

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the Listed Entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L74899DL1993GOI053677
2.	Name of the Listed Entity	IFCI Limited
3.	Year of incorporation	1993
4.	Registered office address	IFCI Limited, IFCI Tower, 61 Nehru Place, New Delhi-110019
5.	Corporate address	IFCI Limited, IFCI Tower, 61 Nehru Place, New Delhi-110019
6.	E-mail:	complianceofficer@ifcilt.com
7.	Telephone	011-41732000
8.	Website	www.ifcilt.com
9.	Financial year for which reporting is being done	2021-22
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 2102,99,13,050
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Shri Prasoon, Chief General Manager Phone: 011-41732000 Email: complianceofficer@ifcilt.com ;
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone Basis

II. Products/services

14. Details of business activities (accounting for 90% of the turnover):

Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financing Activity	Interest Income	77.64%

15. 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	Financing Activity	64920	77.64%

III. Operations

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

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

17. Markets served by the entity

a. Number of locations

Locations	Number
National (No. of States)	4 (Mumbai, Delhi, Hyderabad and Kolkata)
International (No. of Countries)	0

b. What is the contribution of exports as a percentage of the total turnover of the entity? Not Applicable

c. A brief on types of customers: As on 31st March, 2022, IFCI has 453 number of corporate borrowers.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	168	111	66.07	57	33.93
2.	Other than Permanent (E)	10	8	80.00	2	20.00
3.	Total employees (D + E)	178	119	66.85	59	33.15
WORKERS						
4.	Permanent (F)	2	2	100.00	Nil	Nil
5.	Other than Permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	Total workers (F + G)	2	2	100.00	Nil	Nil

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	1	Nil	Nil	1	100.00
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total differently abled employees(D + E)	1	Nil	Nil	1	100.00
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	Total differently abled workers (F + G)	Nil	Nil	Nil	Nil	Nil

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14.29
Key Management Personnel	4	1	25.00

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

	FY 2021 - 22 (Turnover rate in current FY)*			FY 2020 - 21 (Turnover rate in previous FY)*			FY 2019 - 20 (Turnover rate in the year prior to the previous FY)*		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	4.96	8.26	13.22	3.68	4.44	8.12	1.35	-	1.35
Permanent Workers	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

*Voluntary separations (i.e. resignation, Voluntary retirements).

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

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

S. No.	Name of the holding/Subsidiary/ Associates Companies/Joint Ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of share held by listed entity	Does the entity indicated at column A, Participated in Business Responsibility Initiatives of listed entity ? (Yes/No)
1	Stock Holding Corporation of India Limited (SHCIL)	Subsidiary	52.86%	No
2	Stockholding Document Management Solution Ltd. (SDMSL)	Step Down Subsidiary	100% held by SHCIL	No
3	SHCIL Services Ltd. (SSL) - name changed to Stockholding Services Ltd	Step Down Subsidiary	100% held by SHCIL	No
4	Stockholding Securities IFSC Limited (SSIL)	Step Down Subsidiary	100% held by SHCIL	No
6	IFCI Financial Services Ltd. (IFIN)	Subsidiary	94.78%	No

S. No.	Name of the holding/Subsidiary/ Associates Companies/Joint Ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of share held by listed entity	Does the entity indicated at column A, Participated in Business Responsibility Initiatives of listed entity ? (Yes/No)
7	IFIN Commodities Ltd. (ICOM)	Step Down Subsidiary	100% held by IFIN	No
8	IFIN Credit Limited (ICL)	Step Down Subsidiary	100 % held by IFIN	No
9	IFIN Security Finance Ltd. (ISFL)	Step Down Subsidiary	100 % held by IFIN	No
10	IFCI Infrastructure Development Ltd. (IIDL)	Subsidiary	100%	No
11	IIDL Realtors Pvt. Ltd. (IIDL)	Step Down Subsidiary	100 % held by IIDL	No
12	IFCI Venture Capital Funds Ltd. (IVCF)	Subsidiary	98.59%	No
13	IFCI Factors Ltd. (IFL)	Subsidiary	99.90%	No
14	MPCON Ltd.	Subsidiary	79.72%	No
15	KITCO	Associate	20.26%	No

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹) 756,95,18,244.95

(iii) Net worth (in ₹) 445,43,67,668.25

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) If Yes then provide web-link for grievance redressal policy)	FY 2022-23			FY 2021-22		
		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	-	-	-	-	-	-	-
Investors (other than shareholders)	-	2,027	-	-	2,244	-	-
Shareholders	-	68	-	-	492	-	-
Employees and workers	-	7	7	Pending grievances are under active consideration	6	6	Pending grievances are under active consideration
Customers	-	-	-	-	-	-	-
Value Chain Partners	-	-	-	-	-	-	-
Other (Please specify)	-	-	-	-	-	-	-

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

Sl. No.	Material Issued Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial Implication of the risk or opportunity (Indicate positive or negative implication)
1.	Discrimination based on caste, creed, sex, race, ethnicity, age, colour, religion, disability, socio-economic status, or sexual orientation	R	These material issue can hamper the productivity and create discrimination among employees.	Necessary Guidelines are in place covering the issues.	Negative Implication. As, these hamper the productivity of employees.
2.	Sexual Harassment and Violence	R			
3.	Workplace Environment (is it safe, hygienic, and accessible to all the employees)	R			

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9									
Policy and management processes																		
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	N	Y	N	Y	Y									
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	-	Y	-	Y	Y									
c. Web Link of the Policies, if available	#	Policy being an internal document is accessible to employees only	Policy being an internal document is accessible to employees only	#	-	Policy being an internal document is accessible to employees only	-	#	#									
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	-	Y	-	Y	Y									
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	-	Y	-	Y	Y									
4. Name of the national and international codes/certifications/labels/ standards adopted by your entity and mapped to each principle.	-	-	-	-	-	-	-	-	-									
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	-	-	-	-	-	@	-	-	-									
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	-	-	-	-	-	-	-	-	-									
(#) the links relevant to this policy are mentioned at the end of this report.																		
@Entity has set a target to convert the corporate office into a Green Building recognized by the IGBC which will have benefit in reducing the water & energy consumption from 5-10%, that will lead to enhanced air quality, health & wellbeing of occupants, energy efficiency etc. The said target is targeted to be completed in the forthcoming Financial Year.																		
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) IFCI being an NBFC has limited applicability of NGRBC principles. However, the company strives to follow applicable directions/guidelines provided by the Government of India. Further, efforts are being made on the ESG front to contribute to the community either through CSR activities or supporting the GOI in the initiative made in this regard.																		
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Business Responsibility Reporting Committee of Directors																	
9. Does the entity have a specified Committee of the Board / Director Responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, Business Responsibility Reporting Committee of Directors																	
10. Details of Review of NGRBCs by the Company:																		
Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Review is being undertaken by a Committee of Directors									Annual Review								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																		
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)					#		#		

(#) IFCI being an NBFC, this principle is not applicable or has limited applicability. However, the company strives to follow applicable directions/guidelines provided by Government of India.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	1	Regulatory Updates - Principle 1	100.00
Key Managerial Personnel	2	Corporate Governance, ESG - Principle 1 and 6	50.00
Employees other than BoD & KMPs	10	Preventive Vigilance, Disciplinary Proceedings, ESG Investing, Corporate Governance, Gender Sensitization & POSH, KYC & Anti Money Laundering - Principle 1, 5 and 6	34.76
Workers	Nil	Nil	Nil

Impact: The trainings conducted on the said topics / Principle helped in sensitizing the employees towards business sustainability and responsibility by being more vigilant, ethical and accountable in their duties and responsibilities.

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 Requirements) Regulations, 2015 and as disclosed on the entity's website):

NIL

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

NIL

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

In this regard the following preventive measures have been adopted by the Company:-

- (i) Fair Practice Code - The Guidelines for Fair Practices Code for IFCI is available on website of the company at the link https://www.ifcilttd.com/2022/Fair%20Practices%20Code_July%202022.pdf
- (ii) The Company follows procedures and norms of CVC regarding anti-corruption and anti-bribery and also the PIDPI Resolution (GOI Resolution on Public Interest Disclosure and Protection of Informers) relating to complaints for disclosure on any allegation of corruption or misuse of office wherein CVC is Designated Agency.
- (iii) Apart from the above, IFCI also adopted Whistle Blower Policy.
- (iv) Centralized Procurement Policy - With reference to award of contract, IFCI has Centralized Procurement Policy duly approved by Board of Directors of IFCI. Anti-Corruption clauses as mentioned in the Policy are as follows:

5.28 Debarment from bidding

A bidder shall be debarred if he has been convicted of an offence under the Prevention of Corruption Act, 1988 the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. The bidder shall not be debarred unless such bidder has been given a reasonable

opportunity to represent against such debarment. IFCI may debar a bidder for a period not exceeding two years, if it determines that the bidder has breached the code of integrity

Debarment from bidding (GFR 2017 - Rule 151)

1. A bidder shall be debarred if he has been convicted of an offence -

a. under the Prevention of Corruption Act, 1988

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 2021-22	FY 2020-21
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2021-22		FY 2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

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

Not Applicable

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.

NIL

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

Yes

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

The Company undertakes procurement of goods, works and services from ₹ 2.5lakhs and above by way of open and limited tender. GeM portal has MSME compliance inbuilt in the system. For procurement other than GeM portal, MSME clause is incorporated in the RFP as per the MSME guidelines.

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.

Not Applicable

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

Not Applicable

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health* insurance		Accident insurance**		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees (Officers)											
Male	111	111	100	111	100	Nil	Nil	111	100	111	100
Female	57	57	100	57	100	57	100	Nil	Nil	57	100
Total	168	168	100	168	100	57	100	111	100	168	100

*IFCI has its own Medical Scheme.

**IFCI has GTLI Policy covering all permanent employees and two contractual employees.

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Other than Permanent employees											
Male	8	8	100	8	100	Nil	Nil	8	100	8	100
Female	2	2	100	2	100	2	100	Nil	Nil	2	100
Total	10	10	100	10	100	2	100	8	100	10	100

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

Category	% of workers covered by (Workmen)										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	2	Nil	Nil	2	100	Nil	Nil	2	100	2	100
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	2	Nil	Nil	2	100	Nil	Nil	2	100	2	100
Other than Permanent workers											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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

Benefits	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	NA	NA	NA	NA	NA	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, the premises / offices of IFCI Ltd. are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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, IFCI has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. The web link is as under: [Equal Opportunity Policy.pdf \(ifcilt.com\)](#)

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

Gender	Permanent Employees (officers)		Permanent Workers	
	Return to Work rate	Retention Rate	Return to Work rate	Retention Rate
Male	7	100	NA, No worker availed Parental Leave during the year.	
Female	3	100		
Total	10	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, the details of the mechanism in brief)
Permanent Workers	Yes, IFCI has a three stage Grievance redressal policy with a predefined scope with regard to employment conditions. Grievances are resolved as per the following structure: Stage I: Reporting Officer Stage II: Grievance Redressal Committee (HR Review Committee) Stage III: MD & CEO
Other than Permanent Workers	Not Applicable
Permanent Employees	Yes, IFCI has a three stage Grievance redressal policy with a predefined scope with regard to employment conditions. Grievances are resolved as per the following structure: Stage I: Reporting Officer Stage II: Grievance Redressal Committee Stage III: MD & CEO
Other than Permanent Employees	Not Applicable

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

Category	Financial Year (Current Financial Year 2021-22)			Financial Year (Previous Financial Year 2020-21)		
	Total Employees/ Workers in respective Category	No. of Employees/ Workers in respective Category, who are part of association or union	% (B/A)	Total Employees / Workers in respective Category	No. of Employees / Workers in respective Category, who are part of association or union	% (D/A)
	(A)	(B)		(C)	(D)	
Total Permanent Employees	167	152	91%	190	175	92%
- Male	110	98	89%	126	115	91%
- Female	57	54	95%	64	60	94%
Total Permanent Workers*	-	-	-	-	-	-
- Male	2	0	0	3	0	0
- Female	-	-	-	-	-	-

*The workman employees are part of total employees but not members of Officers Association.

8. Details of training given to employees and workers:

Category	FY 2021-22					FY 2020-21				
	Total (A)	On Health & Safety Measures		On Skill upgradations		Total (D)	On Health & Safety Measures		On Skill upgradations	
		No. (B)	%(B/A)	No. C	%(C/A)		No. (E)	%(E/D)	No. F	%(F/D)
Employees										
Male	111	-	-	64	57.64	130	-	-	119	91.53
Female	60	-	-	41	68.33	65	-	-	63	96.92
Total	171	-	-	105	-	195	-	-	182	-
Workers										
Male	2	-	-	-	-	3	-	-	2	66.67
Female	-	-	-	-	-	-	-	-	-	-
Total	2	-	-	-	-	3	-	-	2	-

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

Category	FY2021-22			FY2020-21		
	Total (A)	No. (B)	%(B/A)	Total (C)	No. (D)	%(D/C)
Employees (Officers)						
Male	109	108	99.08	121	117	96.69
Female	57	56	98.25	63	62	98.41
Total	166	164	-	184	179	-
Workers (Workmen)						
Male	2	2	100	3	3	100
Female	NIL	NIL	NIL	NIL	NIL	NIL
Total	2	2	-	3	3	-

10. Health and safety management system:

- Whether an occupational health and safety management system has been implemented by the entity? **(Yes/ No)**. If yes, the coverage such system? **Not Applicable.**
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? **No Hazardous waste generated by the entity, however, daily routine garbage disposed of through AMC service provider.**
- Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N) **No Hazardous waste generated by the entity, however, daily routine garbage disposed of through AMC service provider.**
- Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? **(Yes/ No)**.
Yes

11. Details of safety related incidents:

NIL

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

Necessary safety measures were taken / in place such as firefighting equipment, fire refuge, Maintenance of lifts, Emergency signages, Emergency exit doors and lobby area. Due to the massive covid outbreak, additional measures were followed such as sensor enabled taps in washroom, sanitizers, social distancing, Work from Home facility etc.

13. Number of Complaints on the following made by employees and workers, on working conditions and Health & Safety: **NIL**

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100 (Head Office and 4 Regional Offices)
Working Conditions	-

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

NA

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

Essential Indicators

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

No such process has been defined, however in view of the business activity of the listed company and being an NBFC ND SI, the categories of stakeholders are mentioned in point no. 2 below.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/Half yearly/ Quarterly/Others - please specify)	Purpose and scope of engagement including key topics and raised during such engagement
Security holders (equity and Bondholders)	NO	Emails, SMS, Newspaper, Notices, Website etc	Need based events and covers all half yearly, quarterly and Annually	Repayments, Meetings updates, KYC related, grievance related
Clients (advisory business)	NO	Website, Emails, Personal visits, presentations	Event based	Work order/ Project related
Employees (Including retired employees)	NO	Emails, Website, Intranet, Internal Meetings	Event based	Trainings, Work orders, Grievances etc

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/Half yearly/Quarterly/Others - please specify)	Purpose and scope of engagement including key topics and raised during such engagement
Regulatory Authorities	NO	Emails, Telephonically, Website etc	Quarterly, Event based	Compliance updates
Borrowers	NO	Website, Emails, Personal visits	Monthly, Quarterly	Follow ups and Routine updates
Lenders	NO	Website, Emails, Personal visits	Monthly, Quarterly, event based	Follow ups, Routine updates

PRINCIPLE 5: Business 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:
NIL
- Details of minimum wages paid to employees and workers, in the following format:

Category	FY2021-22 Current Financial Year					FY2020-21 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	%(B/A)	No. (C)	%(C/A)		No. (E)	%(E/D)	No. (F)	%(F/D)
Employees										
Permanent										
Male	111	Nil	Nil	111	100	142	Nil	Nil	142	100
Female	57	Nil	Nil	57	100	70	Nil	Nil	70	100
Other than Permanent										
Male	10	Nil	Nil	10	100	2	Nil	Nil	2	100
Female	2	Nil	Nil	2	100	-	-	-	-	-
Workers										
Permanent										
Male	2	Nil	Nil	2	100	3	Nil	Nil	3	100
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent										
Male	Nil	-	-	-	-	-	-	-	-	-
Female	Nil	-	-	-	-	-	-	-	-	-

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

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BOD)	-	-	-	-
Key Managerial Personnel (includes MD and WTD)	3	53.45 Lakhs	3	35.62 lakhs
Employees other than BOD and KMP	116 (4 Deputed)	27.5 Lakhs (For Deputed, remuneration is paid by concerned organisation)	58	26 Lakhs Including Associates
Workers	2	12.5 Lakhs		

- Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issue caused or contributed to by the business?
No
- Describe the internal mechanism in place to redress grievances related to human rights issues.
Employee Grievances are redressed through a Grievance Redressal System which has fairly wide scope to cover such issues pertaining to Human Rights.

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

	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0		1	0	
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

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

The cases of complaints regarding Sexual Harassment are regulated by the provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013, which has built in safeguards against any adverse consequences to the complainant. Besides, IFCI also has Liaison Officers and Employee Association for SC/ST employees which cater to the issue raised by employees belonging to marginalised sections of society, including discrimination at workplace.

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

9. Assessments for the year: **Not Applicable**

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

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 Above. **Not Applicable**

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

Essential Indicators

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

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Total electricity consumption (A)	Approx. 2111383 kwh	Approx. 2478660 kwh
Total fuel consumption (B)	Approx. 25000 kwh	Approx. 25000 kwh
Energy consumption through other sources (C)	NIL	NIL
Total energy consumption (A+B+C)	Approx. 2136383 kwh	Approx. 2503660 kwh
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	2136383 (kwh)/32940070 (Amount) = 0.064	2503660 (kwh)/32840110 (Amount) =0.076
Energy intensity(optional) - the relevant metric may be selected by the entity		

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) if yes, name of the external agency. **No**

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

NIL

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

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	Approx. 362 KL	Approx. 270 KL
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)	Approx. 362 KL	Approx. 270 KL
Total volume of water consumption (in kilolitres)	Approx. 362 KL	Approx. 270 KL
Water intensity per rupee of turnover (Water consumed / turnover)	362 (unit) / 37591 (Amount) = 0.0096	270 (unit) / 34203 (Amount) = 0.0078
Water intensity(optional) - the relevant metric may be selected by the entity		

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) if yes, name of the external agency. **No**

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation. **Not Applicable**
5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format: **Not Applicable**
6. Please provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format: **Not Applicable**
7. Does the entity have any project related to reducing Green House Gas emissions? If yes, then provide details.
Not Applicable
8. Provide details related to waste management by the entity, in the following format: **No Hazardous waste generated by entity, however, daily routine garbage disposed of through AMC service provider.**
9. Briefly describe the waste management practices adopted in your establishment. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practice adopted to manage such waste.
No Hazardous waste generated by entity, however, daily routine garbage disposed of through AMC service provider.
10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format: **NIL**
11. Details of environment impact assessment of projects undertaken by the entity based in applicable laws, in the current financial year:
Not Applicable
12. Is entity complaint with the applicable environment 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-compliance, in the following format:
YES, entity is complying with mentioned laws.

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.

Sl. No.	Particular	Number	Detail
1.	Business Association Memberships	i.	ASSOCHAM
2.	Other Memberships	i.	Indian Banks Association
		ii.	Indian Institute of Banking and Finance

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	ASSOCHAM	National

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

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

Essential Indicators

1. Details of Social Impact Assessment (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year. **Not Applicable**
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format: **Not Applicable**
3. Describe the mechanisms to receive and redress grievances of the community.
Not Applicable
4. Percentage of input material (input to total inputs by value) sourced from suppliers:

	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Directly sourced from MSMEs/small producers	0.95Cr	4.51Cr
Sourced directly from within the district and neighbouring districts	-	-

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

Essential Indicators

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

Resolution of investors' queries/ complaints/ grievances in bond servicing is given top most priority & attention by IFCI.

In respect of bonds which are being serviced in-house at IFCI, all the complaints/grievances are replied by IFCI directly to investors. Similarly, in respect of the bonds which are being serviced through R&TAs, the resolution of the complaints/grievances is taken care by R&TAs directly. However, if any support or help is required same by the investor in resolving the queries, same is provided by IFCI.

To have better control on the resolution of investor complaints/grievances, reports in the prescribed formats indicating type of complaints, number of complaints received, resolved and pending resolution, if any, at the end of the period are obtained from the respective R&TAs and compiled in the Department on quarterly intervals. Based on such compiled data, a Board Memo is also placed before the Investor Grievances Committee of the Board.

SCORES- SEBI has an online portal for redressing of investors' grievances called SCORES. The complaints received on the portal are accessed by IFCI and Interim replies and/or Action taken reports are filed in co-ordination with the R&TA of respective issues. It is ensured that all grievances are addressed in a time bound manner.

Besides, investors' grievances and requests are also received on:

- IFCI website through *Bondholders section*
- Email ID complianceofficer@ifcilt.com
- Email ID bondscomplianceofficer@ifcilt.com
- Email ID infrabonds@ifcilt.com for Infra Bonds
- Email ID tier2bonds@ifcilt.com for Subordinate Bonds
- Email ID ifcipublicissue@ifcilt.com for Public issue of Bonds
- Email ID ppbonds@ifcilt.com for Private placement bonds

The queries or complaints received through email are replied through email itself. In case any complaint/grievance requires some time for resolution, an interim reply is also sent to the investor as an investor friendly gesture. Investors' grievances received through email/letter at IFCI, in case of bonds and equity handled by R&TA are forwarded to R&TAs. Thereafter the R&TA replies to the investor(s) through email/letter with a copy to IFCI.

Some of the common grievances received from Investors' are as below:

- a. Correction of mistakes in bond certificates
- b. Issue of duplicate bond certificate
- c. Rematerialisation & Dematerialisation of bonds
- d. Transmission of bonds
- e. Splitting of bonds
- f. Updation of bank A/c, address, email ids
- g. Corporate actions for bonds in lock-in period
- h. Revalidation of warrants/ payment of unpaid amount

As may be seen from the above table, major investor grievances / correspondences fall under Correction in Name/ Change of address / Bank details etc. which constitute % of total grievances

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

	As a percentage to total turnover
Environment 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: **NIL**

4. Details of instance of product recalls on account of safety issues: **Not Applicable**

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

IFCI has a IS and Cyber Security policy in place, the policy is reviewed annually. The policy is an internal document.

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 customer; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Not Applicable

ANNEXURE -1 TO BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

The links of relevant policies approved by the Board of Directors of the Company are given below:-

Name of the Policy	Web-link
Fair Practice Code	https://www.ifcilttd.com/?q=content/fair-practices-code
Code of Conduct	https://www.ifcilttd.com/?q=content/code-conduct
Vigil Mechanism	https://www.ifcilttd.com/?q=content/whistle-blower-policy
CSR Policy	https://www.ifcilttd.com/?q=content/our-csr-policy

The other policies are internal documents and accessible only to employees of the organization.