹ 2,245.19 Crore  
(iii) Net worth (in ₹): ₹ 2,622.77 Crore

## VII. 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 Current Financial Year			FY 2023-24 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes <a href="https://spandanasphoorty.com/customer-support">https://spandanasphoorty.com/customer-support</a>	0	0	No complaint received	0	0	No complaint received
Investors (other than shareholders)	Yes <a href="https://spandanasphoorty.com/customer-support">https://spandanasphoorty.com/customer-support</a>	0	0	No complaint received	0	0	No complaint received
Shareholders	Yes <a href="https://spandanasphoorty.com/customer-support">https://spandanasphoorty.com/customer-support</a>	0	0	No complaint received	0	0	No complaint received
Employees	Yes <a href="https://spandanasphoorty.com/customer-support">https://spandanasphoorty.com/customer-support</a>	1310	44	Out of the 44 tickets, 40 are already closed during the 1st Quarter of FY 2025-26, and currently 4 tickets are in process.	1802	31	31 tickets closed during 1st quarter of FY 2024-25
Customers	Yes <a href="https://spandanasphoorty.com/customer-support">https://spandanasphoorty.com/customer-support</a>	1303	20	All 20 complaints are resolved during 1st Quarter in the month of April, 2025	1821	8	Complaints resolved during 1st Quarter of FY 2024-25
Value Chain Partners	Yes <a href="https://spandanasphoorty.com/customer-support">https://spandanasphoorty.com/customer-support</a>	0	0	No complaint received	0	0	No complaint received
Others (please specify)		0	0	No complaint received	0	0	No complaint received

## 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	Customer Centricity	Opportunity	Opportunity The Company's commitment to customer centricity is central to its mission of empowering the financially unserved and underserved rural women. Customer centricity enables building stronger customer loyalty, driving increased sales and market share. It also promotes innovation by tailoring products and services to customer needs, enhancing brand reputation and trust.	-	Positive It leads to higher customer retention and increased sales, boosting overall revenue. It also reduces marketing and acquisition costs, as satisfied customers are more likely to provide referrals and repeat business.

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)
2	Commitment to Employees	Opportunity	Opportunity Commitment to employees enhances job satisfaction and loyalty, reducing turnover and associated recruitment costs. It also fosters a positive work environment, driving productivity and innovation, which contribute to the Company's overall success. Ensuring fair wages, benefits, and a supportive work environment for employees contributes to the Company's social mission and employee retention.	-	Positive Commitment to employees reduces turnover and recruitment costs, leading to significant savings. Additionally, it boosts productivity and innovation, driving revenue growth and improving the Company's financial performance.
3	Positive Social Impact of Products and Services	Opportunity	Opportunity Emphasizing the positive social impact of Company's products and services of providing microloans to financially unserved and undeserved groups enhance customer loyalty and brand reputation. It also attracts socially conscious investors, thereby contributing to long-term financial success.	-	Positive It leads to building a broad customer base and enhances brand value, thereby increasing revenue and sales.
4	Brand and Reputation Management	Opportunity	Opportunity Brand and reputation management provide opportunities for companies to build trust and credibility with customers, enhancing brand loyalty and repeat business. It also enables companies to differentiate themselves in the market, thereby attracting new customers.	-	Positive Brand reputation and management can significantly enhance an organization's financial value and future business prospects. In the context of the Company's mission to provide financial services to underserved communities, it can play a pivotal role in driving demand and sales growth.
5	Regulatory Compliance and Ethical Business Practices	Opportunity	Opportunity Adhering to relevant rules and regulations bolsters investor confidence and enhances client and customer trust, leading to reputational and financial gains. Aligning business practices with the highest standards of ethics and governance ensures transparency and accountability, facilitating responsible and ethical decision-making. This approach helps prevent corporate scandals and fraud.	-	Positive It leads to cost savings that otherwise might be incurred due to noncompliance. These costs include fines, penalties, and legal fees. Practicing ethical behaviour leads to improved customer loyalty, thereby resulting in increased sales and revenue. It also leads to cost savings as the Company will not be at risk of running into financial loss due to unethical or irresponsible behaviour.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines on Responsible Business Conduct (NGRBC) were prescribed by the Ministry of Corporate Affairs (MCA), Government of India, in 2018. They are built over the National Voluntary Guidelines on the Social, Environmental and Economic Responsibilities of Business (NVGs) released by the MCA in 2011. The NGRBC have been designed to guide businesses to perform beyond the requirements of regulatory compliance and contribute towards wider developmental goals including environmental and social.

The NGRBC advocates for nine principles referred as P1-P9 as given below:

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management Processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Weblink to the policies, if available. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No).	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>The Company acknowledges its role in creating a positive impact by focusing on investor awareness and corporate social responsibility (CSR).</p> <p>It promotes an inclusive workplace, hires based on merit, aims to reduce its carbon footprint, and prioritizes upskilling for employee development in line with changing business needs.</p> <p>The Company continuously takes measures to align its processes and controls with the principles of sustainable business practices.</p> <p>We are currently engaged in developing our required objectives, obligations, or assessment methodology for all policies. We continuously work towards improving processes, establish protocols to monitor &amp; efficiently utilize resources such as water, paper, and electricity consumption.</p>								
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	<p>The Company actively monitors and assesses the implementation of its action plan to ensure strict compliance with established norms.</p> <p>We meticulously track and record key parameters within our policies as part of a continuous learning and development process, with the objective of continually improving and enhancing our policies.</p>								

## Governance, Leadership and Oversight

### 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure).

At Spandana, we recognize that sustainability is not just a regulatory requirement—it is a strategic imperative that strengthens our long-term resilience and reinforces our commitment to inclusive growth. As one of India's leading microfinance institutions, our core mission has always been to serve the financial needs of underserved communities. In recent years, we have broadened this mission to include a stronger focus on environmental stewardship, social responsibility and robust governance.

Guided by our ICARE values—Integrity, Collaboration, Agility, Receptiveness, and Empathy—we remain deeply committed to ethical conduct, stakeholder transparency and the well-being of our employees and communities. These principles are embedded into our governance frameworks, daily operations, and long-term business strategy.

During FY24, we laid the foundation for our ESG journey by codifying our commitments through the adoption of key policies such as the ESG Governance Framework, Environment and Social Policy, and the Policy on Environment and Social Management Systems.

In FY25, we advanced this journey by institutionalizing sustainability further across the organization. We established a formal ESG Committee, mapped ESG-related Key Performance Indicators (KPIs), and conducted enterprise-wide training programs to build awareness and capacity around sustainability and ESG principles. These steps are not just symbolic—they reflect our intent to integrate ESG considerations into the heart of our decision-making and operational planning.

The Board of Directors, its committees and the executive leadership team review our sustainability performance to ensure alignment with our strategic priorities and regulatory expectations. We are committed to continuous improvement and transparency in our disclosures, including those under the Business Responsibility and Sustainability Report (BRSR) framework.

As we move ahead, Spandana will continue to innovate, adapt and lead with purpose—empowering women and communities across India, while contributing positively to the planet and future generations

<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).</b>	Mr. Ashish Damani, Interim CEO, President and CFO, Telephone number: 040-45474750 E-mail address: shareholders@spandanaspooorty.com
<b>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.</b>	Yes, The Company's Sustainability Committee identified initiatives, set targets and manages sustainability risks and opportunities. The Board of Directors oversees the organization's sustainability strategy and vision. This governance structure ensures that sustainability practices are integrated effectively into the organization and that goals are met. The Head of Sustainability drives and oversee sustainability related actions and progress on key performance indicators. The Sustainability Working Group consists of Sr. members from various departments and the group facilitates the implementation of the policy and various initiatives across the organisation.

### 10. Details of Review of the NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)
	P1 P2 P3 P4 P5 P6 P7 P8 P9	P1 P2 P3 P4 P5 P6 P7 P8 P9
Performance against above policies and follow up action	All policies are approved by the Board and signed by the official who oversees the implementation of such policies. The Codes have been circulated to Directors and Management Personnel, and its compliance is affirmed by them annually as per Regulation 26(3) of the SEBI Listing Regulations.	
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company has internal control measures that ensure adherence to applicable laws and compliances and give guidance and support needed for ethical conduct. The Codes are circulated to Directors and Management Personnel, and its compliance is undertaken by them annually as per Regulation 26(3) of the SEBI Listing Regulations.	

11. Has the Company carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
No	No	No	No	No	No	No	No	No

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
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)									

### SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURES

**Principle 1: Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent, and accountable.**

#### ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	4	Regulatory updates under Companies Act, 2013 & SEBI Regulations, RBI Master Directions & Circulars on NBFCs, Outsourcing of Information Technology Services, Fair Lending Practices, Risk Management	100%
Key Managerial Personnel	4	Regulatory updates under Companies Act, 2013 & SEBI Regulations, RBI Master Directions & Circulars on NBFCs, Outsourcing of Information Technology Services, Fair Lending Practices, Risk Management	100%
Employees other than BoD and KMPs	5	AML&KYC, Branch Compliance, Road Safety, ESG and POSH	100%
Workers	Not Applicable		

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

	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	-	-	-	-	-
Settlement			0		
Compounding Fee					

	Non-monetary			
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment			0	
Punishment				

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	Not Applicable

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

The Company is committed to conducting business by following the highest ethical standards. Employees are expected to conduct business strictly adhering to all applicable laws as per the Company's Code of Conduct. This is also imbibed in the Company's operations manual and regular trainings that are provided to employees.

The Company conducts its business in adherence to all statutory and regulatory requirements. The Code of Conduct for Directors and Senior Management of the Company has been posted on the Company's website.

Additionally, the Company has Vigil/Whistleblowing mechanism to help report any instances of corruption or bribery that take place within the organization. These guidelines also extend to the subsidiaries.

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

	FY 2024-25 (Current Financial year)	FY 2023-24 (Previous Financial year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2024-25 (Current Financial year)		FY 2023-24 (Previous Financial year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the directors	0		0	
Number of complaints received in relation to issues of conflict of interest of the KMPs	0		0	

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.

No corrective action was necessitated in FY 24-25.

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

	FY 2024-25	FY 2023-24
Number of days of accounts payables	Not Applicable	Not Applicable

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

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. i) Purchases from trading houses	0.00	0.00
	ii) Total purchases	0.00	0.00
	iii) Purchases from trading houses as % of total purchases		
	b. Number of trading houses where purchases are made	0	0
	c. i) Purchases from top 10 trading houses	0.00	0.00
	ii) Total purchases from trading houses	0.00	0.00
Concentration of Sales	iii) Purchases from top 10 trading houses as % of total purchases from trading houses		
	a. i) Sales to dealer / distributors	0.00	0.00
	ii) Total Sales	0.00	0.00
	iii) Sales to dealer / distributors as % of total sales		
	b. Number of dealers / distributors to whom sales are made	0	0
	c. i) Sales to top 10 dealers / distributors	0.00	0.00
Share of RPTs in	ii) Total Sales to dealer / distributors	0.00	0.00
	iii) Sales to top 10 dealers / distributors as % of total sales to dealer / distributors		
	a. i) Purchases (Purchases with related parties)	0.00	0.00
	ii) Total Purchases	0.00	0.00
	iii) Purchases (Purchases with related parties as % of Total Purchases)		
	b. i) Sales (Sales to related parties)	0.00	0.00
	ii) Total Sales	0.00	0.00
	iii) Sales (Sales to related parties as % of Total Sales)		
	c. i) Loans & advances given to related parties	23.57	73.60
	ii) Total loans & advances	5578.02	10640.51
	iii) Loans & advances given to related parties as % of Total loans & advances	0.42%	0.69%
	d. i) Investments in related parties	315.00	217
ii) Total Investments made	424.75	328.78	
iii) Investments in related parties as % of Total Investments made	74.16%	66.00%	

#### LEADERSHIP INDICATORS

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
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No such awareness programmes were conducted for value chain partners in FY 24-25.

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

Yes, the Company has a Code of Conduct policy for Board and KMPs. According to the policy "The Board Members and Senior Management Personnel of the Company shall not involve in taking any decision on a subject matter in which a conflict of interest arises or which in his/her opinion is likely to arise and shall make disclosures to the competent authority relating to all material financial and commercial transactions.

**Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe.**
**ESSENTIAL INDICATORS**

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	Not Applicable	Not Applicable	Not Applicable
Capex	₹ 6.28 crore	₹ 11.54 crore	IT Capex

2. a. **Does the entity have procedures in place for sustainable sourcing? (Yes/No)**  
Yes
- b. **If yes, what percentage of inputs were sourced sustainably?**  
100%
3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**  
We have a properly documented and audited process for the E-waste of all IT assets
4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**  
No

**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,**

NIC Code	Name of Product/Service	% of total Turnover Contributed	Boundary for which the Life Cycle Perspective/Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results Communicated in public domain (Yes/No)
Not Applicable					

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

Name of the Product/Service	Description of the risk/concern	Action Taken
Not Applicable		

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

Indicate Input Material	Recycled or re-used input material to total material	
	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Not Applicable		

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

	FY 2024-25			FY 2023-24		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable			Not Applicable		
E-waste						
Hazardous Waste						
Other waste						

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

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

**Principle 3: Businesses should respect and promote the wellbeing of all employees, including those in their value chains.**

#### ESSENTIAL INDICATORS

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Employees</b>											
Male	15974	15974	100%	15974	100%	-	-	15974	100%	0	-
Female	480	480	100%	480	100%	480	100%	-	-	-	-
<b>Total</b>	<b>16454</b>	<b>16454</b>	<b>100%</b>	<b>16454</b>	<b>100%</b>	<b>480</b>	<b>3%</b>	<b>15974</b>	<b>97%</b>	<b>0</b>	<b>-</b>
<b>Other than Permanent Employees</b>											
Male	Not Applicable										
Female	Not Applicable										
<b>Total</b>	Not Applicable										

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

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Employees</b>											
Male	Not Applicable										
Female	Not Applicable										
<b>Total</b>	Not Applicable										
<b>Other than Permanent Employees</b>											
Male	Not Applicable										
Female	Not Applicable										
<b>Total</b>	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	₹8.23 crore	₹5.16 Crore

2. Details of retirement benefits for the current and previous financial year.

Category	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%		Y	100%		Y
Gratuity	100%	Not Applicable	No employee deduction; employer deposits directly with the authority.	100%	Not Applicable	Y
ESI	100%		Y	100%		Y
Others – please specify						

3. Accessibility of workplaces

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

Yes, head office of the Company provides accessibility to differently abled people.

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,

Policy is available at Company's website. <https://spandanasphoorty.com/images/gallery/1714739367-617277-20240305050527-0848352001714739367.pdf>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%		
Female	100%	100%	Not Applicable	
<b>Total</b>	100%	100%		

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	Yes, We regularly interact with the employees to understand their concerns. Employees can submit their grievances via a designated phone number and email. Any grievances related to POSH are addressed through internal committee. We also have a Vigil Mechanism and Whistle Blower Policy ( <a href="https://spandanasphoorty.com/policies">https://spandanasphoorty.com/policies</a> ).
Other than Permanent Employees	Not Applicable

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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	16454	0	-	13097	0	-
Male	15974	0	-	12852	0	-
Female	480	0	-	245	0	-
Total Permanent Workers	Not Applicable			Not Applicable		
Male						
Female						

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

Category	FY 2024-25 Current Financial Year					FY 2023-24 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation Total (D)		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (D)	No. (E)	% (E/D)	No. (F)
Employees	16454	15382	93.48%	10578	64.29%	13097	11465	87.54%	8397	64.11%
Male	15975	15165	94.93%	10404	65.13%	12852	11357	88.37%	8313	64.68%
Female	480	217	45.21%	174	36.25%	245	108	44.08%	84	34.29%
Workers	Not Applicable					Not Applicable				
Male										
Female										

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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	15974	10,771	67.43%	12852	9,968	77.56%
Female	480	239	49.79%	245	203	82.86%
<b>Total</b>	<b>16,454</b>	<b>11,010</b>	<b>66.91%</b>	<b>13097</b>	<b>10,171</b>	<b>77.66%</b>
<b>Workers</b>						
Male	Not Applicable			Not Applicable		
Female						
<b>Total</b>						

## 10. Health and safety management system:

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

The Company's operations are inherently designed to minimize health and safety risks for its employees. We acknowledge the significance of prioritizing the well-being the workforce. We have taken proactive measures such as maintaining fully stocked fire extinguishers, installing smoke detectors, and implementing fire alarm systems at our major offices. Furthermore, we ensure that our employees are well informed about assembly points. We prominently display floor plans and emergency contact information throughout our offices. To foster a secure and ethical work environment, we have also established policies addressing Sexual Harassment and Whistleblower protections.

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

All offices are equipped with necessary measures for fire safety. At head office, a designated team is entrusted to identify any potential work-related hazards and implement preventive measures.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Not Applicable

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

All employees are covered by health insurance, group life insurance and accident insurance.

## 11. Details of safety related incidents, 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	0	0
	Workers	Not applicable	Not applicable
Total recordable work-related injuries	Employees	0	0
	Workers	Not applicable	Not applicable
No. of fatalities	Employees	0	0
	Workers	Not applicable	Not applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	Not applicable	Not applicable

\*Including in the contract workforce

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

Company has a health & safety policy.

- Regular internal communication and training sessions are conducted on safety measures, including fire safety and evacuation procedures.
- Regular equipment checks are done to mitigate any wear and tear due to continued use, e.g.: Air Conditioners, UPS.
- The Company has a provision of a medical practitioner who offers online medical consultations.

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

Category	FY 2024- 2025			FY 2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	0	0		0	0	
Health and Safety	0	0		0	0	

**14. Assessments for the year:**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Health and Safety practices	100%.
Working Conditions	All offices were assessed in FY 24-25 by internal team.

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 and safety practices and working conditions.

No corrective action was necessitated in FY 24-25

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

Yes. In the event of death of employee, compensation is provided as all the permanent employees are covered by Group life insurance policy. Additionally, the Company prioritizes settling gratuity benefits.

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

Not applicable

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	FY 2024-25 (Current Financial Year)	FY 2023-24 (Current Financial Year)
Employees	0	0	0	0
Workers	Not Applicable		Not Applicable	

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

Yes, the training provided in the Company is a proactive, planned and continuous process and an integral part of Human Resource development. The aim is to create and enhance the competencies of the employees, ensuring optimal performance in the ever-changing business scenario. Hence, the Company is committed to providing its employees with opportunities to develop their domain-specific knowledge, skills and leadership abilities through various training programs.

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

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Health and safety practices	Not Assessed
Working conditions	

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

No corrective action was necessitated in FY 24-25.

**Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders.**

**ESSENTIAL INDICATORS**

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

We understand how important a comprehensive stakeholder identification process is - considering both the level of influence stakeholders exert on the business and the reciprocal impact of the business on them. Key stakeholders are employees, customers, CSR partners, community benefitting from CSR initiatives, investors, lenders, media, credit rating agencies and relevant government bodies.

We have a dedicated Stakeholders' Relationship Committee, emphasizing their commitment to effectively manage and nurture relationships with stakeholders.

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

Stakeholder groups	Whether identified as vulnerable & marginalised (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, others)	Frequency of engagement (Annually/Half yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement including key topics raised during such engagements
Employees	No	Email, Internal meetings, SMS, Internal memos, Phone	As and when required	<ul style="list-style-type: none"> <li>Evaluating employee performance and offering incentives,</li> <li>providing opportunities for professional growth and skill enhancement,</li> <li>implementing measures to promote employee health and safety</li> <li>Feedback and suggestions</li> <li>Employee rewards and recognitions</li> <li>Updates on Company's performance and future plans</li> </ul>
Customers	No	SMS, Website, Phone, Center Meetings, Branches		<ul style="list-style-type: none"> <li>Distribution of products</li> <li>Providing excellent customer service throughout the entire customer journey</li> <li>ensuring continuous awareness of product features, advantages, and potential drawbacks</li> <li>Address customer queries and complaints</li> <li>Promoting financial literacy</li> </ul>
CSR Partners	No	Email, SMS, Phone, Meetings		<ul style="list-style-type: none"> <li>Community development initiatives</li> <li>Environment preservation</li> <li>Volunteering activities in local communities</li> </ul>
Receiver of CSR initiatives	Yes	Meetings, Phone		
Investors & Analysts	No	Meetings, Calls, Website, Newspaper, Email		<ul style="list-style-type: none"> <li>Updating on business performance and outlook,</li> <li>Timely update of financial results,</li> <li>Industry developments,</li> <li>Addressing key issues &amp; concerns</li> <li>Updates on key changes in regulatory and operational environment</li> </ul>
Lenders, Media, Rating agencies and other business partners	No	Meetings, Calls, Website, Newspaper, Email		<ul style="list-style-type: none"> <li>Updating on business performance and outlook,</li> <li>Timely update of financial results,</li> <li>Industry developments,</li> <li>Addressing key issues &amp; concerns</li> <li>Updates on key changes in regulatory and operational environment</li> </ul>

Stakeholder groups	Whether identified as vulnerable & marginalised (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, others)	Frequency of engagement (Annually/Half yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement including key topics raised during such engagements
Government & Regulatory bodies	No	Meetings, Calls, Website, Newspaper, Email		<ul style="list-style-type: none"> <li>• Compliance with all applicable laws and communication of required updates</li> <li>• Implementation of Governance frameworks &amp; assistance in inspections</li> <li>• Payment of all applicable taxes</li> <li>• Updating on business performance and outlook,</li> <li>• Timely update of financial results,</li> <li>• Addressing key issues &amp; concerns</li> </ul>

#### LEADERSHIP INDICATORS

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

The Company emphasizes continuous and proactive interaction with its stakeholders to transparently communicate its strategies and achievements. Enabling frequent communication between the Board, various stakeholders and community members on social matters has been instrumental in reinforcing our dedication to social responsibility. The Company also has an already existing Stakeholders' Relationship Committee to help with such matters. Audit Committee and the Board are apprised about the outcomes of the interactions and outputs from the resulting activities and have oversight over the ESG Policy.

**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.

Our initiatives are intentionally designed to create a positive impact on the lives of underprivileged communities and on the environment. We have an already existing CSR Committee which has been approved by the board. We analyse customer complaints/interactions to improve our services. This analysis not only identifies the underlying causes but also presents an opportunity for service enhancement.

1. Stakeholder interactions and insights from consultants and experts help us understand and meet expectations.
2. The Company has conducted materiality assessment of key ESG related risks in consultation with its relevant stakeholders.
3. To gain a deeper understanding of stakeholder expectations, the Company actively seeks engagement with consultants and experts in the field. These interactions prove valuable in aligning the Company's practices with stakeholder expectations and driving continuous improvement.
4. Our business model involves regular client interactions through our empowered field force, who engage with clients regularly across all districts where we have presence. Through our loan products and client centric approach, we endeavour to strengthen the socio-economic wellbeing of low-income households by providing financing on a sustainable basis to improve livelihoods.

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

The Company is engaged in providing financial services to low-income households in rural India for their lifecycle needs.

1. The Company conducts financial literacy programs, skill development programs and vocational training programs for low-income households.

- At Spandana, we have developed an in-depth understanding of the borrowing requirements of the low-income client segment. Our business model involves regular client interactions through our field force, who engage with clients regularly across all districts where we have presence. Through our loan products and client-centric approach, we endeavour to strengthen the socio-economic wellbeing of low-income households by providing finance that is sustainable for the borrowers and helps improve livelihoods.
- We have initiated tailoring training centres for rural women and girls. These centres offer a comprehensive 90-day skill development program in tailoring along with Financial and Digital literacy module. We have trained 750 women across 05 tailoring centres in FY 2024-25. As a result of Spandana's efforts, 598 women have successfully become self-employed while 11 women have secured job placements. In addition, we have also provided financial and digital literacy training to more than 34003 women during the year.
- We constantly endeavour to deliver quality services to our clients and remunerative returns to our Investors by maintaining highest levels of transparency and integrity. In the process we strive to be a responsive corporate citizen in the community we serve. It is therefore a conscious strategy to design and implement various programs making a lasting impact on the society.

### Principle 5: Businesses should respect and promote human rights.

#### ESSENTIAL INDICATORS

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

Category	FY 2024- 2025			FY 2023-24		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (A)	No. of employees/ workers covered (B)	% (B/A)
<b>Employees</b>						
Permanent	16454	16004	97.27%	13097	12830	97.96%
Other than permanent	NA					
<b>Total</b>	<b>16454</b>	<b>16004</b>	<b>97.27%</b>	<b>13097</b>	<b>12830</b>	<b>97.96%</b>
<b>Workers</b>						
Permanent	Not Applicable			Not Applicable		
Other than permanent	Not Applicable			Not Applicable		
<b>Total</b>	Not Applicable			Not Applicable		

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

Category	FY 2024- 2025 Current Financial Year					FY 2023-24 Previous Financial Year				
	Total (A)	Equal to Minimum wage		More than minimum wage		Total (D)	Equal to Minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	16454	0	0%	16454	100%	13097	0	0%	13097	100%
Male	15974	0	0%	15974	100%	12852	0	0%	12852	100%
Female	480	0	0%	480	100%	245	0	0%	245	100%
<b>Other than Permanent</b>	Not Applicable					Not Applicable				
Male	Not Applicable					Not Applicable				
Female	Not Applicable					Not Applicable				
<b>Workers</b>										

Category	FY 2024- 2025 Current Financial Year					FY 2023-24 Previous Financial Year				
	Total (A)	Equal to Minimum wage		More than minimum wage		Total (D)	Equal to Minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Permanent</b>	Not Applicable					Not Applicable				
Male										
Female										
<b>Other than Permanent</b>	Not Applicable					Not Applicable				
Male										
Female										

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

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors	5	30,00,000	2	30,00,000
Key Managerial Personnel (KMPs)	3	5,78,16,000		
Employees other than BoDs and KMP	15971	1,96,210	480	2,12,319
Workers	Not Applicable			

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 females	11,87,77,567	71381984
Total wages	3,99,74,97,995	3,25,34,22,001
Gross wages paid to females (Gross wages paid to females as % of total wages)	2.97%	2.19%

3. 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, various committees are there to oversee and address issues related to human rights. The industry's Code of Conduct applies to the Company, its subsidiaries, all Directors and all the employees. The Company also has a policy against sexual harassment in the workplace and Whistleblower policy.

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

The Company places great importance on upholding and respecting human rights, which are considered fundamental and core values. We strive to ensure that all business and employment practices are conducted fairly and ethically, while also promoting and protecting human rights. To maintain transparency and accountability, we review the position of the redressal of complaints/grievances received from our employees, vendors, or customers on a regular basis. We have implemented policies and committees to handle human rights-related issues effectively. The Company has a zero-tolerance for all forms of physical, sexual, psychological, or verbal abuse.

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

Category	FY 2024- 2025			FY 2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	2	1	Reported Case closed in the month of April-2025	0	0	No such cases reported
Discrimination at the workplace	0	0	No such cases reported	0	0	No such cases reported
Child Labor	0	0	No such cases reported	0	0	No such cases reported
Forced Labor/ Involuntary Labor	0	0	No such incidents reported	0	0	No such incidents reported
Wages	0	0	No such cases reported	0	0	No such cases reported
Other human rights related issues	0	0	No such incidents reported	0	0	No such incidents reported

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

	FY 2024- 2025	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	0
Complaints on POSH as a % of female employees/workers	0.45%	0.00%
Complaints on POSH upheld	2	0

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

The Company prioritizes a safe and inclusive workplace for all, regardless of their caste, class, religion and background. We promote human rights and ethical business practices and have policies and committees to handle grievances. For instance, we have Internal Committees in place under the Sexual Harassment of Women at Workplace Act. We also have Whistle Blower Policy where we maintain anonymity of the complainant. Moreover, regular employee awareness sessions are conducted to prevent sexual harassment and other human rights related issue.

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

The Company while onboarding the Service Provider(s)/Third Party Vendors ensure that the relevant clauses are captured explicitly by giving reference to the Company's Code of Conduct which broadly refers to the aspects protecting the Human rights

**9. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labor	100%
Forced/Involuntary Labor	100%
Sexual Harassment	100%
Discrimination at Workplace	100%
Wages	100%
Others- please specify	-

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

No corrective action was necessitated in FY 24-25.

**LEADERSHIP INDICATORS**

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

The Company maintains the business process in a way that it adheres to fundamental human rights in all its transactions and services it provides. We also conduct various training programs to sensitize employees about the Code of Conduct.

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

Not Assessed

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

Yes, the office spaces are accessible to differently abled visitors. The Company is aware of the needs of differently abled persons and makes efforts, where possible, to ensure that the premises are easily accessible to them. In certain locations separate restrooms are provisioned to accommodate the special needs of wheelchair users. The organization is committed to respecting human rights, creating inclusive environment & safe work conditions, and conducting its business ethically.

**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	Not Assessed
Discrimination at Workplace	
Child Labor	
Forced/Involuntary Labor	
Wages	
Others- please specify	

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

No corrective action was necessitated in FY 24-25.

**Principle 6: Businesses should respect, protect, and make efforts to restore the environment.**

**ESSENTIAL INDICATORS**

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

Parameter	FY 2024- 2025 Current Financial Year	FY 2023- 2024 Previous Financial Year
<b>From renewable sources</b>		
Total Electricity Consumption (A)	0	-
Total Fuel Consumption (B)	0	-
Energy Consumption through other sources (C)	0	-
<b>Total Energy Consumed from renewable sources (A+B+C)</b>	<b>0</b>	<b>-</b>
<b>From non-renewable sources</b>		
<b>Total Electricity Consumption (D)</b>	<b>17843.55 GJ</b>	<b>13738.05 GJ</b>
Total Fuel Consumption (E)	1913 GJ	2514.14 GJ
Energy Consumption through other sources (F)	0	0
Total Energy consumed through non-renewable energy sources (D+E+F) *	19756.55 GJ	16252.19 GJ
<b>Total Energy consumed (A+B+C+D+E+F)</b>	<b>19756.55 GJ</b>	<b>16252.19 GJ</b>

Parameter	FY 2024- 2025 Current Financial Year	FY 2023- 2024 Previous Financial Year
Energy Intensity per rupee of turnover* (Total energy consumed/Revenue from operations)	0.88 KJ/₹	0.67 KJ/₹
Energy Intensity per rupee of turnover adjusted from Purchasing Power Parity (Total energy consumed/Revenue from operations adjusted for PPP)	Not Applicable	Not Applicable
Energy intensity in terms of physical output	Not Applicable	Not Applicable
Energy intensity (optional)- the relevant metric may be selected by the entity	1.20 GJ/FTE	1.24 GJ/FTE

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

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

No

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

Parameter	FY 2024- 2025 Current Financial Year	FY 2023- 2024 Previous Financial Year
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface Water	0	0
(ii) Groundwater	*489.43 KL	*655.26 KL
(iii) Third party water	0	0
(iv) Seawater/desalinated water	0	0
(v) Others (Drinking Water)	3831.14 KL	2737.93 KL
<b>Total volume of water withdrawal (i + ii + iii + iv + v)</b>	<b>4320.57 KL</b>	<b>3393.19 KL</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>4320.57 KL</b>	<b>3393.19 KL</b>
Water intensity per rupee of Turnover (Total water consumption / Revenue from operations)	1.92 KL/Crore ₹	1.41 KL/Crore ₹
Water Intensity per rupee of turnover adjusted from Purchasing Power Parity (Total water consumption/Revenue from operations adjusted for PPP)	Not Applicable	Not Applicable
Water intensity in terms of physical output	Not Applicable	Not Applicable
Water intensity (optional)- the relevant metric may be selected by the entity	0.26 KL/FTE	0.25 KL/FTE

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

\* Head Office Only.

4. Provide the following details related to water discharged

Parameter	FY 2025- 2024 Current Financial Year	FY 2023-24 Previous Financial Year
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) To Surface Water</b>	All water is used for human consumption (drinking and sanitation) only. All water discharge is managed through a centralized building/facility management system.	
- No treatment		
- With treatment- please specify the level of treatment		
<b>(ii) To Groundwater</b>		
- No treatment		
- With treatment- please specify the level of treatment		
<b>(iii) Sent to Third parties</b>		
- No treatment		
- With treatment- please specify the level of treatment		
<b>(iv) To Seawater</b>		
- No treatment		
- With treatment- please specify the level of treatment		
<b>(v) Others</b>		
- No treatment		
- With treatment- please specify the level of treatment		
<b>Total water discharged (in kilolitres)</b>		

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

NA

5. Has the entity implemented a mechanism for Zero Liquid Discharge?

Not Applicable.

All water is used for human consumption (drinking and sanitation) only. All water discharge is managed through a centralized building/facility management system.

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 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
NOx		The Company's primary emphasis lies in delivering financial services; hence any air emissions that do not pertain to greenhouse gases is inconsequential.	
SOx			
Particulate Matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others- please specify			

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

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity.**

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tonnes of CO <sub>2</sub> equivalent	186.53 tCO <sub>2</sub> e • CO <sub>2</sub> : 172.34 • Methane: 6.05 • N <sub>2</sub> O: 2.96 Refrigerants: 5.195*	178.165 tCO <sub>2</sub> e • CO <sub>2</sub> : 168.76 • Methane: 2.056 • N <sub>2</sub> O: 2.155 Refrigerants: 5.195*
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs SF <sub>6</sub> , NF <sub>3</sub> , if available)	tonnes of CO <sub>2</sub> equivalent	3603.40 tCO <sub>2</sub> e**	3140.67 tCO <sub>2</sub> e**
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Gram/₹	0.1688-gram CO <sub>2</sub> e/ ₹	0.125-gram CO <sub>2</sub> e/ ₹
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted from PPP)		Not Applicable	Not Applicable
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>		Not Applicable	Not Applicable
<b>Total Scope 1 and Scope 2 emission intensity (optional)- the relevant metric may be selected by the entity</b>	Tonnes CO <sub>2</sub> e/FTE	0.230 tCO <sub>2</sub> e/FTE	0.2534 tCO <sub>2</sub> e/FTE

\* Assumptions:

- The leakage factor of refrigerant from air conditioners is based on 255 working days, with 8 hours of daily operation.
- The leakage factor of refrigerant from air conditioners in UPS and server rooms is based on 365 working days, with 24 hours of daily operation.

\*\*Scope 2 Emissions are:

- Emissions from electricity Consumption: 3262.25 tCO<sub>2</sub>e
- Emissions from electricity Consumption for Airconditioners: 341.16 tCO<sub>2</sub>e

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

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

There are no projects related to reducing GHG emissions in FY 24-25.

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

Parameter	FY 2024- 2025 Current Financial Year	FY 2023-24 Previous Financial Year
<b>Total waste generated (in metric tonnes)</b>		

Parameter	FY 2024- 2025 Current Financial Year	FY 2023-24 Previous Financial Year
Plastic Waste (A)		-
E-waste (B)		-
Biomedical waste (C)		-
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous Waste, if any. Please specify. (G)		
Other non-hazardous waste generated. Please specify, if any. (H)		
(Break-up by composition i.e. by materials relevant to the sector)		
<b>Total (A+B+C+D+E+F+G+H)</b>		-
Waste intensity per rupee of Turnover (Total waste generated/ Revenue from operations)		-
Waste Intensity per rupee of turnover adjusted from Purchasing Power Parity (Total waste generated/Revenue from operations adjusted for PPP)		-
<b>Waste intensity in terms of physical output</b>		-
Waste intensity (optional)- the relevant metric may be selected by the entity		-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of Waste</b>		
(i) Recycled		-
(ii) Re-used		-
(iii) Other Recovery operations		-
<b>Total</b>		
<b>Category of Waste</b>		
(i) Incineration		
(i) Landfilling		
(i) Other disposal operations		
<b>Total</b>		

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

**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.**

We are committed to minimizing waste and maximizing our recycling efforts. Though minimal, our waste streams primarily consist of food waste, paper waste, plastic waste and e-waste.

- In our efforts to curb the generation of plastic waste, we actively encourage our employees to utilize glass/metal bottles at our office premises, thereby reducing the number of discarded plastic bottles.
- Furthermore, we encourage use of biodegradable plastic garbage bags for the collection and disposal of both dry and wet waste.
- To reduce paper consumption, we are digitizing our processes, significantly reducing our reliance on paper. Ongoing initiatives focus on further minimizing paper usage across all our offices. Additionally, we have discontinued the use of paper-based office stationery, except for essential items.
- As part of our e-waste management strategy, we responsibly handle a wide range of electronic waste, including computers, servers, scanners, UPSs, batteries, air conditioners, and other relevant equipment. We will ensure the proper disposal of such e-waste materials through registered and authorized e-waste vendors.

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.

S. No.	Location of operations/offices	Types of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N)
	Spandana conducts its operations from leased office spaces and none of these offices are in ecologically sensitive areas.		

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant web link
Not Applicable					

13. Is 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:

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

#### 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:** Andhra Pradesh, Bihar, Chhattisgarh, Goa, Gujarat, Haryana, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Odisha, Puducherry, Rajasthan, Tamil Nadu, Telangana, Uttar Pradesh, West Bengal.

(ii) **Nature of operations:** Spandana Sphoorty Financial Limited is a leading Indian microfinance institution that focuses on providing financial services to underserved communities, especially women. We offer microloans to empower individuals and promote financial inclusion.

- (iii) **Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface Water	0	0
(ii) Groundwater	*489.43 KL	655.26*KL
(iii) Third party water	0	0
(iv) Seawater/desalinated water	0	0
(v) Others (Drinking Water)	3831.14 KL	2737.93 KL
<b>Total volume of water withdrawal (in kilolitres)</b>	4320.57 KL	3393.19 KL
<b>Total volume of water consumption (in kilolitres)</b>	4320.57 KL	3393.2 KL
<b>Water intensity per rupee of turnover (water consumed/ turnover)</b>	1.92 KL/Crore ₹	1.41 KL/ Crore ₹
<b>Water intensity (optional)- the relevant metric may be selected by the entity</b>	0.26 KL/FTE	0.25 KL/FTE
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>(i) Into Surface water</b>		
- No treatment		
- With treatment- please specify the level of treatment		
<b>(ii) Into Groundwater</b>		
- No treatment		
- With treatment- please specify the level of treatment		
<b>(iii) Into seawater</b>		
- No treatment		
- With treatment- please specify the level of treatment		
<b>(iv) Sent to third-parties</b>		
- No treatment		
- With treatment- please specify the level of treatment		
<b>(v) Others</b>		
- No treatment		
- With treatment- please specify the level of treatment		
<b>Total water discharged (in kilolitres)</b>		

The Company provides financial services only. All water is used for human consumption (drinking and sanitation). All water discharge is managed through a centralized building/facility management system.

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

**2. Please provide details of total Scope 3 emissions & its intensity.**

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCsm SF6, NF3, if available)	Metric tonnes of CO2 equivalent		-
Total Scope 3 emissions per rupee of turnover		Not Assessed	-
Total Scope 3 emissions 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.

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

Not Applicable

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

Sr. No.	Initiative Undertaken and Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	The Company implements measures such as installing low-consumption and energy-efficient fixtures, employing sensor taps.	<ul style="list-style-type: none"> <li>Reduction in energy consumption</li> <li>Reduction in Scope-2 GHG Emissions</li> </ul>
2	The Company replaced plastic water bottles with glass or steel bottles.	<ul style="list-style-type: none"> <li>Reduction in Single Use Plastic (SUPs) consumption</li> <li>Reduction in overall plastic waste</li> </ul>
3	The Company emphasizes more on digitalization to minimize paper waste.	<ul style="list-style-type: none"> <li>Reduction in paper consumption</li> </ul>

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

Spandana Sphoorty has implemented a robust disaster recovery and business continuity plan to ensure preparedness in the face of unforeseen events. The plan incorporates multiple strategies to maintain operations during disruptions.

- One strategy involves utilizing branches as alternative sites, which allows the Company to continue serving its customers even if the main office or certain locations are affected by a disaster.
- Another important aspect of the plan is enabling work-from-home arrangements. This flexibility ensures that employees can continue their work remotely, minimizing downtime and maintaining productivity during critical situations.
- By leveraging technology and providing the necessary infrastructure and tools, Spandana Sphoorty ensures that essential functions can continue seamlessly, regardless of physical office accessibility.
- Additionally, the Company has implemented an IT disaster recovery site, which serves as a dedicated facility to restore and resume IT operations in the event of a system failure or disruption. This redundancy ensures that vital systems and data can be quickly recovered, enabling the Company to continue its operations with minimal interruption.
- To validate the effectiveness of the disaster recovery and business continuity plan, Spandana Sphoorty conducts regular testing. These tests are performed as and when required and involve comprehensive evaluations to identify potential weaknesses or areas of improvement. The results and findings from these tests are reviewed and presented to the IT Strategy Committee, allowing for ongoing refinement and enhancement of the plan.

**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?**

No

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

Not Assessed

**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.**

The Company is a member of five trade and industry chambers/associations.

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

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	MFIN, <a href="https://mfindexia.org/">https://mfindexia.org/</a>	National
2	Sa-Dhan, <a href="https://www.sa-dhan.net/">https://www.sa-dhan.net/</a>	National
3	Association of Karnataka Microfinance Institutions	State
4	Odisha State Association of Financial Inclusion Institutions	State
5	Association of Microfinance Institution West Bengal	State

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

Name of authority	Brief of the case	Corrective Action taken
The Company was compliant, and it did not receive any orders from regulatory authorities that would have required it to act against any anti-competitive behaviour, indicating that there were no instances of such behaviour. No corrective action was necessitated in FY 24-25.		

## 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/ Others- please specify)	Web link, if available
	Spandana participates in MFI industry advocacy and is part of policy making related to MFI Industry. The Company actively advocates for and supports the advancement of inclusive development policies to address the needs of underserved and unserved customers. We have actively engaged in representing and lobbying for policies that promote equal opportunities and inclusive growth for those who have been traditionally marginalized or overlooked.				

## Principle 8: Businesses should promote inclusive growth and equitable development.

## ESSENTIAL INDICATORS

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

Name and brief details of project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
School Transformation Program – Wash infrastructure and Smart classroom provided in govt schools	NA	NA	Yes	Yes	<a href="https://spandan-asphoorty.com/assets/docs/Impact_Assessment_Final_Report.pdf">https://spandan-asphoorty.com/assets/docs/Impact_Assessment_Final_Report.pdf</a>
Telehealth services through the digital dispensary- Digital dispensary established to provide affordable & accessible health care facilities to the rural community					
Tailoring Training Program- 3 months Training on tailoring skills provided to the rural women					
Financial & Digital Dispensary Program – Half day training on Financial & digital Literacy provided to the rural women					

## 2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&amp;R) is being undertaken by your entity.

S. No.	Name of project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (in ₹)
Not Applicable						

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

Community members can submit their grievances through a toll-free number (1800-120-5519). Any grievances related to customers/community are taken up promptly for resolution/ redressal.

We have a Vigil Mechanism and Whistle Blower Policy (<https://spandan-asphoorty.com/policies>)

to address complaints from its stakeholders including community members.

We also regularly interact with the communities to get their feedback.

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

	FY 2024- 2025 Current Financial Year	FY 2023-24 Previous Financial Year
Directly sourced from MSMEs/small producers	Not Assessed	
Directly from within India		

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

Location	FY 2024- 2025 Current Financial Year	FY 2023-24 Previous Financial Year
Rural	13133	7634
Semi-urban	0	18
Urban	3321	5445
Metropolitan	-	

(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):

Details of negative social impact identified	Corrective action taken
No negative social impacts identified in the social impact assessment study.	

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 ₹)
1.	Odisha	Koraput	1,09,67,280
2.	Bihar	Nawada	11,83,167
3.	Bihar	Jamui	28,94,488

3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)  
The Company practices responsible resource consumption, limiting it to essential operational needs. Furthermore, it strongly advocates for equal and fair opportunities for all vendors, including those from marginalized or vulnerable backgrounds.
- b. From which marginalized /vulnerable groups do you procure?  
Not Assessed
- c. What percentage of total procurement (by value) does it constitute?  
Not Assessed
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.

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
There are no intellectual properties owned or acquired by the Company.				

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.

Name of authority	Brief of the Case	Corrective action taken
No corrective action was necessitated in FY 24-25.		

## 6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Thematic area: Skill development and livelihood Tailoring training program	750	100%
2	Thematic area: Health Digital Dispensary to facilitate Telehealth services to the rural citizen	51691	100%
3	Thematic area: Education School transformation program	4894	100%
4	Thematic area: Financial and Digital Literacy Training on Financial and digital literacy to rural women	34003	100%
5	Thematic area: Promoting Clean Energy Strengthening local livelihoods in Koraput District (Odisha) using sustainable energy.	1020	100%
6	Thematic area- Disaster Response Distribution of grocery kits to the flood affected area families	3150	100%

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

#### ESSENTIAL INDICATORS

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

Spandana adheres to the RBI's Fair Practices Code and SRO's Code of Conduct (MFIN) as part of its Code of Conduct.

The Customer Feedback and Grievance Redressal Mechanism is as follows:

- **Branch Level:** Each branch prominently displays contact numbers of officials for easy access. A complaints register is maintained in each branch, allowing individuals to register complaints. Cluster managers regularly review and address complaints, escalating unresolved ones to the Zonal Manager. Unsatisfied customers can contact HO-CSS toll-free.
- **Head Office Level:** Loan cards and loan application include a toll-free contact number for the Customer Support Service department at the Head Office. Customers can reach out for query resolution.
- **Principal Nodal Officer (PO):** If complaints remain unresolved within 15 days, customers can escalate grievances to the Principal Nodal Officer whose contact details are provided.
- **Industry Associations/ SRO:** If resolution is not resolved within seven working days from the Principal Nodal Officer, customers can approach MFI industry associations MFIN/Sa-Dhan.
- **RBI:** If complaints remain unaddressed for one month, customers can appeal to the Officer in Charge of the Regional Office of DNBS of RBI. Complaints can be submitted online, via email, or by physical mail.

Grievance redressal mechanism and associated contact form, toll free number, and email address for registering grievances is displayed on Company's website, <https://spandanasphoorty.com/customer-support>.

Internal auditors conduct quarterly audits in each branch of the Company to ensure each branch maintains a Complaints Register, with any unresolved complaints reported to senior management and the Audit Committee of the Board. Compliance is monitored by State Heads and Internal Auditors. Contact details are provided at each branch/ office for any queries, feedback, or grievances.

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

	As a percentage of total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	

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

Category	FY 2024- 2025 Current Financial Year			FY 2023-24 Previous Financial Year		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data Privacy	0	0		0	0	
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of Essential Services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other Related to non-credit of loan amount, insurance claim settlement, information about instalments, etc.	1303	20	All 20 complaints are resolved during 1st Quarter in the month of April-25 of FY 2025-26	1821	8	8 complaints resolved during Q1 of FY24 - 25

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

	Number	Reasons for recall
Voluntary Recalls		
Forced recalls		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.

The Company has a Cyber Security and Data Privacy Policy. It is displayed on Company's website, [https://spandanasphoorty.com/images\\_gallery/1717742912-554836-20240706120632-0844821001717742912.pdf](https://spandanasphoorty.com/images_gallery/1717742912-554836-20240706120632-0844821001717742912.pdf)

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

No corrective action was necessitated in FY 24-25.

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

- Number of instances of data breaches: 0
- Percentage of data breaches involving personally identifiable information of customers: 0
- Impact, if any, of the data breaches: Not applicable

### LEADERSHIP INDICATORS

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

Information on Company's products and services are available on

1. Website, <https://spandanasphoorty.com/products.php>
2. Meetings at Centre and Branches: As a microfinance institution we follow JLG model, all our customer interactions happen at the Centre meetings and Branches. Our Loan officers inform the customers about the essential features of the loan products including the amount, tenure, interest rate, instalment amount and the terms and conditions of the loans.
3. Through Customer Support Service helpline given on Company's website, <https://spandanasphoorty.com/customer-support>.

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

The following mediums are used to educate customers about safe and responsible use of products and services offered by Spandana:

1. Meetings at Centre and Branches: Weekly and monthly meetings are undertaken with consumers/customers depending on repayment frequency. These meetings are conducted to collect instalments from borrowers and to disburse new loans to existing or prospective borrowers. The customers are informed about the loan products and associated terms and conditions in detail. They are also educated about over-leveraging. There is system level check that also ensure that the borrowers are not over leveraged. In addition, the loans are given expressly for income generating purposes. There are customers house visits done post disbursement to ensure that the loans are used for the purposes specified.
2. Customer Support Service helpline, given on Company's website, <https://spandanasphoorty.com/customer-support>.

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

Consumers are informed via the following channels: Company website, meetings at centre and branches, and customer support service helpline.

The field employees can also call the centre leader on the registered mobile number in case there is some disruption expected. Centre leader is the SPOC for the group of women borrowers at the Centre.

**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)**

Fair Practice Code is displayed in all branches of the Company and the Company's website, <https://spandanasphoorty.com/code-of-conduct>.