

INCLUSIVE.
IMPACTFUL.
INSPIRING.



ABOUT THE REPORT

We take pride in presenting our 2nd Sustainability Report, which presents IIFL Samasta Finance Limited's non-financial performance in detail. IIFL Samasta Finance Limited is also referred to as 'IIFL Samasta', 'Our Company', 'the Company', 'We', and 'Samasta' in this report. The Report encompasses related sustainability data and information regarding the identified material topics. These topics have been determined through an extensive survey and stakeholder engagement process.

We view the Sustainability Report as a strategic instrument that empowers us to seamlessly integrate sustainability throughout our operations. This approach enables us to generate shared value for all stakeholders involved.

The present Report is for the FY 2022-23 i.e., April 1, 2022 to March 31, 2023, prepared 'in reference' to Global Reporting Initiative (GRI) Standards. We have also drawn on some of the elements of the principles of the International Integrated Reporting Council (IIRC) framework described in the <IR> framework in this report. The Report is intended to be published annually.

REPORTING SCOPE AND BOUNDARY

The disclosures presented in this report for IIFL Samasta Finance Limited mainly include its operations within India, considered independently, unless explicitly indicated otherwise.

TARGET AUDIENCE

The audience for this report comprises all stakeholders of the Company. The Report aims to apprise our stakeholders clearly

about the applicable materiality topics, sustainability strategies, performance indices, major organizational achievements, difficulties, challenges, and the steps taken to address the stakeholder concerns.

RESPONSIBILITY STATEMENT

The senior management at IIFL Samasta has carefully prepared this report. It has also been approved by our Board of Directors to make sure the information is accurate and relevant. There is no restatement of information in this report. No information within this report has been altered from its original state. The Report is accessible to the public and is available in English.

FORWARD-LOOKING STATEMENT

This document contains statements about expected future events and financials of IIFL Samasta, which are forward-looking. By their nature, forward-looking statements require the Company to make assumptions and are subject to inherent risks and uncertainties. There is a significant risk that the assumptions, predictions, and other forward-looking statements may not prove to be accurate. Readers are cautioned not to place

undue reliance on forward-looking statements as several factors could cause assumptions, actual future results, and events to differ materially from those expressed in the forward-looking statements. Accordingly, this document is subject to the disclaimer and qualified in its entirety by the assumptions, qualifications, and risk factors referred to in the Management Discussion and Analysis section of this Report.

FEEDBACK

We value the input of our stakeholders regarding this report, as it helps us maintain relevant and beneficial information available to them. For any inquiries or suggestions, please feel free to reach out to us at sheetal.agarwal@iifl.com, secretarial@iiflsamasta.com



INDEX

- 02 INCLUSIVE. IMPACTFUL. INSPIRING.
- 03 ABOUT US
- 04 OUR PAN-INDIA FOOTPRINT
- 05 THE BEST OF OUR JOURNEY SO FAR
- 06 MANAGING DIRECTOR'S MESSAGE
- 08 THE YEAR AT A GLANCE
- 10 OUR SUITE OF PRODUCT OFFERINGS
- 12 OUR COMMITMENT TO SUSTAINABILITY



While our products help our customers in fulfilling their financial aspirations, our community initiatives ensure all-round development across different hamlets.



- 14 STAKEHOLDER ENGAGEMENT
- 16 MATERIALITY ASSESSMENT
- 23 RISK MANAGEMENT
- 26 VALUE CREATION MODEL
- 28 OUR STRATEGIC IMPERATIVES
- 29 ECONOMIC GROWTH



- 30 SUSTAINABLE FINANCING
- 32 IMPACTFUL MEASURES FOR GOVERNANCE
- 43 IMPACTFUL MEASURES FOR SOCIETY
- 69 IMPACTFUL MEASURES FOR ENVIRONMENTAL RESPONSIBILITY
- 71 GRI CONTENT INDEX

INCLUSIVE. IMPACTFUL. INSPIRING.

At IIFL Samasta, our focus has always been to empower individuals through our microfinance solutions. The theme of the Report, 'Inclusive. Impactful. Inspiring,' perfectly encapsulates the essence of our endeavor to alleviate financial challenges and uplift lives.

Inclusivity is at the heart of everything we do. We tirelessly work towards financial inclusion, reaching out to the underbanked segments of society. Our goal is clear: to create a lasting impact in the lives of individuals.

Our responsible lending approach empowers individuals to not only secure sustainable livelihoods but also to enhance the quality of their lives. We are resolute in serving the needy, forging connections with individuals residing in the remotest corners of our nation. With a deep understanding of the challenges they face, we aim to bridge gaps, inspire positive change, and elevate spirits.

We take pride in nurturing the entrepreneurial dreams of countless women and supporting thousands of micro-enterprises across the nation. Our commitment also extends to various Corporate Social Responsibility (CSR) initiatives. From advancing the cause of girls' education to establishing livestock programs that benefit the communities we touch, our resources are thoughtfully

directed towards initiatives that hold the potential to inspire enduring change in the lives of the underserved.

With IIFL Samasta by their side, individuals are inspired to dream of brighter futures, knowing that these dreams can be transformed into reality. Our inclination towards inclusivity, impact, and inspiration will endure, shaping all our actions in the future.



ABOUT US

IIFL Samasta, an IIFL Group company, is a trusted microfinance Company dedicated to serving the underprivileged segments of society by offering microloans. Since its inception in March 2008, the Company has become a leading name in providing innovative and affordable financial solutions to underserved, underbanked sections in rural and semi-urban areas.

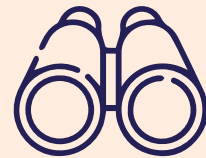
VISION

To be the chosen financial products and services provider backed by technology and passionate human capital



MISSION

To bridge the gap between our customers' ambition and achievement by providing top-notch financial products and services



VALUES



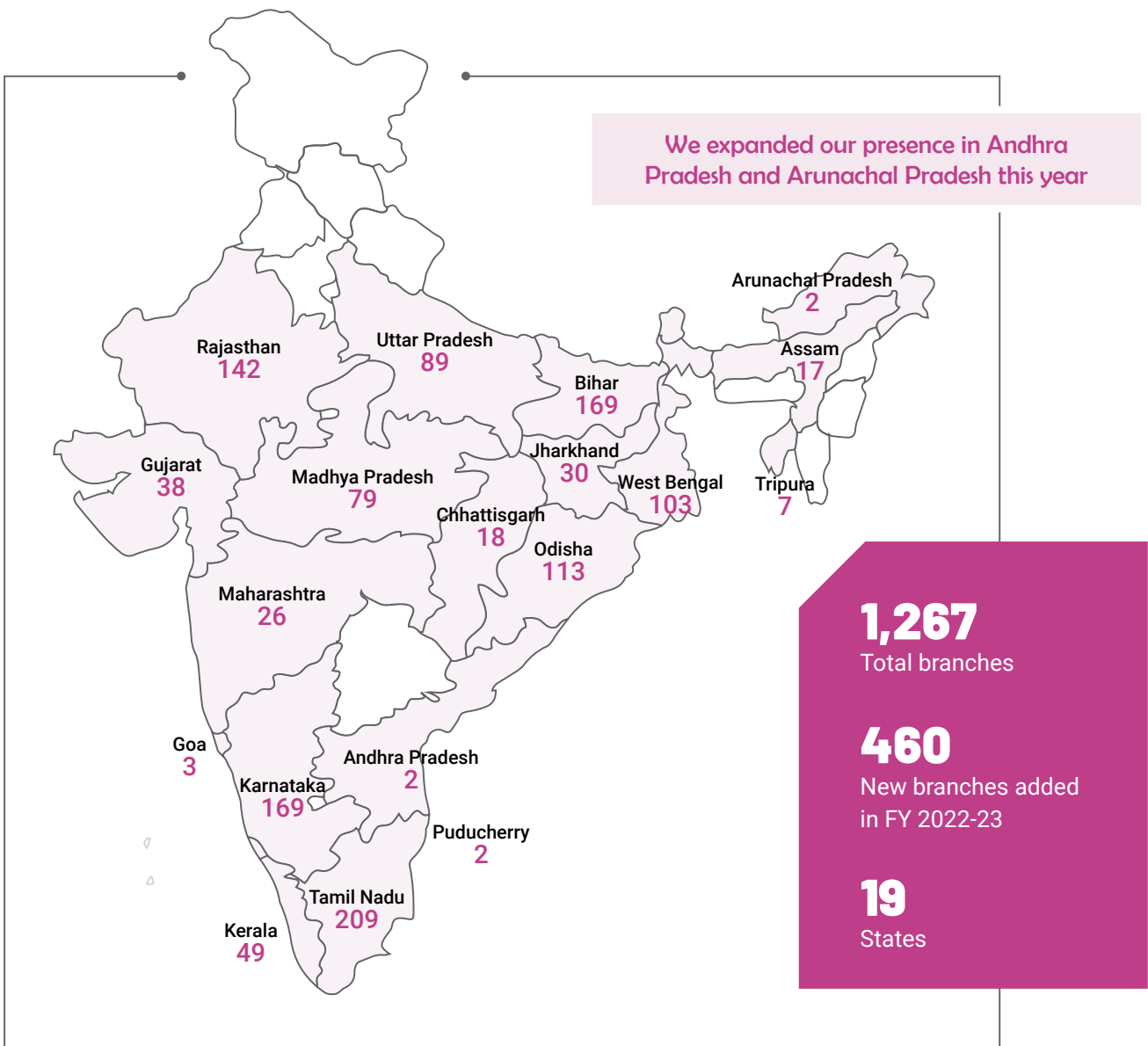
- Integrity always
- Respect for individuals and communities
- Excellence in everything we do

IIFL Samasta has been at the forefront of driving socio-economic change, primarily in semi-urban and rural parts of the country by actively driving financial inclusion aimed at empowering women. Our microfinance services cater to the needs of small entrepreneurs, women, farmers, and various other underserved segments, providing the financial support they need to enhance their livelihoods and secure a better future. Over the years, our microloans have played a pivotal role in empowering countless individuals and communities, enabling them to break free from the vicious cycle of poverty and create sustainable livelihoods. Our reputation as a reliable microfinance company has enabled us to forge valuable partnerships with various stakeholders, including government bodies, NGOs, and development agencies, further amplifying the impact of our initiatives.



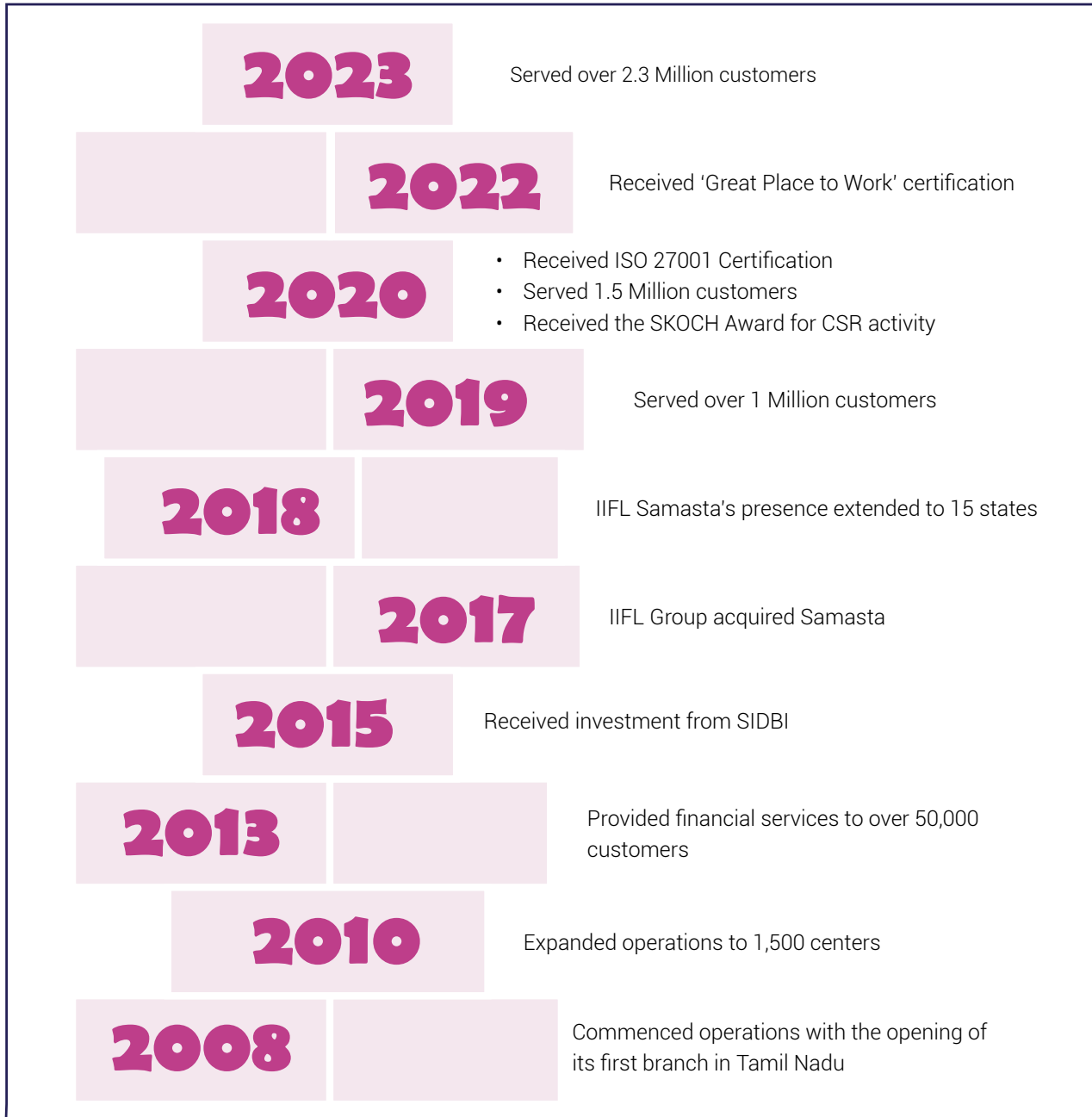
OUR PAN-INDIA FOOTPRINT

We tirelessly extend our branches to connect with customers even in the most remote corners of the nation. With a widespread presence spanning India, including tier 2 and tier 3 areas, we are empowered to efficiently deliver our services directly to those who need them the most.



Disclaimer: This map is a generalized illustration only for the ease of the reader to understand the locations and it is not intended to be used for reference purposes. The representation of political boundaries and the names of geographical features/states do not necessarily reflect the actual position. The Company or any of its directors, officers or employees, cannot be held responsible for any misuse or misinterpretation of any information or design thereof. The Company does not warrant or represent any kind of connection to its accuracy or completeness.

THE BEST OF OUR JOURNEY SO FAR



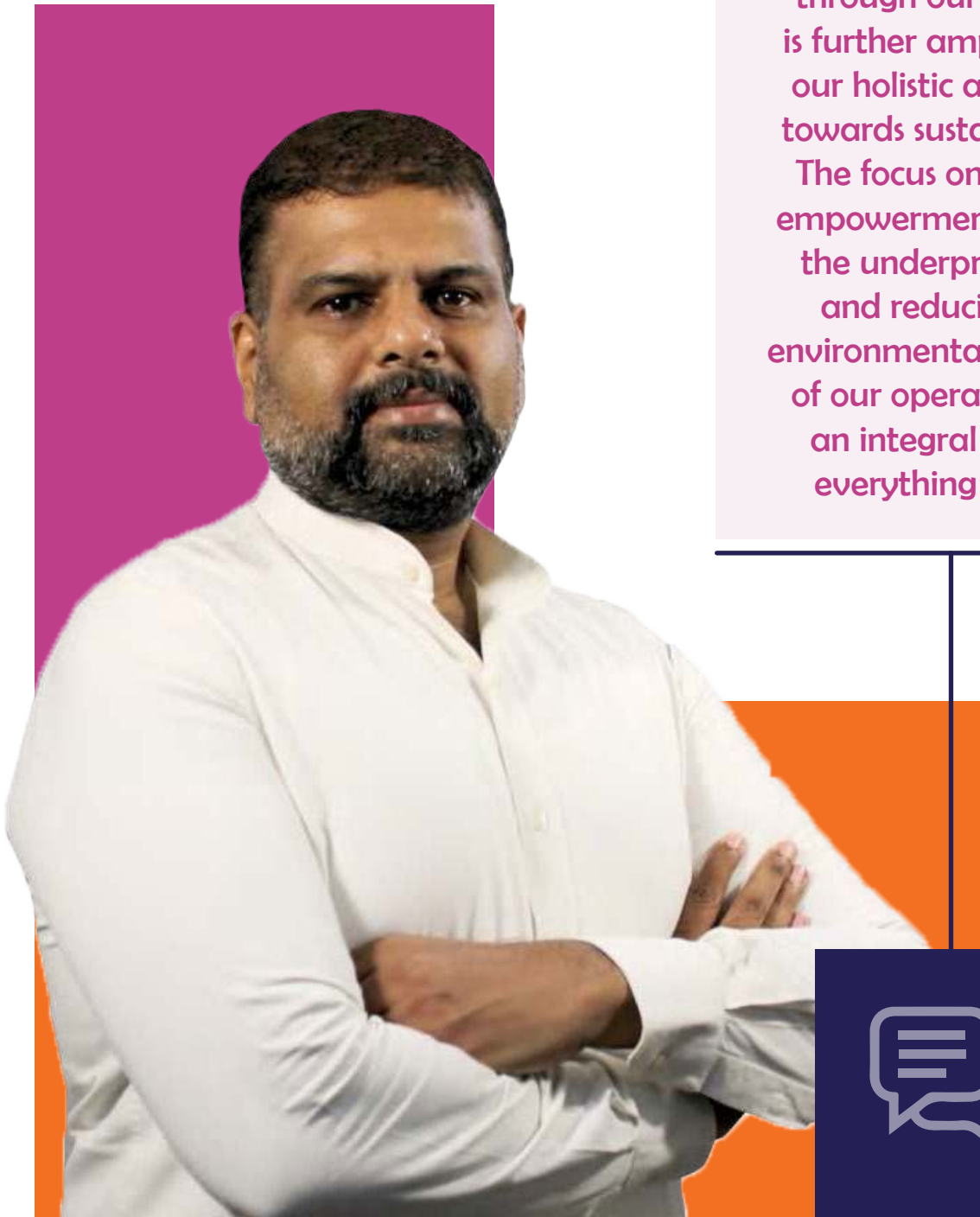
Membership of Associations

We are a part of the following industry bodies and associations:

- Microfinance Institutions Network (MFIN)
- Association of Karnataka Microfinance Institutions (AKMI)
- The Association of Community Development Finance Institutions (Sa-dhan)
- Microfinance Association of Odisha (OSAFI)
- Microfinance Association of WB (AMFI)



MANAGING DIRECTOR'S MESSAGE



The impact made through our business is further amplified by our holistic approach towards sustainability. The focus on women empowerment, serving the underprivileged and reducing the environmental footprint of our operations are an integral part of everything we do.



Dear Stakeholders,

It is an honor to present to you the second Sustainability Report of IIFL Samasta. Since our inception, we have been serving the underbanked sections of the society, playing an important role in furthering the agenda of financial inclusion. The impact made through our business is further amplified by our holistic approach towards sustainability. The focus on women empowerment, serving the underprivileged and reducing the environmental footprint of our operations are an integral part of everything we do. Our journey so far has been remarkable and as one of the leading microfinance companies in India, we are truly inclusive, impactful and inspiring.

While our products help our customers in fulfilling their financial aspirations, our community initiatives ensure all-round development across different hamlets. Simultaneously, our efforts to enhance the sustainability quotient across our locations helps us cater to all stakeholders, more meaningfully.

This year has been exceptional, and we are pleased to have made a positive impact on individuals' lives through our product offerings. Our exponential growth reflects the trust our customers have placed in us and our ability to effectively meet their diverse financial needs. During the year, we expanded our presence to include Arunachal Pradesh and Andhra Pradesh, adding 460 new branches in our pursuit of financial inclusion.

At Samasta, we emphasize the integration of ESG practices across our operations. As a responsible organization, our focus has always been on upholding the highest standards of governance and promoting ethical and fair conduct within our organization. Our governance structure and policies are meticulously designed

to maximize value for our stakeholders. Regular engagement with all our stakeholders allows us to address their concerns promptly and consider their suggestions in our decision-making process.

We recognize that the success of any organization depends largely on its workforce. Our efforts are directed towards creating an inclusive culture that fosters growth and learning. We prioritize the growth and development of our employees

13,807

Dairy cattle farmers supported, through our livestock development programs

17,878

Women trained

through various programs and provide them with opportunities for career advancement through our ICA program. Regular town halls and open communication channels enable us to engage with employees and address their concerns promptly. As a testament to these efforts, we are proud to have been recognized among the Top 50 Best Workplaces Building a Culture of Innovation.

Additionally, we have made significant advancements in technology to serve our customers more effectively. The introduction of E-sign, a cutting-edge electronic signature system, and various system-level upgrades have streamlined our operations, offering customers a seamless and efficient experience. Our transition to 100% e-sign-driven disbursements aligns perfectly with our vision of becoming a 'paperless' organization. Our 'cashlight' approach enhances

customer convenience and security in their transactions. We continuously conduct market research to enhance our product offerings and better serve our customers.

In line with our purpose of creating a lasting impact on the communities around us, we extend our helping hand to empower the less fortunate through our CSR initiatives. We support initiatives to alleviate their challenges such as girl child education, financial literacy, skill development of youth, and women entrepreneurship programs, among others. We have trained 17,878 women in financial literacy and supported 13,807 dairy cattle farmers through our livestock development programs.

We also prioritize environmental stewardship and work to minimize the environmental impact resulting from our operations. We have implemented various measures to promote energy conservation and efficient resource management within our organization and will continue to do so in the future.

In closing, I want to express my heartfelt gratitude to our stakeholders for their continued trust and support. The achievements of this year would not have been possible without you, and we will remain steadfast in our commitment to creating impact, fostering inclusivity, and inspiring positive change.

Thank you for being a part of our journey.

Best regards,

Venkatesh N.
Managing Director

THE YEAR AT A GLANCE

BUSINESS HIGHLIGHTS

₹ 105.52 Billion

Assets Under Management

₹ 17.54 Billion

Total Revenue

₹ 1.28 Billion

Profit After Tax

11.43%

Return on Equity

2.12%

Gross NPA



SUSTAINABILITY HIGHLIGHTS

ENVIRONMENT

1,450

Trees planted under project Paryavaran

22,63,075 KWh

Energy units saved annually by installing LEDs

SOCIAL

4,63,281

Total training hours

3.75%

Women employees

4,000

Individuals hired from rural parts of India each year

₹ 0.02 Billion

Investment in CSR

44,185

Lives impacted through CSR activities

17,878+

Women trained under the financial literacy program in FY 2022-23

Certified

As India's Top 50 Best Workplaces Building a Culture of Innovation by All 2023

Certified

As 'Great Place to Work'

GOVERNANCE

- Zero cases of anti-corruption and bribery
- Zero cases of critical concerns
- Zero cases of non-compliance with laws
- No cases of conflicts of interest
- 66.66% Independent Directors
- 100% attendance in the Board meetings
- Zero cases of customer data theft and privacy breaches

OUR SUITE OF PRODUCT OFFERINGS

Our commitment to inclusive financial solutions

To serve our varied clientele effectively, we offer an extensive range of product offerings. These encompass Income Generation Loans, Dairy Cattle Loans, Product Loans, MSME Loans, Education Loans, Top-up Loans, and Insurance options. One of our goals is to empower economically disadvantaged women in underserved communities by supporting their financial needs. Additionally, we aim to assist the 'missing-middle' group – individuals capable of handling larger monthly payments – in accessing our services.

We are dedicated to supporting low-income women, encompassing cultivators, agricultural laborers, vegetable and flower vendors, cloth traders, tailors, craftsmen, as well as household and industrial workers



Target customers



Purpose of loans



Loan size



Samriddhi

(Income Generating Loan - IGL)






Samvardhana

(Top-up Loan)



Sampark Advantage

(Loan Against Property)

Target customers	Purpose of loans	Loan size
 <p>Women entrepreneurs</p>	<p>Income Generating Loan (IGL) customers</p>	<p>Women borrowers, individuals</p>
 <ul style="list-style-type: none"> Establish or expand micro-enterprises Working capital Procuring inventories 	<ul style="list-style-type: none"> Amplify income generation Enhance financial opportunities 	<ul style="list-style-type: none"> Business growth Enhancing business capabilities
 <p>₹ 10,000-70,000</p>	<p>₹ 10,000-35,000</p>	<p>₹ 0.6-5 Lakhs</p>






Sampark
(Loan Against Property)



Swabhimaan
(Micro Enterprise Loan)



Surabhi
(Dairy Cattle Loan)




	Self-employed, salaried individuals	Micro-enterprises	Women
	<ul style="list-style-type: none"> Enhance living standards Grow business 	<ul style="list-style-type: none"> Business growth 	<ul style="list-style-type: none"> Dairy development Procurement of new cattle
	₹ 3-15 Lakhs	₹ 0.6-5 Lakhs	₹ 0.6-0.9 Lakhs



Sajal
(Sanitation and Jal loans for Rural India)



Suvidha
(Product Loans)

	Individuals	Individuals
	<ul style="list-style-type: none"> Setting filtration units, tap water connections Water storage facilities Construction/improvement of toilets 	<ul style="list-style-type: none"> Purchase of cook stoves, water purifiers, solar lights, mobile phones, among others
	₹ 0.1-0.35 Lakhs	₹ 0.02-0.25 Lakhs



Microfinance credit accounts for 86% of IIFL Samasta's Assets Under Management (AUM)



OUR COMMITMENT TO SUSTAINABILITY

In today's evolving business landscape, we understand the importance of environmental, social, and governance (ESG) considerations and make significant efforts to imbibe those in our business operations. Just as we have consistently upheld our commitment to financial excellence and innovation, we also embrace the principles of ESG in our operations. Our ESG framework is an embodiment of our dedication to sustainability, responsible practices, and ethical governance. Aligned with our core values, this framework serves as a compass guiding us toward making meaningful contributions to the environment, society, and the long-term success of our stakeholders. Our alignment to sustainability closely mirrors the ESG framework embraced by our parent company, a framework meticulously designed to ensure the best outcomes for all stakeholders.

EMPOWERED BY OUR 7 PILLARS OF SUSTAINABILITY

ECONOMIC GROWTH

- Maximizing value for shareholders
- Ensuring enduring credit ratings and Return on Equity
- Integration of ESG risks into Enterprise Risk Management

GOVERNANCE AND ETHICAL BEHAVIOR

- Enhancing corporate governance practices
- Ensuring adherence to legal and ethical standards
- Transparently disclosing ESG strategy and progress
- Implementing internal policies focused on ESG principles



SUSTAINABLE FINANCING

- Offering products aligned with ESG principles
- Excluding non-compliant borrowers/vendors

NURTURING OUR WORKFORCE

- Attracting and retaining diverse talent
- Ensuring equal opportunities for all
- Infusing ESG principles into our organizational culture

ENVIRONMENTAL STEWARDSHIP

- Reducing our environmental impact

SERVING OUR CUSTOMERS

- Providing affordable solutions to underserved segments
- Promoting financial inclusion and literacy within vulnerable groups
- Digitalizing customer interactions
- Communicating transparently and fostering a clear brand identity

COMMUNITY RELATIONSHIPS

- Advancing local communities through Corporate Social Responsibility (CSR)
- Boosting financial literacy within communities

MAPPING SDGs WITH OUR BUSINESS









STAKEHOLDER ENGAGEMENT

STAKEHOLDER ENGAGEMENT PROCESS








Regular assessment of actions implemented

STAKEHOLDER GROUP	TOPICS OF ENGAGEMENT	ENGAGEMENT MODE	MATERIAL TOPICS	CAPITALS INVOLVED	SDGs IMPACTED
 Customers	<ul style="list-style-type: none"> Customized financial products and services Competitive interest rates Access to physical and digital channels Seamless customer service Secure transactions Fair and responsive grievance redressal mechanism 	<ul style="list-style-type: none"> Ongoing and regular engagement through emails, calls, SMS, WhatsApp, branch, and relationship managers Social media communication Marketing campaigns Customer satisfaction surveys 	<ul style="list-style-type: none"> Digitalization Responsible Marketing Financial Inclusion and Literacy Data and Customer Privacy Customer Satisfaction Responsible Lending Transparency and Disclosure 		
 Investors/ Shareholders	<ul style="list-style-type: none"> Ethical business practices and good corporate governance Regular dividends Sustainable performance and value creation ESG integration into strategy and operations Transparent reporting and disclosure 	<ul style="list-style-type: none"> Annual and quarterly investor meets/calls Investor presentations Annual General Meeting Investor grievance channels Annual report Sustainability report 	<ul style="list-style-type: none"> Transparency and Disclosure Risk Management Regulatory Compliance Maintenance of Credit Ratings Economic Performance Corporate Governance and Ethics Engagement with Business Partners Resource Management 		

STAKEHOLDER GROUP	TOPICS OF ENGAGEMENT	ENGAGEMENT MODE	MATERIAL TOPICS	CAPITALS INVOLVED	SDGs IMPACTED
 Employees	<ul style="list-style-type: none"> Training and development Fair and timely remuneration Rewards, recognition, and appreciation for performance Diverse, open, non-discriminatory, and safe working environment Work-life balance 	<ul style="list-style-type: none"> Town halls One-on-one meetings Training and development workshops Engagement initiatives Learning through online modules Digital apps for employees and collection officers Performance appraisals 	<ul style="list-style-type: none"> Economic Performance Employee Health and Wellness Diversity and Equal Opportunity Digitalization Employment Practices 		
 Communities/ NGOs	<ul style="list-style-type: none"> Social upliftment Enhancing financial literacy Community welfare initiatives 	<ul style="list-style-type: none"> Financial inclusion and literacy initiatives Regular CSR initiatives Employee volunteering 	<ul style="list-style-type: none"> Financial Inclusion and Literacy Community Development 	  	
 Government/ Regulators	<ul style="list-style-type: none"> Compliance with laws and regulations Ethical business Active participation in industry and regulatory working groups 	<ul style="list-style-type: none"> Mandatory regulatory filings Periodical submission of business performance One-on-one or group meetings Written communications 	<ul style="list-style-type: none"> Transparency and Disclosure Responsible Lending Responsible Marketing Risk Management Regulatory Compliance Maintenance of Credit Ratings Economic Performance Corporate Governance and Ethics Representation with Regulators Data and Customer Privacy Resource Management 	 	
 Business Partners/ Suppliers	<ul style="list-style-type: none"> Fair and ethical procurement and engagement practices 	<ul style="list-style-type: none"> Regular meetings, seminars, and workshops 	<ul style="list-style-type: none"> Transparency and Disclosure Economic Performance Engagement with Business Partners 	  	
 Lenders	<ul style="list-style-type: none"> Institutional loans Lending to underserved/ PSL segments 	<ul style="list-style-type: none"> Submission of reports as necessary and mutually agreed upon Annual/quarterly and need-based meetings 	<ul style="list-style-type: none"> Maintenance of Credit Ratings Economic Performance Transparency and Disclosure Risk Management 	 	

Key Capitals Involved

 Financial Capital	 Physical Capital	 Social and Relationship Capital	 Human Capital	 Intellectual Capital	 Natural Capital
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MATERIALITY ASSESSMENT

Materiality assessment is a crucial part of our sustainability efforts. It helps us figure out where we should focus our efforts and what steps we should take. We conducted our materiality assessment based on guidelines provided by the GRI framework, which helps us understand what's most important for our sustainability goals.

IIFL Samasta works closely with the ESG team at IIFL Finance under the supervision and guidance of the ESG committee of IIFL Finance. The Committee includes members from the Board and the senior management. The ESG committee offers guidance on the management and monitoring of material issues identified by IIFL Samasta to ensure the integration of sustainability and ESG concepts into our operations.

OUR MATERIALITY PROCESS

Engaging with stakeholders

We conducted interactions between IIFL Samasta's leadership and stakeholders having direct or indirect influence on the Company's operations.

Identification of important issues

Compiled a refined list of 21 crucial ESG issues based on stakeholder interactions, research, and internal consultations.

Secondary research and internal consultation

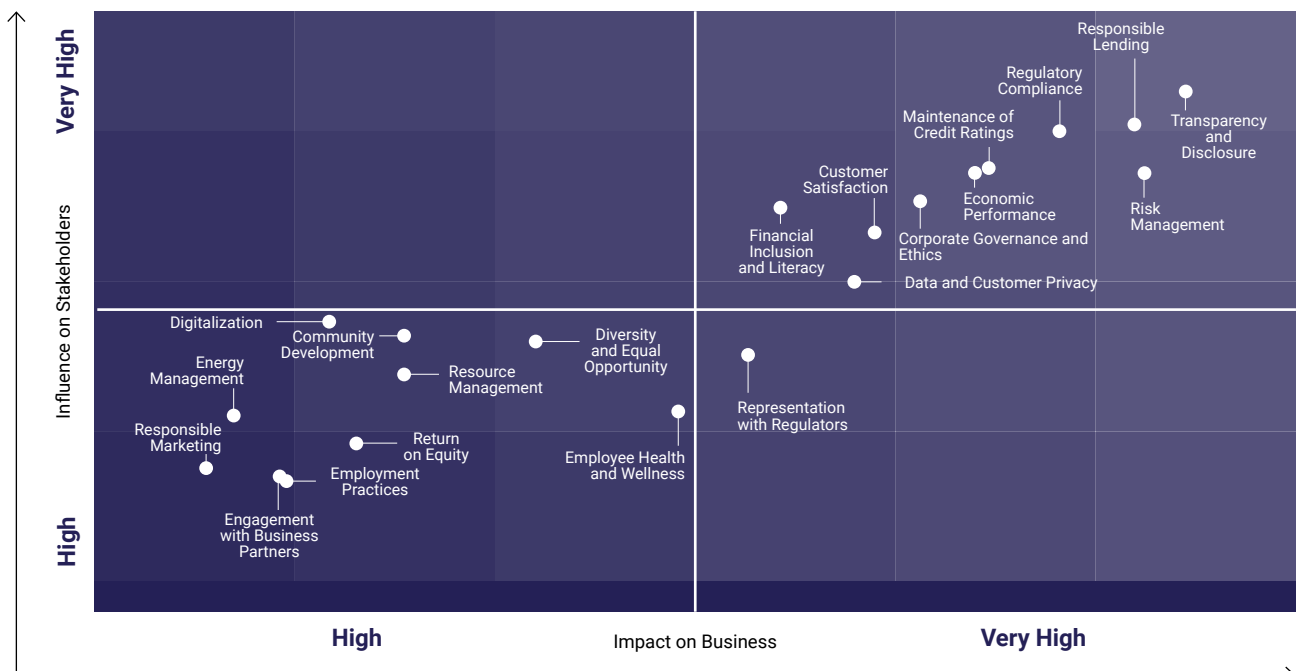
Conducted secondary research and engaged with internal stakeholders to gather insights into relevant ESG issues.

Scoring and prioritization

Developed a scoring system to assess the significance of each identified ESG issue, considering operational impact and alignment with strategies.

Material topics are prioritized based on the significance of impacts on two dimensions: their influence on stakeholders and their impact on our business performance.

MATERIALITY MATRIX





















MATERIALITY TABLE














Key Stakeholders Involved






















CATEGORY	MATERIAL TOPICS	KEY STAKEHOLDERS INVOLVED	OUR RESPONSE	OUTCOMES	SDGs IMPACTED	GRI
Governance	Transparency and Disclosure		We maintain transparency with all our stakeholders to assist them in making informed decisions about our Company. We disclose our financial as well as non-financial information to them through Annual and Sustainability Reports.	<ul style="list-style-type: none"> Improved trust and credibility among stakeholders Improved access to capital 	 	NA
	Risk Management		We have established an Aggregate Risk Appetite Framework that enables the effective management and mitigation of operational risks. We ensure the consistent capture and prompt reporting of risk exposures to the appropriate levels of management, thereby facilitating the implementation of suitable measures for risk mitigation.	<ul style="list-style-type: none"> Enhanced financial stability Improved long-term sustainability 	 	GRI 2: Universal Disclosures
	Regulatory Compliance		We adhere to all the regulatory standards applicable to our Company. Non-compliance can result in legal penalties, damage to our reputation and financial instability.	<ul style="list-style-type: none"> Improved public perception Increased investor confidence Enhanced trust among stakeholders 		GRI 2: Universal Disclosures GRI 307: Environmental Compliance

CATEGORY	MATERIAL TOPICS	KEY STAKEHOLDERS INVOLVED	OUR RESPONSE	OUTCOMES	SDGs IMPACTED	GRI
	Maintenance of Credit Ratings		We make efforts to understand the factors that influence our credit ratings. We implement sound financial practices and remain responsive to changes in the financial landscape.	<ul style="list-style-type: none"> Attracts lenders and investors Enhanced stakeholder confidence in the Company's stability 		NA
	Economic Performance/ Return on Equity		We have established a robust financial foundation by consistently maintaining a healthy balance sheet. We meticulously evaluate investment opportunities to maximize the efficient allocation of our resources.	<ul style="list-style-type: none"> Improved profitability Enhanced returns for investors 		GRI 201
	Corporate Governance and Ethics		We embrace fairness, integrity and ethical conduct at Samasta. Our organizational culture prioritizes the highest standards of corporate governance and ethical norms. We rigorously adhere to all applicable laws and diligently work to optimize returns for our stakeholders through both effective financial and non-financial strategies.	<ul style="list-style-type: none"> Positive relations with all stakeholders Enhanced ethical practices Sound governance practices 		GRI 205: Anti-Corruption GRI 206: Anti-Competitive Behavior
	Representation with Regulators		We diligently adhere to all regulations concerning our operations and collaborate with industry associations to bring positive changes in the financial industry.	<ul style="list-style-type: none"> Opportunities for collaboration Regulatory Support 		GRI 415: Public policy

CATEGORY	MATERIAL TOPICS	KEY STAKEHOLDERS INVOLVED	OUR RESPONSE	OUTCOMES	SDGs IMPACTED	GRI
Social	Engagement with Business Partners		We foster meaningful engagement with business partners to cultivate synergistic relationships that contribute to the long-term value and growth of our Company.	<ul style="list-style-type: none"> Improved access to shared resources, reducing costs. Increased opportunities for innovation and advancement 		NA
	Responsible Lending		Our entire product portfolio is made to serve and provide financial assistance to the underserved sections of the society.	<ul style="list-style-type: none"> Value creation for underbanked and underprivileged sections Improved public image 	 	NA
	Customer Satisfaction		We customize our products to ensure customer satisfaction, serving tier 2 and tier 3 regions efficiently through our branch network. We also integrate digital solutions to bridge urban-rural banking gaps and empower individuals financially.	<ul style="list-style-type: none"> Enhanced customer satisfaction and retention Good word of mouth resulting in improved public image 	 	NA
	Data and Customer Privacy		We have implemented an Information Security Management System (ISMS) that complies with the ISO/IEC 27001 standard. Our ISMS, following a risk-centered approach, identifies, assesses, and mitigates potential threats. This ensures the confidentiality, integrity, and availability of customer data.	<ul style="list-style-type: none"> Enhanced customer confidence and loyalty Resilient cyber-security infrastructure 		GRI 418: Customer Privacy

CATEGORY	MATERIAL TOPICS	KEY STAKEHOLDERS INVOLVED	OUR RESPONSE	OUTCOMES	SDGs IMPACTED	GRI
	Financial Inclusion and Literacy	 	<p>We address customer needs by providing inclusive financial services, extending access to marginalized communities within the formal financial system. Furthermore, we promote financial literacy through our financial literacy initiatives.</p>	<ul style="list-style-type: none"> Improved access to affordable financial products to the underserved sections of the society Women empowerment Rural area development 	  	NA
	Employee Health and Wellness		<p>We have meticulously designed comprehensive employee well-being and benefits programs. Additionally, we promote mental health awareness and support our employees through a range of carefully crafted initiatives.</p>	<ul style="list-style-type: none"> Improved productivity and employee well-being Higher employee morale 		NA
	Diversity and Equal Opportunity		<p>We embrace the power of diversity and inclusion and weave them into our organizational culture. We also prioritize the unique needs of our women staff through various measures.</p>	<ul style="list-style-type: none"> Diverse workforce Improved cultural competence Fair and respectful workplace 	 	GRI 405: Diversity and Equal Opportunity
	Responsible Marketing	 	<p>We provide clear communication to our customers about our products and their associated terms and conditions. Additionally, our documents are available in vernacular languages to enhance understanding of our customers, a significant number of whom reside in rural areas.</p>	<ul style="list-style-type: none"> Improved communication with customers Enhanced customer loyalty and trust 		GRI 417: Marketing and Labeling

CATEGORY	MATERIAL TOPICS	KEY STAKEHOLDERS INVOLVED	OUR RESPONSE	OUTCOMES	SDGs IMPACTED	GRI
	Digitalization		We embrace digitalization to achieve operational efficiency and improve customer experience. It also offers us a competitive edge in the era of evolving technological advancements.	<ul style="list-style-type: none"> Improved operational efficiency Enhanced customer reach and convenience Quicker, transparent, and timely services to customers 		NA
	Community Development		We undertake various CSR programs that benefit the communities surrounding us, promoting wider prosperity.	<ul style="list-style-type: none"> Enhanced reputation Stronger community ties 	     	GRI 413: Local Communities
	Employment Practices		We ensure fair recruitment and hiring processes to create a congenial work environment for our employees. Our HR policies are formulated with the best interests of our employees in mind.	<ul style="list-style-type: none"> Improved employee loyalty Enhanced job satisfaction among employees Motivated and engaged workforce 	  	GRI 401: Employment GRI 404: Training and Education GRI 405: Diversity and Equal Opportunity

CATEGORY	MATERIAL TOPICS	KEY STAKEHOLDERS INVOLVED	OUR RESPONSE	OUTCOMES	SDGs IMPACTED	GRI
Environment	Energy Management	 	At Samasta, we utilize energy-efficient alternatives and raise awareness among employees for responsible energy usage.	<ul style="list-style-type: none"> Improved energy efficiency Reduction in operational costs 		GRI 302: Energy
	Resource Management	 	We strive to manage our resources effectively by implementing responsible waste, water and energy management practices.	<ul style="list-style-type: none"> Efficient utilization of natural resources Lesser negative impact on the environment Reduced pollution 		GRI 303: Water and Effluents GRI 305: Emissions GRI 306 Waste

















RISK MANAGEMENT














At Samasta, we have an **Aggregate Risk Appetite Framework** within our **ICAAP (Internal Capital Adequacy Assessment Process) Policy** to effectively manage and mitigate operational risks. The Board has established a **Risk Management Committee (RMC)** to oversee the execution of our risk strategy.

We ensure that risk exposures are consistently captured and promptly reported to the relevant levels of management, facilitating the initiation of appropriate measures for risk mitigation. Furthermore, we have established separate functions for Risk, Audit, and Compliance, distinct from the core business functions to ensure a robust culture of checks and balances. This also eliminates any potential conflicts of interest between revenue generation and the crucial functions of risk management and control.

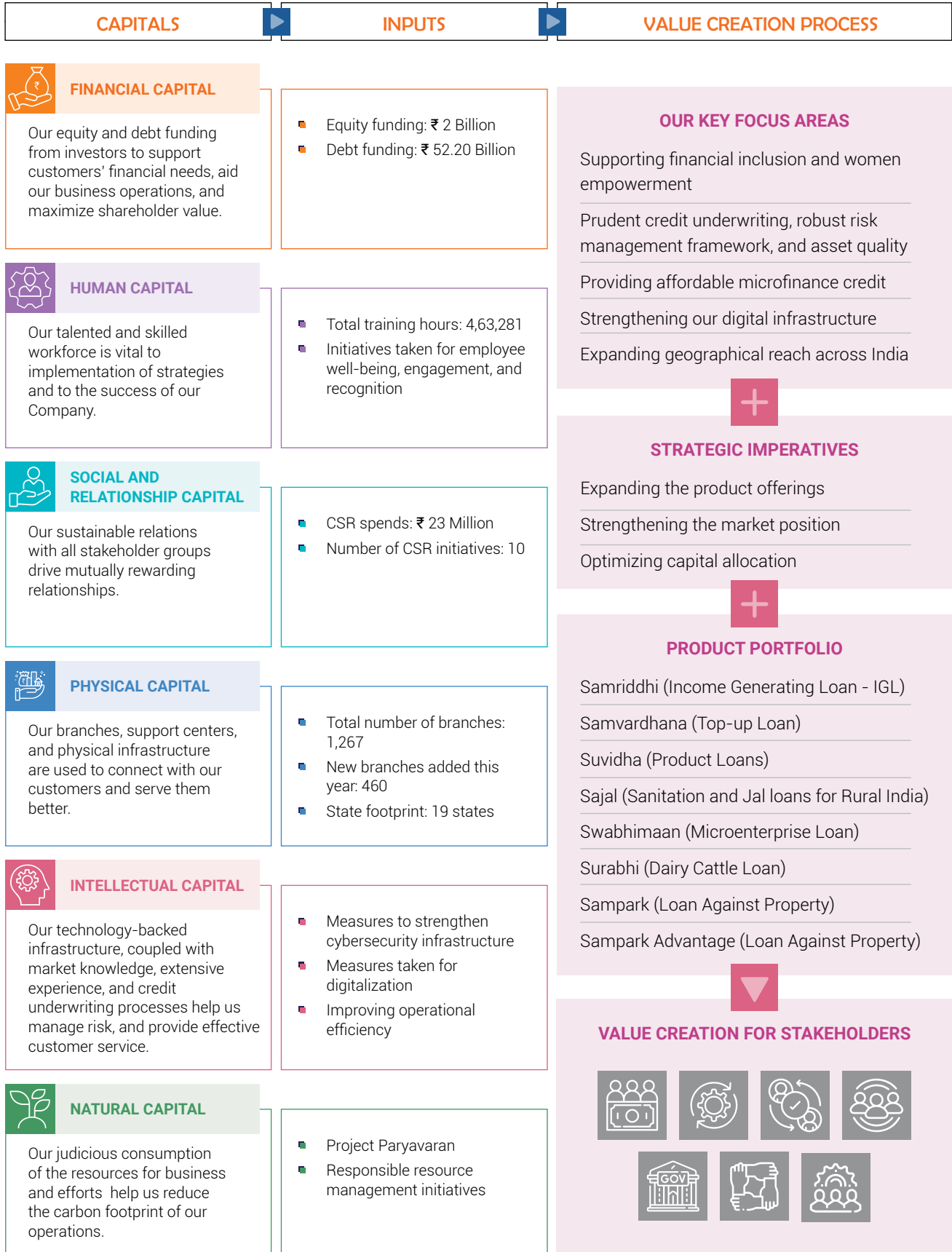
KEY FUNCTIONS IN RISK MANAGEMENT AND OVERSIGHT

Functions		Responsibilities
	Risk Management Committee	<ul style="list-style-type: none"> Integration of risk principles within the Company Formulation of policies, procedures, and systems Control and review Evaluation of internal systems in line with changing business conditions and risk appetite
	Independent Risk Management Team (headed by CRO - Chief Risk Officer)	<ul style="list-style-type: none"> Ensures alignment with RMC's risk management objectives Implements Board-approved risk strategy
	Internal Audit Department (Independent)	<ul style="list-style-type: none"> Maintains rigorous oversight of risks Assesses internal controls, governance, and processes for risk adequacy and effectiveness

Type of risk	Description	Mitigation measures	Key capitals involved	Key stakeholders involved
 Credit risk	<p>The risk emerges when borrowers fail to meet their contractual obligations with the Company, particularly in terms of payments or repayments.</p>	<p>Our Company ensures effective risk management across business segments, strengthened by ongoing reviews for early identification. There are robust policies and processes for managing credit risk across the line of businesses, mainly through the identification of geographies, target segments, credit approval process, post-disbursement monitoring, and remedial management procedures.</p>		
 Operational risk	<p>Operational risk stems from deficiencies or failures in internal processes, personnel, systems, or external occurrences.</p>	<p>A Board-approved governance structure is in place with a detailed framework and processes for managing operational risk. Under the framework, we have developed a Risk Control Self-assessment (RCSA) process for identifying, assessing, and evaluating risks in a compatible format across processes, activities, and systems. We have well-defined KRIs to monitor and an incident reporting mechanism to report external and internal events on an ongoing basis. We ensure the efficacy of the process through control testing, Risk-based Audits, and KRI dashboards. Well-defined Contingency Plan and Business Continuity Plan are also in place to mitigate any business interruptions due to external events.</p>	     	

Type of risk	Description	Mitigation measures	Key capitals involved	Key stakeholders involved
 Liquidity risk	Liquidity risk refers to the risk wherein the Company may be unable to meet its financial obligations as they become due. Basel norms require a company to maintain adequate liquidity to fulfill its obligations within 30 days.	Our Company's framework for liquidity risk management is well articulated in our Asset-Liability Management Policy. Further, we have a robust mechanism to track the cash flows comprehensively under normal as well as stressed conditions and critical ratios as per BASEL norms have been implemented.		 
 Interest rate risk	Interest rate risk arises from fluctuations in interest rates, potentially affecting earnings when there is a mismatch between the tenors of interest-sensitive assets and liabilities.	Our Company has adopted a risk-based pricing approach based on the cost of funds, including operating costs. The Asset Liability Committee periodically reviews the impact of changing interest rates under normal and stressed scenarios.		 
 Information security risk	This risk arises from the possibility of unauthorized access, use, disclosure, disruption, modification, or destruction of information and/or information systems that can impact organizational operations (including mission, functions, image, and reputation) and organizational assets.	Our Company has implemented an Information Security Management System (ISMS), comprising an integrated set of policies, procedures, and controls, aimed at the continuous implementation and monitoring of information security. The primary objective of this ISMS is to effectively manage risks, enhance the Company's resilience against evolving security threats, and ensure the confidentiality, integrity, and availability of both the Company and customer information.	 	 

VALUE CREATION MODEL



▶ ACTIVITIES TO SUSTAIN VALUE	▶ OUTCOMES	▶ SDGs IMPACTED
<ul style="list-style-type: none"> Maintaining a healthy balance sheet Optimizing capital allocation Managing risks effectively 	<ul style="list-style-type: none"> Revenue: ₹ 17.46 Billion EBITDA: ₹ 7.59 Billion PAT: ₹ 1.280 Billion Provision Coverage Ratio: 62.03% 	
<ul style="list-style-type: none"> Creating a positive work environment Embracing diversity and equity Addressing employee concerns Conducting training and providing opportunities for growth 	<ul style="list-style-type: none"> Ranked among the top 100 companies to work for by GPTW 	
<ul style="list-style-type: none"> Implementing CSR activities for the betterment of underprivileged sections of the society 	<ul style="list-style-type: none"> Total CSR beneficiaries: 44,185 	
<ul style="list-style-type: none"> Expanding our branch network with a focus on tier 2 and 3 regions for financial inclusion 	<ul style="list-style-type: none"> Total client base: 2.34 Million Customers acquired in FY 2022-23: 1.15 Million 	
<ul style="list-style-type: none"> Automating routine activities through 'digitalization,' and a 'workflow-based approach' on both Zoho and MAVRC platforms Enhanced digitalization across all processes and internal functions efficiency 	<ul style="list-style-type: none"> Deployed platforms MAVRC, and Zoho to strengthen interdepartmental communication Samasta Sakhi app for the customers to get updates regarding loans and repayments 	
<ul style="list-style-type: none"> Using energy-efficient devices Diligently recycling e-waste Utilizing rainwater harvesting and minimizing water consumption 	<ul style="list-style-type: none"> Number of trees planted in the Paryavaran project: 1,450 Savings in consumption of natural resources 	

OUR STRATEGIC IMPERATIVES

At IIFL Samasta, we relentlessly focus on improving our services and the experience of our customers. Our commitment to responsible lending and financial inclusion empowers us to strategize our actions to create value in the lives of all our stakeholders. We have been focusing on the following three areas to achieve our financial goals while balancing our sustainability performance.



EXPANSION OF PRODUCT PORTFOLIO

- Emphasis on continuous innovation and customer-centered solutions
- Consistent investments in research and development (R&D)
- A proactive approach to stay ahead of industry trends
- Thorough market analysis for identifying gaps and opportunities to address customer needs
- Leveraging tech-driven insights for innovative solutions
- Leveraging tech-driven insights for innovative solution
- Utilizing strategic partnerships for product launches and market growth

11.52 Lakhs
New customers onboarded

1

New product launched



STRENGTHENING OUR MARKET POSITION

- Expanding our reach across the nation by harnessing machine-learning data insights
- Building and hiring the right talent
- Establishing an in-house contact center to deliver top-notch customer service

MI-based data analytics

Utilized for market research and expansion



OPTIMIZING CAPITAL ALLOCATION

- Meticulous assessment of investment prospects to optimize resource utilization
- Comprehensive evaluation using data insights and financial models for risk assessment
- Emphasis on diversifying funding sources through Development Financial Institutions (DFIs) and retail investors
- Active efforts to broaden funding sources for business growth and financial stability
- Nurturing current lender relationships and forging new collaborations

₹ 7,400 Crore

Raised through new lenders during FY 2022-23

ECONOMIC GROWTH

Financial performance, undoubtedly, is a crucial facet of our operations. We are resolute in our pursuit of financial sustainability, diligently managing resources, optimizing operational efficiency, and prudently mitigating risks

We have laid the foundation for strong finances by maintaining a healthy balance sheet. We meticulously assess investment prospects to optimize the utilization of our resources. Our diligent cost control and emphasis on operational efficiencies have yielded an impressive cost-to-income ratio of 47% for FY 2022-23. Additionally, our Net Interest Margin has improved from 8.80% in FY 2021-22 to 9.15% in FY 2022-23. This result showcases the strength of our risk management system, robust credit

policy, and solid underwriting skills. These factors are reflected in the excellent quality of our assets and a low Gross Non-Performing Assets (GNPA) ratio of 2.12%. In line with our responsible lending approach, we raised our specific provision coverage to 62.03%.

Our commitment to delivering robust growth is evident in our financial performance. We achieved a substantial 153% increase in Profit After Tax and observed a rise in Return on

Equity to 11.43%. Our income also grew by 72% in the current year. We are also in the process of establishing specific liquidity benchmarks that ensure ample resources to fulfill all operational needs while minimizing potential risks. Our robust groundwork empowers us to move forward with confidence in our financial assistance model, particularly for those in underserved regions or with limited formal credit histories.

201: Economic Performance (In ₹ Crore)		
201-1: Direct economic value generated	FY 2022-23	FY 2021-22
Direct economic value generated: Revenues	1,753.51	1013.19
Economic value distributed	1,569.53	969.2
Operating costs	1,137.43	722.25
Employee wages and benefits	394.5	237.17
Payments to providers of capital	4.98	NIL
Payments to the government	30.33	8.35
Community (CSR) investments	2.29	1.43
Economic value retained	183.98	43.99

₹ 7.59 Billion
EBITDA

62.03%
Provision Coverage Ratio

Credit Ratings:

₹ 1.28 Billion
PAT

11.43%
Return on Equity

AA- /Stable by CRISIL and A1+ by CRISIL, ICRA

SUSTAINABLE FINANCING

We place a strong emphasis on responsible lending and financial inclusion to enhance the economic well-being of our customers.

The foundation of our business and financial model is built on serving individuals who were once overlooked by the traditional banking system. We have consistently taken steps to integrate these individuals into the formal financial system. Our responsible lending approach has enabled many individuals and families to envision a life beyond their financial constraints, transforming their lives for the better.

It is not just a business; it is our commitment to drive responsible impact.

Our effective asset liability management and well-defined funding strategies empower us to navigate the financial landscape with precision and confidence. We also ensure ample liquidity to meet all operational requirements and minimize potential risks.

With a solid foundation in place, we can confidently advance our financial support model for the betterment of individuals in underserved regions or those with informal credit documentation histories.

₹ 10,213.77 Crore

Loans disbursed in FY 2022-23

96%

Loan repayment rate

23,53,955

Active borrowers



STORIES OF IMPACT



Geeta Maddhesiya



I have been a customer of IIFL Samasta for the past three years, and I am thankful to Samasta for playing a pivotal role in supporting my business' capital needs. Now, I am a proud female entrepreneur in my village, serving as a source of motivation for several women in the community.

Geeta Maddhesiya, a resident of Bhathat, Gorakhpur (UP), has always dreamt of achieving financial independence and improving her family's living standards. She used to operate a small boutique shop, but her earnings were insufficient to meet her family's needs. She decided to place her trust in IIFL Samasta. In 2021, she acquired a microloan of ₹ 30,000 from IIFL Samasta and invested it to expand her boutique business. Her investments allowed her to serve her customers effectively. After a year, she again secured another loan of ₹ 55,000 from IIFL Samasta to purchase an interlocking machine. Currently, her business is flourishing and her family is pleased with the progress she has achieved.



State: Tamil Nadu

Branch: Perur

Ms. Sasikala M.

Ms. Sasikala M. hails from the Coimbatore-Selvapuram area, and her husband specializes in electrical work. In the past, she gained experience working in injection molding at various companies. However, her husband lacked enthusiasm for employment. Consequently, she decided to establish her own injection molding company. Ms. Sasikala approached several organizations seeking financial support for her business venture, but unfortunately, her proposals were met with rejection, while some awaited considerations on waiting lists.

Undeterred by these setbacks, she turned to our organization and became a member in March 2021. Here, she secured a loan of ₹50,000, which enabled her to launch RSK Injections and Mouldings (Wax). In her entrepreneurial journey, she availed herself of the opportunity to travel with us and obtained an additional loan of ₹20,000 for procuring materials. Her dedication and perseverance bore fruit, and she achieved success in her business, contributing to our Company's overall progress.

Ms. Sasikala is a devoted family woman, responsible for raising two children. Despite her husband's income limitations, she has successfully covered her children's educational expenses, becoming an equal financial contributor to her family. Her financial stability today surpasses what it was two years ago, and she remains committed to pursuing her future endeavors with our organization.

IMPACTFUL MEASURES FOR GOVERNANCE



ETHICAL CONDUCT

- Zero cases of anti-corruption and bribery
- Zero cases of critical concerns

COMPLIANCE WITH LAWS

- Zero cases of non-compliance with laws

STRONG GOVERNANCE FRAMEWORK

- Zero cases regarding conflicts of interest
- Sound risk management approach
- Skilled and diverse Board
- Enhanced value for stakeholders

TRANSPARENT COMMUNICATION

- Fair and transparent disclosure of information to the public

GOVERNANCE AND ETHICAL BEHAVIOR

At IIFL Samasta, we have an unwavering dedication to fairness, integrity, and conscientious behavior. The culture of our organization places significance on maintaining the utmost benchmarks of corporate governance and ethical norms. We follow all the laws diligently and strive to maximize the return for all our stakeholders by adopting effective financial as well as non-financial strategies.

Our Company has thoughtfully curated a diverse blend of board members based on their skills and expertise, with a substantial majority being Independent Directors, who bring their expertise in the microfinance sector to the table. Our board

diversity policy sets out the approach to select individuals based on expertise, experience, skills, and backgrounds. We consider candidates based on merit, while taking into account objective criteria and giving due regard to the benefits of diversity and the needs of the Board. Our Nomination and Remuneration Committee (NRC) plays a key role in selecting board members and senior management. It identifies qualified candidates, recommends appointments and removals, and sets criteria for qualifications and independence. The NRC ensures diverse and skilled leadership, fosters succession planning, and promotes diversity. It bridges strategic goals with leadership composition for effective

governance and success of the Company.

Our Board takes the responsibility of adhering to good standards of corporate governance. It has established a robust governance system encompassing stringent policies and oversight that guides day-to-day operations at the Company.

The Board has thoughtfully established various committees comprising both Directors and officers in adherence to the Companies Act, regulations set by the Securities and Exchange Board of India, and directives from the Reserve Bank of India. These committees are essential for the seamless functioning of the Company.

RESPONSIBILITIES OF THE BOARD

FIDUCIARY DUTY: Directors must act for the collective benefit of the Company's stakeholders, including shareholders, employees, and the community, while also safeguarding the environment.

CONFLICT AVOIDANCE: Directors must steer clear of situations where their interests could clash with those of the Company.

DILIGENCE AND SKILL: Directors must perform their duties diligently, skillfully, and with independent judgment.

UNDUE GAIN PREVENTION: Directors are prohibited from seeking unwarranted gains for themselves or associates. If proven, such gains must be repaid to the Company.

MEET OUR BOARD MEMBERS



Mr. Venkatesh N.
Managing Director

Mr. Venkatesh N. serves as the ingenious Founder and Managing Director of IIFL Samasta Finance Limited. With more than 23 years of entrepreneurial involvement in the financial services industry, he has demonstrated remarkable leadership skills. Before establishing IIFL Samasta, Mr. Venkatesh established PNV Techno Acquisitions Private Limited, a firm involved in the marketing of financial products, and Affluence Edifice, a provider of wealth management services. He holds a bachelor's degree in computer science and has completed the esteemed Harvard Business School-ACCION Program focused on strategic leadership in microfinance.



Mr. Shivaprakash Deviah
Whole-time Director

Mr. Shivaprakash Deviah, in his capacity as Whole-Time Director, is the driving force behind our Company's technological endeavors. He has played a pivotal role in setting up a comprehensive IT infrastructure for lending activities and has championed process streamlining through automation. With a professional background spanning over two decades in both software and financial services domains, Mr. Shivaprakash previously oversaw global technology projects at Wipro. He holds a bachelor's degree in computer science and engineering from PSG College of Technology, along with a microfinance diploma from the Indian Institute of Banking & Finance.



Mr. Vikraman Ampalakkat
Independent Director

Bringing a wealth of experience to the Board, Mr. Vikraman Ampalakkat, an Independent Director, retired as the Chief General Manager of SIDBI Foundation for Micro Credit. Over 38 years of his career, he has contributed his expertise to esteemed institutions like the Reserve Bank of India, IDBI, and SIDBI. Mr. Vikraman's proficiency lies in the microfinance sector, and he currently holds positions on the boards of other microfinance and financial corporations.



Mr. Ramanathan Annamalai
Independent Director

Mr. Ramanathan Annamalai, an Independent Director, possesses substantial expertise in development banking within the agricultural and rural sectors. His previous role as Chief General Manager in the Micro Credit Innovations Department of NABARD involved overseeing the world's largest microfinance program, the SHG Bank Linkage program. With an extensive understanding of financial inclusion and rural development, Mr. Ramanathan contributes invaluable perspectives to the Board.



Mr. Badrinarayanan Seshadri
Independent Director

Mr. Badrinarayanan Seshadri, another Independent Director, is a versatile professional with a diverse background. He holds a B.Tech in mechanical engineering from IIT Madras and a Ph.D. in mechanical engineering from Cornell University, US. Mr. Seshadri co-established Cricinfo.com, one of the renowned global cricket portal. Presently, he is engaged in managing Synprosoft, a software services company, and Kizhakku Pathippagam, a renowned Tamil book publishing house. Additionally, he is a co-owner of Aargee Staffing Services Pvt Ltd, an IT staffing enterprise. He is famously recognized for his writings on current affairs and politics in both Tamil and English.



Ms. Malini B. Eden
Independent Director

Ms. Malini B. Eden, an Independent Director, is a distinguished development specialist and strategy consultant with an impressive career spanning more than twenty years. She has collaborated extensively with marginalized communities, advocating for their involvement in policy formulation. Ms. Eden holds prominent positions in bilateral agencies, government boards, and trusts committed to economic empowerment, health, and donor relationships. Currently, she leads the Women's Education Project at Trust India and provides consultancy services to the Azim Premjee Foundation.

DIVERSITY OF THE BOARD

Our Board Diversity Policy strives to cultivate diversity across dimensions of thought, experience, knowledge, perspective, and gender, all while adhering to the Company's operational laws, rules, and regulations.

2

Executive Directors

4

Independent Directors

100%

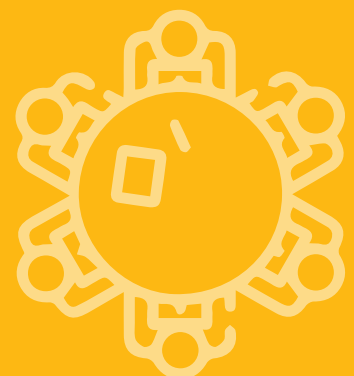
Attendance in all board meetings

1

Woman Independent Director

BOARD DIVERSITY BASED ON AGE GROUP

Age group	Under 30 years	30-50 years	Over 50 years
Percentage	0%	33.33%	66.66%



BOARD LEVEL COMMITTEES

The Board's Committees focus on specific matters and make informed decisions within their designated authority. The Committees offer precise suggestions to the Board regarding matters within their purview. Their decisions and suggestions are then presented to the Board for review or approval, as required.

Committee	Composition	Designation
 Audit Committee	Mr. Vikraman Ampalakkat → Mr. Ramanathan Annamalai → Mr. Shivaprakash Deviah →	Chairman, Independent Director Independent Director Whole-Time Director
 Nomination and Remuneration Committee	Mr. Ramanathan Annamalai → Mr. Badrinarayanan Seshadri → Mr. Vikraman Ampalakkat →	Chairman, Independent Director Independent Director Independent Director
 Corporate Social Responsibility (CSR) Committee	Mr. Venkatesh N. → Mr. Shivaprakash D. → Ms. Malini Eden → Mr. Ashwini Kumar →	Managing Director Whole-Time Director Independent Director Chief People Officer
 Stakeholder Relationship Committee (SRC)	Mr. Vikraman Ampalakkat → Mr. Ramanathan Annamalai → Mr. Venkatesh N. →	Chairman, Independent Director Independent Director Managing Director
 Asset Liability Management Committee (ALCO)	Mr. Venkatesh N. → Mr. Manoj Pasangha → Mr. Anantha Kumar T. → Mr. Gaurav Kumar → Mr. Mohan Kumar →	Managing Director Chief Business Officer Chief Financial Officer Chief Operating Officer Head-Treasury
 Risk Management Committee	Mr. Shivaprakash D. → Mr. Ramanathan A. → Mr. Badrinarayanan S. →	Whole-Time Director Independent Director Independent Director
 IT Strategy Committee	Mr. Badrinarayanan S. → Mr. Shivaprakash D. →	Independent Director Whole-Time Director

EVALUATION OF BOARD PERFORMANCE AND REMUNERATION

At IIFL Samasta, an annual performance review of the Board is done in compliance with the Companies Act, 2013. This encompasses the Board's overall performance and effectiveness of the Individual Directors, and Committees. The evaluation follows set criteria for the appointment of the Directors, Remuneration, and Evaluation Policy, covering areas like Board composition, meeting attendance, governance, and Directors' duties. Moreover, individual Directors' performance was assessed, including the Chairman, based on their level of engagement and contribution, independence of judgment, and their performance in safeguarding the interest of the Company and its stakeholders. The entire Board conducted the performance evaluation of the Independent Directors, while the evaluation of the Chairman and Non-Independent Directors was conducted by the Independent Directors. As the performance of the Board was satisfactory, NRC did not recommend any changes to the composition of the highest governance body and organizational practices this year. Our Independent NRC committee also recommends the compensation, including fixed and variable pay, along with other long-term benefits like ESOPs, payable to the Key Managerial Personnel (KMPs) and Senior Management to the Board. The compensation packages consist of both fixed and variable pay components, aligned effectively with prudent risk-taking, ensuring that compensation is adjusted for all types of risks and their outcomes.

ESG GOVERNANCE

IIFL Samasta, being a subsidiary of IIFL Finance, collaborates with the Environmental, Social, and Governance (ESG) team at IIFL Finance. This partnership is strategically designed to foster the seamless integration of sustainability and ESG principles into every facet of our operations.

The ESG team at IIFL Finance plays a pivotal role in driving the implementation of sustainability initiatives across the entire group. This team is responsible for formulating ESG strategies, defining goals, and implementing action plans that contribute to the organization's commitment to responsible business practices. The team comprises experts and professionals who possess a deep understanding of environmental impact, social responsibility, and corporate governance.

The oversight and strategic direction for the ESG team are provided by the ESG committee of IIFL Finance. This committee consists of members from IIFL Finance's Board of Directors and senior management. The Committee's primary objective is to ensure that the organization's ESG initiatives are aligned with its overall mission, values, and long-term strategic objectives.

We are in line with the ESG framework adopted by IIFL Finance. This is articulated concerning a few groups of key stakeholders, crucial to the development of our business and action areas across seven key pillars.

ETHICAL CONDUCT AT IIFL SAMASTA

At IIFL Samasta, our foremost priority is to create an environment that fosters safety, security, and trust for all stakeholders. Our policy framework embodies our steadfast commitment to cultivating an atmosphere where individuals can thrive, collaborate, and prosper confidently, knowing that their interests and welfare are at the core of everything we do.

When developing or reviewing policies and commitments, we take into account all the mandatory regulations considering the Companies Act 2013



and rules made thereunder, RBI Master Directions and Circulars, IRDAI Regulations, and other regulatory updates as mandated from time to time. Regular monitoring and updates to policies are done to align with the evolving changes. All policies implemented by IIFL Samasta are duly approved by the Board of Directors.

Each department has its policies and Standard Operating Procedure as mandated by regulatory authorities to carry out the business effectively. We have teams at various levels with senior executives and managers overseeing governance and managers held accountable for the effective implementation of policies. Our policy commitments also stipulate due diligence and applying the precautionary principle as directed by varied regulatory updates and guidance.

We also extend our commitment to responsible conduct in business relationships by embedding ethical clauses in contracts with partners, suppliers, and stakeholders. Ongoing communication and collaboration ensure that all parties uphold the same ethical standards.

To promote ethical conduct, we have a code of conduct policy for Directors and Senior Management as well as employees. Moreover, we have also implemented a Whistle-blower Policy and established a vigilant mechanism, allowing employees to report valid concerns regarding unethical behavior, actual or suspected fraud,

and breaches of the Company's Code of Conduct or ethics policy. This policy ensures protection against retaliation for whistle-blowers utilizing the mechanism and grants access to the Chairman of the Audit Committee.

Our policies are communicated to external and internal stakeholders on a timely basis. We educate our stakeholders through training programs, workshops, and resources. These initiatives foster a culture of responsible business conduct. External stakeholders can access policies on our website, while staff members are informed through interactive sessions, presentations, display boards, and workshops. Changes to policies are communicated via email and circulars. Any employee can seek guidance on policy implementation and raise business conduct concerns with relevant committees, escalating to the Board if needed.



OUR POLICY FRAMEWORK

- ECL Policy
- Fit and Proper Criteria
- Nomination and Remuneration Policy
- Corporate Governance Code
- Policy on Independent Directors
- Insider Trading
- RPT Policy
- Code of Conduct for Directors and Senior Management
- Succession Policy for Appointments to the Board and to Senior Management
- Policy on Preservation of the Documents
- Statutory Auditors Appointment
- Board Diversity
- Investment Policy
- Policy for Resource Planning Securitization Policy
- POSH Policy
- Compensation Policy Whistle Blower
- Vigilance Policy
- Policy on Prevention and Detection of Frauds
- Credit Risk Management Policy
- Risk Management Policy
- Business Continuity Planning
- ALM Policy
- ICAAP Policy
- Fair Practices Code
- Pricing Policy
- Customer Grievance Redressal Policy
- Code of Conduct and Process Policy
- KYC & AML Policy
- Credit Policy
- Collection Policy
- Write-off Policy
- One Time Settlement policy
- Co-lending policy
- IT Policies
- CSR Policy
- Risk-based Internal Audit Policy



You can find all our policy commitments accessible on our website at the following link:
<https://iiflsamasta.com/investor-relations/>





ANTI-CORRUPTION AND BRIBERY

At IIFL Samasta, our stance against corruption and bribery is resolute. We strictly forbid any form of offering, suggesting, or endorsing the giving of bribes. Similarly, we prohibit soliciting or accepting bribes to exert influence over any action or decision-making process. Our dedication extends to not involving third parties to carry out any of the aforementioned activities. Additionally, we hold a stringent requirement for vendors and suppliers to uphold impeccable standards about bribery and corruption. Furthermore, we practice 'refusal to engage' with funds that are known or reasonably suspected to be the product of bribery or corruption. This unyielding approach underscores our dedication to maintaining the highest levels of integrity, transparency, and ethical conduct in all our endeavors.

PREVENTION OF SEXUAL HARASSMENT (POSH) POLICY

At IIFL Samasta, our primary focus is on cultivating an environment that is both respectful and secure for every member of our workforce. Aligned with the provisions outlined in The Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act and Rules of 2013, we have developed a Prevention of Sexual Harassment (POSH) Policy. This policy is designed to rigorously prohibit, prevent, and address any instances or indications of sexual harassment within our organizational setting.

The coverage of the POSH Policy extends to all cases of sexual harassment that may arise within IIFL Samasta, involving individuals who hold any direct or indirect affiliation with our Company, regardless of their employment status. While the Act predominantly centers around the safeguarding of women, we are dedicated to inclusivity and have broadened the policy to apply to all genders.

The POSH Policy is framed around three core dimensions: prohibition, prevention, and redressal. We are unwavering in our commitment to cultivating a work environment that is devoid of any form of sexual harassment, and our policy offers explicit guidelines and protocols for effectively addressing such occurrences.

To ensure the effective implementation of the POSH Policy, we have instituted an Internal Committee (IC) comprising senior personnel and regional representatives. This committee plays a pivotal role in overseeing the policy's execution, contributing to the establishment of a nurturing and secure workplace for every individual associated with IIFL Samasta.



COMPLIANCE TO REGULATIONS AND ETHICAL STANDARDS

Our Company places paramount importance on upholding the provisions outlined in the Companies Act 2013 and other pertinent regulations established by esteemed regulatory authorities such as the Reserve Bank of India and the Securities and Exchange Board of India (SEBI). We strictly operate within the framework of the law and consistently refine our policies and methodologies to harmonize with the ever-evolving legal and ethical imperatives.

We maintain a vigilant consciousness of regulatory directives about the financial sector, as mandated by government entities, and adhere to them with unwavering diligence. To ensure this commitment, dedicated compliance teams assume the responsibility of overseeing and monitoring our compliance with regulatory guidelines. Our dedication to compliance is reinforced by seeking the expertise of external auditors and legal professionals to authenticate our adherence to major Acts and Regulations.

Moreover, our Board periodically conducts thorough reviews of comprehensive reports that evaluate the Company's unwavering adherence to applicable laws.

SIGNIFICANT INSTANCES OF NON-COMPLIANCE WITH LAWS AND REGULATIONS DURING THE REPORTING PERIOD, AND A BREAKDOWN OF THIS TOTAL BY

Particulars	Number of instances
Number of cases of fines	0
Number of cases of non-monetary sanctions	0
Total number of cases of non-compliance with laws and regulations that occurred in the current reporting period	0

Particulars	Monetary value
Fines paid for non-compliance with laws and regulations that occurred in the current reporting period	0

DATA AND CUSTOMER PRIVACY

Concerning the domain of Data and Customer Privacy, our actions align with the RBI's IT Framework for NBFCs. IIFL Samasta has established an Information Security Management System (ISMS) that aligns with the ISO/IEC 27001 standard. By employing a risk-centered approach, this ISMS effectively manages risks through the identification, assessment, and mitigation of potential threats, all in line with the CIA triad of information security.

There were no cases of identified leaks, thefts, or losses of customer data. Additionally, there were zero complaints received on customer privacy from customers during the year.



IMPACTFUL MEASURES FOR SOCIETY



ECONOMIC EMPOWERMENT

- Fueling income generation and financial stability.
- Enabling self-sufficiency through business growth.

FINANCIAL INCLUSION

- Bridging gaps by offering financial services to all.
- Bringing marginalized communities into the formal financial system.

ENTREPRENEURIAL GROWTH

- Fostering innovation and self-driven business ventures.
- Catalyzing local economic development and job creation.

WOMEN EMPOWERMENT

- Elevating women's status with economic independence.
- Enabling decision-making roles and socio-economic progress.

DRIVING FINANCIAL LITERACY

- Equipping individuals with vital money management skills.
- Empowering informed financial decision-making.

SOCIAL UPLIFTMENT

- Elevating overall community well-being through economic advancement.
- Contributing to better living standards and local development.

SERVING OUR CUSTOMERS

We place utmost value on customer satisfaction and we strive to make their financial journey seamless, secure, and rewarding. Majority of our customers belong to rural areas and thus we have established a strong physical presence for our wide customer base.

At IIFL Samasta, we customize our products to align precisely with our customers' needs, ensuring their satisfaction. With an extensive presence across India, particularly in tier 2 and tier 3 regions, we excel in delivering efficient services and making our products easily available even in the most remote locations. Our branch network plays a significant role in connecting with our customers at a grassroots level, understanding their challenges, and tailoring our services to suit their requirements. In line with our dedication to innovate, we have integrated cutting-edge digital solutions into our offerings. By embracing technology, we aim to bridge the gap between urban and rural banking, empowering every individual with financial tools that can help them achieve their aspirations.

ENHANCING CUSTOMER CONVENIENCE THROUGH DIGITALIZATION

We strive to enhance the efficiency of both our people and processes, ensuring that every interaction is streamlined and optimized for seamless experiences. Our focus on digitalization enables us to elevate customer engagement and to connect with our valuable customers. As we embark on this digital journey, we are dedicated to channeling significant business growth while also contributing to a sustainable future through our paperless disbursement process.

OUR CASH LIGHT APPROACH

We are at the forefront of driving efficient customer solutions with our 'Cash-light approach'. Through the utilization of digital payment solutions, including UPI and Aadhar-enabled payment services, we empower our customers to engage in hassle-free and secure transactions. Our dedication to innovate is further exemplified through strategic endeavors such as business correspondence (BC) point deposits, streamlined bank deposit procedures, and comprehensive cash management services. These initiatives have effectively propelled our branches into cashless operations, resulting in not only reduced operational risks but also elevated overall efficiency.

To safeguard our Customer Relationship Officers (CROs) from the burden of carrying cash, we have established a network of transit BC points. This pioneering setup enables a direct Customer Cash Drop model, eliminating unnecessary intermediaries and substantially fortifying security measures.



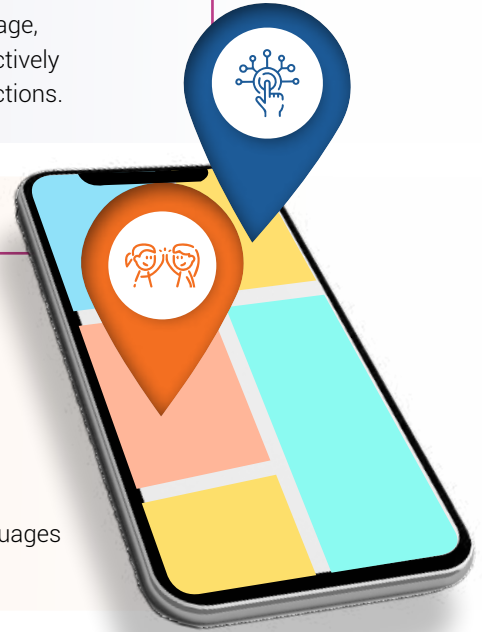
OUR RELIABLE APPLICATIONS

DIGILITE

Our application, 'Digilite,' empowers customers to transit away from cash usage, supporting our cashlight approach. Employing a two-pronged strategy, we actively promote the adoption of UPI, BBPS, and AEPS for digital payments and collections.

SAMASTA SAKHI

The 'Samasta Sakhi' app is designed with a strong focus on customer convenience, offering users access to essential loan-related details like loan schedules and repayment information. Moreover, it facilitates hassle-free EMI payments directly within the app. IIFL Samasta places a significant emphasis on achieving a completely digital collection process, leveraging the potential of BBPS and UPI platforms. In this regard, the app integrates a UPI payment option as well. Moreover, the application was enhanced by incorporating language capabilities, incorporating regional languages to facilitate SMS communication across 17 states.



UNDERSTANDING THE NEEDS OF OUR CUSTOMERS

We ensure the quality of our customer interactions through a range of standardized procedures. Within these interactions, we incorporate customer ratings as a form of feedback, which are then compiled to calculate a comprehensive mean score, providing a quantitative assessment of our engagement. Furthermore, we attach equal significance to the qualitative insights we gather, often through

face-to-face interactions at stalls, and market data studies. We also use data analytics to gain insights into client behavior, preferences, and repayment patterns, enabling improved product design and risk management. The wealth of knowledge we accumulate from these diverse sources is actively harnessed to integrate valuable suggestions into our operations.

In FY 2022-23, we assessed both

customer demands and prevailing market conditions and decided to offer larger loan amounts for our loyal clientele. Such loans, up to a ticket size of ₹ 125K, were made available to customers who have demonstrated a robust repayment record and possess a sustainable business. Although the study and assessment took place in FY 2022-23, the new loan offering was launched in June 2023.

MEASURES TAKEN FOR ENHANCING CUSTOMER SATISFACTION

- A toll-free helpline (1800-120-8868) is accessible to address queries and attend to any concerns.
- By placing customer feedback boxes within all branches, we actively encourage customers to voice any queries or concerns they may have.
- We gather feedback from customers during their center visits.
- Emphasizing swift processing, we have given priority to expediting loan disbursements and fund transfers.
- We strive to offer top-tier loan servicing and competitive interest rates to our customers.
- We optimized the travel routes for our field officers using SpotWays, a move that significantly benefits our officers by minimizing travel time and enhancing customer service. This initiative reduced travel-related expenses by 35% and also reduced GHG emissions.

KEY TECHNOLOGICAL ADVANCEMENTS OF THE YEAR

Our focal point throughout this period revolved around the introduction of features and functionalities aimed at 'enhancing the ease of business,' 'improving operational efficiency,' and 'mitigating the possibility of fraud & non-compliance.'

- The implementation of e-Sign has emerged as a game-changer, effectively reducing both the time and cost associated with documentation processes. Achieving a milestone, we have transitioned to 100% e-sign-driven disbursements, a move that aligns perfectly with our aspiration of becoming a 'Paperless' organization.
- The built-in redundancy of D-sign ensures that even in remote scenarios where e-signing may not occur, there remains no need for manual documentation. Customers stand to benefit from shorter document execution timelines, relieving them from the need to preserve physical documents. Instead, these documents are conveniently accessible via a link through our Customer App, 'Samasta Sakhi.'
- Our IT systems underwent significant enhancements to accommodate 'co-lending' scenarios, opening up new avenues for fund sourcing. This strategic move has emboldened us to increase disbursements through shared funding partnerships, exemplified by our collaboration with Canara Bank. This approach not only expands our funding sources but also enables the provision of more attractive interest rates for our customers, presenting a compelling advantage over direct lending mechanisms.
- We developed a ZOHO CRM-based agile contact center for our operations team to create inbound and outbound campaigns for our customers without the involvement of the development team.
- As our business experienced rapid growth, coupled with an expansion in Field-HO manpower, the need for heightened efficiency and process orientation became vital. To achieve this objective, we proactively developed multiple applications and IT systems, employing 'Bots', 'Digitization', and 'Workflow based approach' on both Zoho and MAVRC platforms. These initiatives were aimed at automating routine activities, streamlining operations, and ensuring productivity.



OUR FUTURE PLANS FOR CUSTOMER-CENTRIC INNOVATION

As we eagerly anticipate the year ahead, we are thrilled to unveil a sneak peek into our upcoming technological initiatives that are programmed to redefine the banking experience for our valued customers. These cutting-edge innovations will bring a new dimension of security, accessibility, and efficiency.



ENDPOINT PROTECTION, RESPONSE, AND ENCRYPTION

Our strategic plan involves the modification of our endpoint protection platforms (EPP) to introduce advanced functionalities, including proactive malware detection, prevention, swift response, and robust encryption. These enhancements are designed to fortify the security and ensure the integrity of our endpoints.



SINGLE SIGN-ON AND IDENTITY AND ACCESS MANAGEMENT (IAM)

In our pursuit of streamlined user access management and heightened security, we are set to implement robust IAM solutions. These solutions will empower us to efficiently manage user identities, regulate access rights, and enhance authentication mechanisms. Moreover, our integration of multi-factor authentication (MFA) will reinforce access controls, effectively reducing the risk of unauthorized access.



SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM)

Our primary focus revolves around elevating our incident response capabilities through the implementation of automated detection and rapid response mechanisms for security incidents. By incorporating SIEM systems, our objective is to proactively identify and effectively counter potential security threats.



DATA LOSS PREVENTION (DLP) SOLUTIONS

With an unwavering commitment to safeguarding sensitive data, we are poised to deploy a dedicated DLP solution. This cutting-edge solution will empower us to vigilantly monitor, meticulously classify, and staunchly shield sensitive information from any unauthorized access, inadvertent leaks, or deliberate exfiltration.



DRIVING FINANCIAL LITERACY AMONG UNDERPRIVILEGED SECTIONS

As our customers majorly belong to tier 2 and 3 regions, we run a financial literacy program to equip them with financial skills and knowledge to enable them to make informed financial decisions. We educate farmers, women, and youth by conducting training and enrolling them in government schemes beneficial for them. We also disseminate informative videos and brochures for customers to provide a concise overview of our products.

Our village-level financial training program in Bihar led to positive savings behavior changes, introduced participants to formal financial systems, and facilitated government scheme enrolment. Our representatives established village kiosks and conducted follow-up visits post-training for lasting impact.

SAFEGUARDING CUSTOMERS FROM UNFAIR AND DECEPTIVE PRACTICES

- Clear communication with customers regarding our products and their associated terms and conditions during center visits
- Availability of loan documentation in vernacular languages for better comprehension
- Structured engagement schedule to identify customer grievances
- User-friendly grievance mechanism for borrower concerns and disputes

We have a Customer Grievances and Redressal Policy, along with Standard Operating Procedures (SOPs), to ensure the prompt and effective resolution of all customer grievances. A specialized Customer Grievance Team is in place within the Company, entrusted with the responsibility of receiving and addressing customer complaints and grievances. Every concern raised by our customers is approached with courtesy and resolved promptly to ensure a seamless and satisfactory resolution process.

0

Incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labeling.

0

Incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship.

EDUCATING OUR CUSTOMERS

- Customer financial literacy and education are prioritized through a compulsory training program once they join us
- Long-time customers are reacquainted with our product offerings and their terms and conditions year after year
- Routine center meetings and supervisory visits are utilized to educate customers about our product offerings

We prioritize the financial literacy and education of our customers regarding our financial products from the moment they embark on their journey with us. We have a compulsory training program for them. For our long-time customers who use our products and services year after year, we reacquaint them with our product offerings in detail and reinforce the terms and conditions.

Routine center meetings and supervisory visits are additional avenues through which we educate them about our product offerings.

NURTURING OUR WORKFORCE

We believe that our employees are the driving force behind our success and we strive to create a healthy and safe environment for them. Our HR practices are designed not only to attract top talent but also to nurture a diverse and inclusive workforce. We implement initiatives that promote employee well-being, emphasizing a healthy work-life balance and a safe and supportive environment.

Employee engagement is at the heart of our organizational culture. We have developed comprehensive training and development programs that empower our employees with the necessary skills and knowledge to excel in their roles and progress in their careers.

Our employee value proposition is 'Opportunities unlimited, with the best compensation in the industry.'

As a dynamic and expanding Company, we offer boundless opportunities for our employees to explore across various business functions, allowing them to unleash their full potential. This is made possible through the implementation of a range of policies, compulsory training initiatives, and our internal career advancement program.

STRATEGIES FOR ATTRACTING TOP TALENT

As one of the Top 100 Great Places to Work, we offer competitive salaries and milestone-based incentives to attract and retain top industry talent. We have developed an inclusive and participative culture in our organization earning us the 'Innovation for All' award by the Great Place to Work Institute. Robust orientation and talent development programs are aimed at empowering rural youth to become proficient professionals, contributing effectively to our organization.



ENABLING GOAL ALIGNMENT

We prioritize aligning individual aspirations with our organizational objectives to create a shared sense of purpose and drive toward desired outcomes.



CULTIVATING A LEARNING CULTURE

We offer immersive training programs, real-time simulations, and role plays to empower employees with the knowledge and skills needed for their growth.



PERSONALIZED LEARNING IN REGIONAL LANGUAGES

Recognizing the significance of clarity and inclusivity, we tailor learning programs in regional languages to enhance understanding and engagement among our workforce.



EQUAL OPPORTUNITIES FOR CAREER ADVANCEMENT

Our Internal Career Advancement (ICA) program ensures that all employees, regardless of their backgrounds, have equal access to career growth opportunities, promoting fast-track development and aligning with their career aspirations.



ENSURING PAY EQUITY AND DIVERSITY

We uphold pay equity across all grades, functions, age groups, and genders, regularly benchmarking ourselves against industry competitors to maintain external parity.

Annually, we take great pride in welcoming approximately 4,000 individuals from rural areas of India. We empower them with opportunities that make a substantial impact on their lives and families.

PERFORMANCE EVALUATION AND FEEDBACK

We generate a monthly scorecard for field employees by leveraging machine learning technology. This report is shared with frontline managers who have undergone training through the GLOW Application. These managers provide constructive feedback and forward-looking guidance, assisting employees in refining their planning and execution for the upcoming months. Similarly, our approach to enabling functions follows a quarterly rhythm. Notably, the highest achievers are acknowledged in branches, fueling their motivation and sense of accomplishment. Individuals who may require improvement are supported through a structured Performance Improvement Plan. This entails candid discussions led by people managers, who also identify specific training needs to facilitate growth and development.



IIFL Samasta achieves historic recognition by the Great Place To Work Institute, ranked among top 100 companies. Samasta is now certified as India's top 50 best workplaces building a culture of innovation by all 2023

THE SPIRIT OF 'UBUNTU'

We embrace the spirit of 'Ubuntu' which emphasizes collectivism over individualism. Our collective achievements are the result of working together towards a common purpose. Our employees work collectively to achieve our organizational goals as one unit.

We operate in 19 states and 1 union territory which allows us to hire diverse individuals in our Company.

To foster employee buy-in and encourage referrals, we conduct HR branch visits and ensure that all new policies and referral bonus schemes are effectively communicated and understood by our employees. These visits are aimed to boost employee morale and create a culture of active participation and support in our organization.



CULTIVATING EMPLOYEE EXCELLENCE THROUGH LEARNING



21-DAY TRAINING PROGRAM

We have designed a comprehensive 21-day training program for our entry-level employees to ensure their readiness and effectiveness in their roles.



THE GURUKUL PROGRAM

The Gurukul program is dedicated to nurturing mid-level leaders who play a pivotal role in driving team engagement and delivering key results. Developed in collaboration with CMR University, this program spans a total of 30 days, thoughtfully divided into three modules, to be delivered at intervals over nine months.



UPSKILL 2.0

Upskill 2.0 aims to equip our workforce with the necessary expertise to deliver exceptional services and maintain our commitment to customer satisfaction, ultimately ensuring our continued success in a dynamic and evolving market. It places a special emphasis on enhancing skills related to various business processes.



DATA SCIENCE AND ANALYTICS PROGRAM

Recognizing the potential and interest of employees in the analytics and data science domain, we have provided specialized training through external agencies. These talented individuals now contribute to developing data models and business dashboards, providing vital insights for informed decision-making and fostering a mutually beneficial alignment between organizational goals and individual aspirations.



COACH THE COACHEE PROGRAM

Our leaders undergo coaching skills training to develop future leaders within IIFL Samasta. By enriching their emotional intelligence and providing effective direction to nurture their teams' potential, our leaders participate in "Coach the Coachee" succession planning programs, cascading the coaching skills to mid-management for their teams' holistic growth.



ICA

Internal Career Advancement (ICA) is a dynamic program aimed at filling vacancies across various departments and areas of operation with qualified internal candidates, offering equal opportunities to all employees and enabling fast-track career progression aligned with their career aspirations.

777 EMPLOYEES GOT PROMOTION THROUGH THE ICA PROGRAM IN FY 2022-23

4,63,281

Total training hours

4,46,152

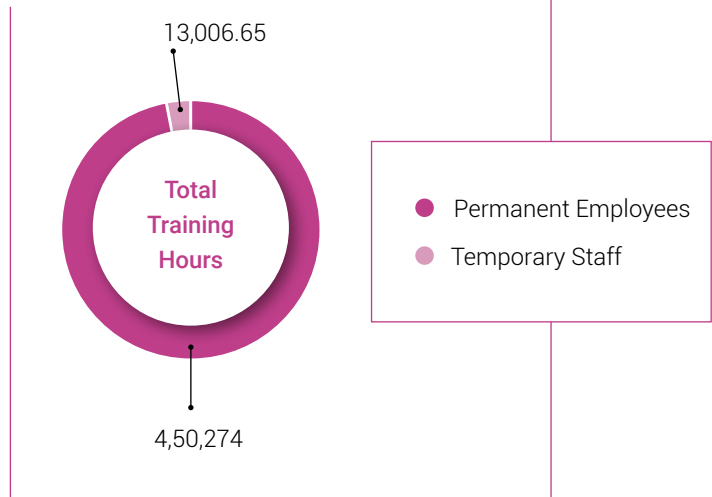
Male training hours

17,129

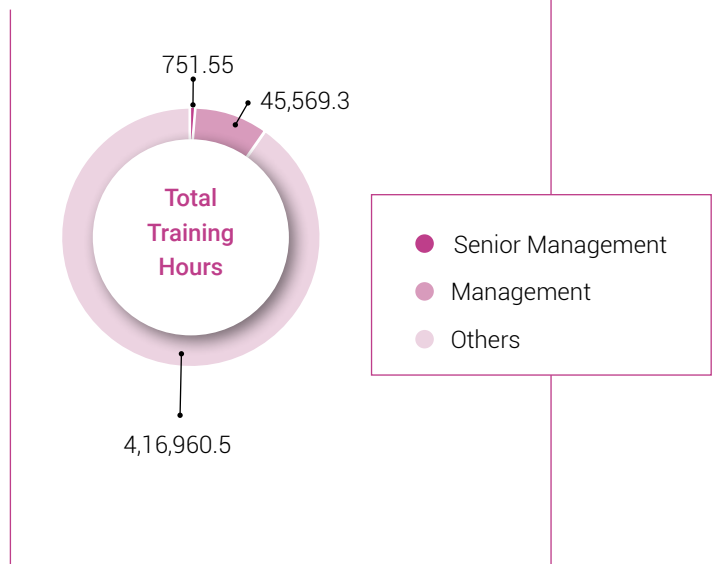
Female training hours

EMPLOYEE TRAINING HOURS BASED ON EMPLOYEE CATEGORY

NATURE OF EMPLOYMENT



POSITION OF EMPLOYMENT



OUR COMMITMENT TO DIVERSITY AND INCLUSION

We embrace the power of Diversity and Inclusion into our organizational culture. We firmly believe that gender diversity is a key factor in unlocking the full potential of our workforce, and we are committed to creating equal opportunities for all to thrive and excel in their respective roles. By bringing together diverse and talented individuals, we aim to harness a wide range of perspectives, strengths, and experiences, fostering an environment that promotes collaboration, innovation, and mutual growth. Moreover, our dedication to recruiting talent from rural areas further amplifies our efforts to foster inclusivity, providing equal opportunities for individuals from diverse backgrounds to thrive within our organization.

PERCENTAGE AND NUMBER OF EMPLOYEES ACROSS AGE GROUPS

Age group	Under 30 years	30-50 years	Over 50 years
Percentage	80.2%	19.74%	0.045%
Number	10,657	2,624	6

- Our policies ensure unbiased employee evaluation by focusing solely on their performance and potential.
- The criteria for rewards are well-defined, and HR moderate recommendations based on performance data and the intervention of senior leaders, ensuring fairness and transparency.
- The transparent approach to rewards and evaluations helps build trust among employees and makes them feel valued for their contributions.

PERCENTAGE OF EMPLOYEES PER EMPLOYEE CATEGORY BASED ON GENDER AND AGE

i. Gender	Male	Female
Senior Management	96%	4%
Management	93.17%	6.82%
Others	96.30%	3.68%

ii. Age group:	Under 30 years	30-50 years	Over 50 years
Senior Management	0%	96%	4%
Management	14.33%	84.98%	0.68%
Others	81.84%	18.12%	0.02%

We primarily operate in rural areas, where women often find themselves restricted to household responsibilities, limiting their ability to work outside. As a result, the gender ratio at IIFL Samasta is skewed in favor of men.

WOMEN-CENTRIC VALUES EMBRACED AT IIFL SAMASTA

We recognize the invaluable contributions of women in our workforce and are committed to providing them with a supportive and empowering environment. We understand that many women come from distant rural areas to work with us, and we are dedicated to addressing the unique challenges they may face in this transition. Our initiatives are thoughtfully curated to cater to the specific needs of rural women, taking into account cultural norms and potential restrictions they may encounter when working outside their communities. We strive to foster a culture of inclusivity and respect, encouraging women to thrive in their roles while embracing their individuality.



- We prioritize the unique needs of our women staff, especially during natal care, by securing their previous performance scores during evaluations.
- Over the last two years, a significant number of women acquired senior management positions. The leadership has also committed to enhancing the representation of women in the workforce.
- To safeguard and self-assure our female employees, we have organized informative sessions led by trained professionals, nutritionists, and higher officials from the police department, covering topics such as self-defense, nutrition, and women's rights & entitlements.
- To further prioritize women's safety, we have increased the entitlement under Travel and Accommodation Allowance by an additional 25%.

RACHNA: EK NAYI SOCH KI SEENCH

We initiated a women-centric program called 'Rachna: Ek nayi soch ki seench' at our regional office in Bhubaneswar, Odisha in 2020. This program was later expanded to all our offices across India.

The primary objective of the 'Rachna' initiative is to establish a safe and supportive work environment for all our women employees. The program encompassed various essential components, including promoting effective communication, boosting self-confidence, facilitating smooth transitions back to work, and increasing awareness of health & nutrition, among other topics.

CREATING A SAFE WORKSPACE

At IIFL Samasta, the well-being and security of our employees are at the forefront of our priorities. We believe that a safe workspace is essential for fostering a productive, engaged, and thriving workforce. Our approach extends beyond meeting regulatory requirements reflecting our genuine concern for every employee of the IIFL

Samasta family. We have implemented comprehensive policies and initiatives dedicated to creating a secure environment for all.

ADHERENCE TO LABOR LAWS AND ETHICAL EMPLOYMENT PRACTICES

Ensuring adherence to labor laws and ethical employment practices is a top priority for us, and we accomplish this through a series of robust measures.



TRACKERS AND AUDITS

To guarantee compliance with labor laws, we carry out both internal and external audits, utilizing trackers for efficient and meticulous monitoring.



CODE OF CONDUCT

We furnish all our employees with a comprehensive Code of Conduct, aimed at fostering ethical behavior and promoting strict adherence to Company policies.



POLICY AGAINST SEXUAL HARASSMENT

By the provisions outlined in the Sexual Harassment of Women at the Workplace (Prevention, Prohibition, and Redressal) Act of 2013, the organization has implemented an anti-sexual harassment policy known as the 'Policy Against Sexual Harassment'. Additionally, an Internal Complaints Committee (ICC) has been instituted to effectively handle and address any allegations of sexual harassment within the workplace. Through the comprehensive integration of this policy, IIFL Samasta ensures that every member of the workforce is aware of their rights and responsibilities, and is equipped with the necessary tools to report any incidents of sexual harassment promptly and confidentially.

EMPLOYEE WELLNESS AND BENEFITS

At IIFL Samasta, we firmly believe that the well-being and prosperity of our employees are essential pillars for a thriving organization. We have meticulously designed comprehensive employee well-being and benefits programs. With a deep understanding of the significance of financial security and gender equality, we have established beneficial retirement plans that provide our employees with a secure future.

As part of our commitment to the well-being of our employees, we provide various retirement benefits, including a Provident Fund, Gratuity, and participation in the National Pension Scheme (NPS). We also extend additional accidental insurance coverage and enhanced medical benefits specifically tailored for our field employees, acknowledging the unique challenges they may face. We also promote mental health awareness and support our employees through a range of carefully crafted initiatives. In addition, we send regular health and nutrition mailers/posters, health talks and provide weekly health tips to make our employees more health-conscious.

FOSTERING EMPLOYEE ENGAGEMENT: 'INVOLVE TO EVOLVE'

At IIFL Samasta, our commitment to employee engagement goes beyond conventional boundaries, encompassing a dynamic array of initiatives that drive collaboration, communication, and connection throughout our workforce. We believe happy employees lead to happy customers. This year the organization is focusing on employee engagement - "involve to evolve". The objective is to ensure that employees are highly engaged, resulting in a high-performance culture.

Open lines of employee communication serve as the backbone of this endeavor. We understand that recognizing and rewarding outstanding performance is vital to nurturing a motivated and dedicated workforce. Our rewards and recognition program celebrates achievements big and small, cultivating a culture of appreciation and inspiring others to excel. Furthermore, we place immense value on the insights and opinions of our employees. Regular surveys provide a platform for them to express their thoughts, aspirations, and suggestions, enabling us to continually enhance their workplace experience and overall satisfaction.

ENHANCING COMMUNICATION WITH EMPLOYEES

We prioritize open and transparent channels that enable seamless information flow, mutual understanding, and active engagement within our workforce. Through various platforms and initiatives, we ensure that every employee is well-informed, connected, and empowered to contribute their valuable insights.



E-SANGAM AND TOWNHALL GATHERINGS

Our annual town hall sessions, leadership meetings, strategic assemblies, and zonal conclaves serve as a valuable platform for fostering interactive dialogues and active employee involvement in the organization.



SANGAM

The management takes proactive steps to engage with branches and employees across diverse locations through the IIFL Samasta Sangam.



SAMAGAM

We implement family inclusion programs through Samagam. This year, we organized a promoted employees' meeting to cherish their achievements.



SANKALP

Sankalp events held in Rajasthan, along with regular one-on-one interactions, serve to fortify communication channels. This year a direct meeting with the leadership team was organized for high attrition branches.



ESG AWARENESS

In alignment with our dedication to sustainability, we ensure that employees are well informed about our sustainability objectives and initiatives. With an annual schedule of awareness programs, employees are actively encouraged to participate and make meaningful contributions to these initiatives.



SURVEYS AND FESTS

We are committed to encouraging employee-driven innovation through initiatives like surveys and ideation fests. These platforms empower our workforce to share their valuable insights, aiding in decision-making and contributing to overall organizational enhancement.



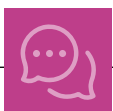
CONTESTS

We keep organizing different contests such as 'Lakshya' and 'Dangal' to encourage employees and provide them with a heightened sense of achievement.



RESOLUTION OF COMPLAINTS

An app is accessible to all employees, providing a platform for lodging grievances, and ensuring timely and organized addressing of their concerns.



INTERNAL COMMUNICATION CHANNELS

We utilize a range of internal communication channels, including calls, emails, an employee app, regular team meetings (daily, fortnightly, and monthly), and the ZingHR platform.



CELEBRATIONS AND EMPLOYEE ENGAGEMENT ACTIVITIES

We believe engaged employees are more likely to be committed to the organization's mission and goals, resulting in increased productivity and improved performance. We regularly encourage our employees to participate in these activities. A key outcome of these initiatives was the facilitation of effective communication among colleagues across various hierarchical tiers, nurturing stronger connections throughout the Company.

- We marked the annual observance of IIFL Samasta Foundation Day with widespread celebrations across our pan-India locations as well as at our headquarters.
- International Women's Day was commemorated with a series of engaging activities, including informative sessions on finance and health, culminating in a delightful hi-tea exclusively for our women employees.
- A remarkable endeavor was the orchestration of 'Champions 2023,' a dynamic sports event where employees enthusiastically participated in a diverse range of sports activities.
- In March 2023, we marked the 16th Anniversary of IIFL Samasta, rejoicing in the milestone of our remarkable journey. Branches were provided with special provisions to organize local festivities, contributing to an even stronger sense of unity among our dedicated employees.

RESPONSIBLE VOLUNTEERING

Our employees not only play a vital role in driving our business forward but also make a meaningful impact by actively engaging with the communities in which they operate. Through meetings and visits, they champion a diverse range of initiatives that our organization extends to the community. Armed with application forms and procedural guidelines, they ensure immediate assistance reaches those in need, even during their travels. Despite their demanding schedules, our culture has amplified their sense of gratification in giving back to society, instilling a profound sense of contentment in each employee.

Furthermore, our dedicated employees willingly volunteer in activities centered around nature and its preservation.

From organizing tree plantation camps to spearheading drives for environmental conservation, they invest their time and effort, sometimes even by taking a day off to contribute to this invaluable cause.

UPLIFTING EMPLOYEE SPIRITS

At IIFL Samasta, our commitment to fostering a culture of appreciation and excellence is exemplified through our comprehensive employee reward and recognition program. We firmly believe that recognizing and celebrating the contributions of our dedicated workforce is not just a gesture, but a vital component of our organizational success. Through a strategic framework of recognition initiatives, we ensure that exceptional performance, innovative ideas, and consistent dedication are acknowledged and applauded. Our program goes beyond mere acknowledgment, instilling a sense of pride and motivation among employees as they witness their efforts being valued and celebrated.

GAURAV AWARDS

Gaurav awards for each quarter were commemorated through the active participation of the leaders representing both our Head Office and Zonal Offices, instilling a profound sense of accomplishment and recognition among employees, endorsed by the top management.

An impressive 16% of our workforce has demonstrated exceptional achievements, meriting recognition and rewards from the highest echelons of leadership.

ONLINE APPRECIATION MODULE

We have developed an online appreciation module as an integral part of our HRMIS, which empowers employees across diverse functions to express their gratitude and acknowledge the invaluable contributions made by their colleagues towards our organizational objectives.

BADGES

Further enhancing our recognition framework, we have introduced a variety of badges. These badges serve as meaningful symbols of acknowledgment, symbolizing the support and recognition employees receive for their dedicated efforts in their day-to-day tasks.

SHOWCASING EMPLOYEE SUCCESS STORIES

To highlight and celebrate the achievements of our employees, we have launched a compelling series spotlighting their success stories. These narratives provide a platform for individuals within the IIFL Samasta community to share their journeys, insights, and lessons learned.

EMPLOYEE GRIEVANCE REDRESSAL MECHANISM

We have an online platform to track and ensure grievances are addressed in the least possible TAT. Every employee has access to the 'Zing HR' app, which facilitates the submission of grievances and ensures that their concerns are addressed promptly through a structured process. Escalation matrices are also defined for unaddressed grievances on the Zing HR helpdesk.

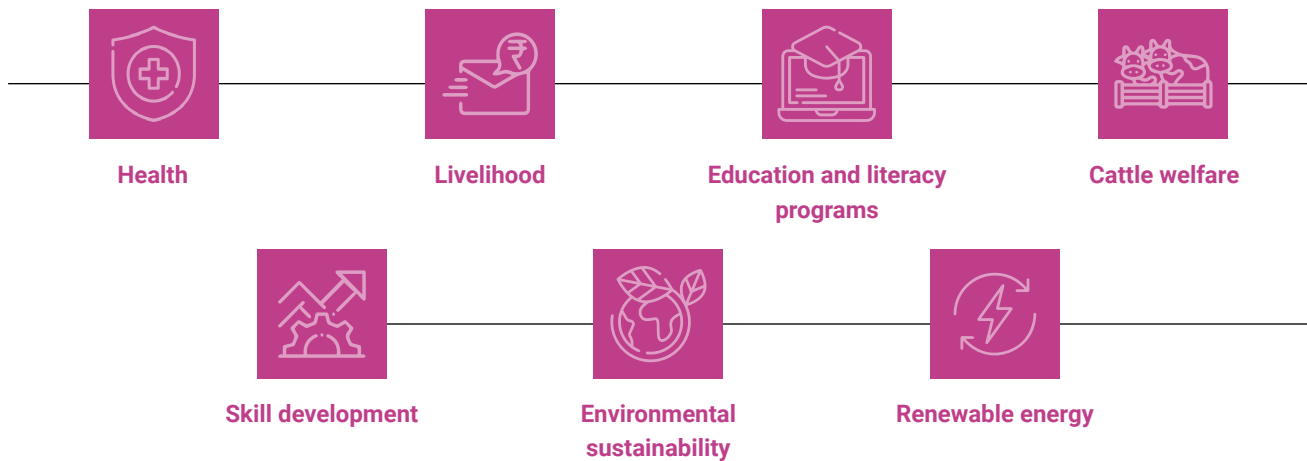


COMMUNITY RELATIONSHIPS

Our CSR endeavors aim to uplift the lives of the communities surrounding us. We believe it is our responsibility to create a lasting impact in the lives of people.

CSR initiatives at IIFL Samasta revolve around the principles of honesty, social impact, strengthening the relationship between us and the communities we serve, and employee engagement. All our CSR activities are guided by our CSR policy.

OUR KEY FOCUS AREAS ENCOMPASS:



Guided by compassion and a sense of responsibility, our CSR initiatives embody the vision of a more equitable and prosperous society, where every individual and community can thrive and contribute to the collective well-being.

OUR CSR OBJECTIVES

- Fostering economic development within the community and creating a positive impact on society
- Executing initiatives that create long-term sustainable impact in the lives of people
- Operating with social, environmental, and economic responsibility at the core of our approach

Our CSR committee takes on the responsibility of implementing various CSR projects, meticulously planning and executing them to ensure they align with our Company's values and goals. This includes allocating budgets effectively to fund these initiatives and making sure that resources are optimized for maximum impact. It continuously monitors and evaluates our progress, ensuring that we are on track to meet our CSR objectives and make a positive impact on our community and the environment.



MEET OUR CSR COMMITTEE MEMBERS

AS ON MARCH 31, 2023

Name of Director	Designation / Nature of Directorship	Number of meetings of CSR Committee held during the year	Number of meetings of CSR Committee attended during the year
Mr. Venkatesh N.	Managing Director	2	2
Mr. Shivaprakash D.	Whole Time Director	2	2
Ms. Malini B. Eden	Independent Director	2	2
Mr. Ashwini Kumar	Chief People Officer	2	2

Our dedicated in-house team oversees the implementation of CSR initiatives, employing standardized procedures for monitoring and measuring their impact. The CSR team conducts regular site visits to oversee activities, holds quarterly review meetings with NGOs and stakeholders to assess progress, and conducts periodic audits of all CSR activities. Additionally, we collect feedback from stakeholders and beneficiaries to gain insights into project impacts and make necessary adjustments to ensure a positive societal impact.

SUSTAINABLE DEVELOPMENT GOALS IMPACTED

 <p>1 NO POVERTY Financial Inclusion and Literacy Flood relief activities</p>	 <p>2 ZERO HUNGER Livestock Development Program</p>	 <p>3 GOOD HEALTH AND WELL-BEING Project vision care</p>
 <p>5 GENDER EQUALITY Project vision care</p>	 <p>7 AFFORDABLE AND CLEAN ENERGY Sustainable village development program</p>	 <p>15 LIFE ON LAND Project Paryavaran</p>
 <p>4 QUALITY EDUCATION Shiksha Ki Udaan Financial Literacy Program Distribution of desk kits/ school bags</p>		

YOUTH SKILLS DEVELOPMENT AND SUSTAINABILITY PROGRAM

			
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WOMEN ENTREPRENEUR DEVELOPMENT PROGRAM

			
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OUR KEY PROJECTS



SHIKSHA KI UDAAN

Education is a fundamental right and the key to a better future but unfortunately, many young girls and women are devoid of it due to various reasons. This hinders their ability to develop skills and knowledge that are crucial for their personal and professional growth. It restricts their ability to pursue various careers and reach their full potential. We have started taking initiatives dedicated to empowering young girls through education. Our scholarship program provides financial assistance to students from economically disadvantaged backgrounds, while our mentorship program offers guidance and coaching for comprehensive support. In the last year, in collaboration with Buddy4study India Foundation, we have granted scholarships to 549 female students nationwide, making a positive impact on their educational paths and paving the way for a brighter future.

549

Scholarships provided to girls



FINANCIAL LITERACY PROGRAM (FLP)

In India, merely 24% of the population is equipped with financial literacy while 76% of the people lack even the basic financial understanding. 80% of women in India are financially illiterate, which hampers their ability to make informed decisions and adapt financially during difficult circumstances. We have joined hands with the Learning Links Foundation to address these challenges by conducting village training programs. We tirelessly educate women, youth, and farmers, fostering tangible changes in saving habits and promoting formal financial practices. Additionally, we establish village kiosks and conduct post-training follow-up visits, ensuring the effectiveness of our efforts towards financial inclusion.

333

Villages covered from 7 blocks in Rajasthan, Odisha and Bihar

1,751

Women helped with financial inclusion

17,878

Women trained in financial literacy

202

Kiosks established





YOUTH SKILLS DEVELOPMENT AND SUSTAINABILITY PROGRAM

Youth is the backbone of our economy. The development of our nation is heavily dependent on them. Unfortunately, due to inadequate skill sets and resources, they are not able to seize better opportunities. We have partnered with Lok Bharthi Education Society to launch a project focused on providing BFSI (Banking, Financial Services, and Insurance) skill sets training to the youth. The primary objective is to equip them with the requisite skills and knowledge to excel in the BFSI sector, thus creating better career opportunities for their future. This initiative holds great potential to enable the youth of India to make significant contributions to the nation's growth and development. By concentrating on skill development, we empower young individuals to strengthen their capabilities, broaden their employment horizons, and make positive contributions to the economy.

450

Youth are trained on BFSI skills set out of which

350

Availed placement opportunities in companies



FLOOD RELIEF ACTIVITIES

During the last year, many regions of India were affected by heavy rainfall and floods. It was reported that due to floods 1,800 individuals lost their lives, over 1,100 people were injured and 1.3 Million people were evacuated from the affected areas. We extended our support to these distressed families and individuals by distributing groceries in the regions of Assam, Odisha, and Karnataka.

2,050

Individuals affected by floods were provided with groceries





VISION CARE

Without proper awareness and lack of access to vision care, many underprivileged individuals live with undiagnosed problems, such as near-sightedness, farsightedness, astigmatism, or eye diseases. These conditions can affect their ability to see clearly and perform everyday tasks. Certain eye conditions, if left untreated, can lead to more severe complications. We collaborated with the India Vision institution to address these challenges.

We organized eye camps in rural areas for economically disadvantaged people. These camps were of immense significance, addressing the pressing needs of those who lack access to adequate eye care services. By delivering eye care services directly in their vicinity, these camps offered crucial aid to individuals who might otherwise go untreated.

22

Free eye check-up camps were conducted in rural areas of Bihar and Tamil Nadu

2,224

Individuals were screened and spectacles were distributed to 1,109 needy people



LIVESTOCK DEVELOPMENT PROGRAM

Animal husbandry is vital in Indian agriculture, supporting 55% of rural livelihoods. Enhancing farm animal productivity stands as a prominent challenge in this context.

The yearly milk production from Indian cattle averages 1,172 liters, a mere 50% of the global norm. This disparity stems from inadequate understanding of livestock management, neglect of preventive healthcare measures, insufficient recognition of quality fodder's significance, and underutilization of Artificial Insemination technology.

After realizing this challenge, we adopted a holistic approach to support dairy cattle farmers in improving livestock production and productivity. We established Livestock development centers, ensuring convenient access to cattle healthcare services including Artificial Insemination (AI) and essential resources for dairy farmers. Our efforts also encompassed encouraging the cultivation of enhanced fodder varieties like BNH 10 and lucerne, enriching the dairy cattle farming landscape. By organizing cattle health camps and educational programs, we raised awareness about preventive healthcare practices. Notably, our outreach spanned 13,807 dairy cattle farmers across Rajasthan, Odisha, and Karnataka during the year.

25

Livestock development centers, covering 390 villages

5,731

Cattle treated through 42 health camps

844

Farmers cultivated improved fodder

13,258

Cattle covered through AI services

424

Farmers trained in dairy cattle management

1,200

Farmers provided with mineral mixtures for cattle



DISTRIBUTION OF DESK KITS/ SCHOOL BAGS

We have distributed desk kits/school bags to underprivileged students in government schools across MP, Bihar, WB, and Odisha. Without access to proper desks, they have to sit on the floor which can lead to physical discomfort, strain, and posture-related issues. This discomfort can affect their concentration, engagement, and overall learning experience. These desk kits can be transformed into functional study tables and help children maintain a comfortable seating position during their study sessions.

1,200

Desk kits/school bags distributed



WOMEN ENTREPRENEUR DEVELOPMENT PROGRAM

Recognizing the potential of non-farm rural entrepreneurship in addressing the economic needs of rural households, we initiated this project aimed at empowering rural women through various entrepreneurial activities. This initiative strives to enhance sustainable income opportunities for 212 women who aspire to embark on their entrepreneurial journeys. The project's focal point is developing women's skills to independently manage their enterprises.

The program's key activities encompass raising awareness about entrepreneurship, mobilizing women within the community, imparting training in essential skills and enterprise management, facilitating the establishment of their businesses, arranging exposure visits, and supporting market linkages for product sales. We aim to empower rural women to thrive as successful entrepreneurs by creating a positive impact on their lives and the communities they serve.

212 Women

Supported



EMPLOYEE VOLUNTEERING



STUDENTS MENTORSHIP PROGRAM

We introduced a technology-driven mentorship program catering to students from underprivileged backgrounds. Over 30 of our employees are actively engaging in one-on-one online sessions, covering a wide range of topics such as career development, time management, goal setting, and communication skills to empower these students.



SUPPORT TO ORPHAN GIRL CHILDREN

The headquarters (HO) staff recently visited an orphanage for girls in Bangalore, where they distributed educational and food kits. In addition, they organized various competitions to engage and uplift the spirits of the children.

STORIES OF IMPACT

"I am thankful to IIFL Samasta Finance Limited for providing me with a scholarship aid worth ₹ 10,000 in my second and third year of college."

-Archana Gorana



Childhood memories often hold a special place in our hearts, and for Archana Gorana of Madhya Pradesh, they play a pivotal role in shaping her career aspirations. As a young girl, Archana's fondest memories involve accompanying her father on evening strolls near the Collector's Office in their hometown, Neemuch. Witnessing the transformative power held by the Collector to enact positive change in society left an indelible mark on her. It was during these moments that her passion for

civil services ignited, leading her to make a resolute decision to pursue this path.

Growing up, Archana got support and encouragement from her parents, even in the face of financial challenges. This support laid the crucial foundation for her to chase her dreams with unwavering determination and enthusiasm. Reflecting on her journey, Archana shares, "Soon after completing my schooling from Jawahar Navodaya Vidyalaya, I decided to enroll in a B.A. B.Ed. (Integrated) course at a private college in 2020. However, financing my program fees of ₹ 40,000 became a significant concern for my father, who was simultaneously supporting my younger brother's B.Com. education with his earnings as a daily wage laborer."

Faced with this financial hurdle, Archana embarked on a search for scholarships and stumbled upon

the "Shiksha ki Udaan" Scholarship Program. Expressing her gratitude, she says, "I am thankful to IIFL Samasta Finance Limited for providing me with a scholarship aid worth ₹ 10,000 in my second and third year of college. The scholarship assistance played a crucial role in alleviating my accumulated college expenses. With the financial burden eased, I can now wholeheartedly concentrate on my studies and strive for academic excellence without hindrance."

Archana's story is a testament to the significance of timely support. With her academic journey on a smoother track, she aspires to aim even higher. Looking ahead, Archana envisions clearing the civil services examination and contributing to the nation through her role as a civil servant.

“In 2022, I received ₹ 5,000 in monetary aid from IIFL Samasta Finance Limited for my Class 9th education. The following year, 2023, I received another scholarship of ₹ 5,000 to cover my school and tuition fees for Class 10.”

-Meman Akshababu



Hailing from a lower-middle-class household in Gujarat, Meman Akshababu always carried a yearning for opportunities that could showcase her inherent potential. Her father, a dedicated electrician, faced the weight of financial responsibilities and left his passions unexplored. “My father’s monthly income of ₹ 8,000 is our sole sustenance. But I am determined to

alter this reality. I aspire to transform my family’s circumstances by pursuing education and securing a prosperous professional future,” Meman passionately expresses.

With unrelenting determination, Meman poured herself into her studies. Her tireless efforts bore fruit in 2020 when she achieved an impressive 89% score in her Class 8 examinations. Earning a position among the highest-ranking students in her class further solidified her belief in her dreams. However, the financial demands of both school and tuition fees became a heavy burden on her father. Meman longed to alleviate his load by independently funding her education.

During these challenging times, Meman seized the opportunity presented by the “Shiksha ki Udaan” Scholarship Program. Her

perseverance was rewarded when, in 2022, she received ₹ 5,000 in monetary aid from IIFL Samasta Finance Limited for her Class 9 education. The following year, 2023, brought another scholarship of ₹ 5,000 to cover her school and tuition fees for Class 10.

Reflecting on her scholarship experience, Meman states, “This scholarship signifies more than mere financial support to me. It is a beacon of reassurance that I can pursue my higher education aspirations and realize my dream of becoming a Lab Technician, regardless of the challenges that may arise on my journey.”

Meman Akshababu’s commitment to her dreams, paired with the support she received from IIFL Samsata, underlines the transformative power of education in defying odds and nurturing aspirations.

Turning aspiration into reality - Smt. Babita Devi’s journey



Hailing from S.K Nagar, Aurangabad, Ms. Babita Kumari resides with her husband and two children. Due to limited local employment opportunities, her husband frequently travels to Delhi for work.

Driven by an unwavering enthusiasm, she was determined to uplift her family’s financial situation. Striving to make a difference, she came across IIFL Samasta’s women’s entrepreneur development program - a beacon of hope that resonated with her aspirations. Joining the tailoring class was a pivotal decision that shaped her journey.

Through the training program, she honed her stitching skills and learned the art of designing. The project team became her pillar of guidance, empowering her to embark on a journey toward entrepreneurship. Fueled by newfound knowledge and skills, she took the courageous step

of starting her own tailoring business.

Today, the echoes of her hard work and determination reverberate in her local community. Her skillfully crafted garments have found favor among her neighbors, resulting in a burgeoning local client base. Babita’s dedication has translated into financial success, with her earnings ranging from ₹ 350 to 500 per day. Her journey from being an aspiring entrepreneur to a businesswoman is not only an inspiration to her family but also to her entire community. Babita reminds us that every small step towards empowerment has the potential to bring about significant change.

Making livelihoods better through training and guidance - Smt. Malti Devi's journey



Malti Devi is a resident of Kushwaha Nagar, Aurangabad (Bihar). Alongside her husband, Ramdular Prasad, she used to engage in crop cultivation, yet their income remained meager, making it challenging to sustain their livelihood.

After facing such hardships, Malti Devi decided to embark on a new endeavor - goat farming. However, initial attempts at goat rearing were met with limited success due to a lack of proper practices. Her determination to improve her family's circumstances led her to seek training and guidance from Preservation and Proliferation of Rural Resources and Nature (PRAN), marking the turning point in her journey. PRAN is IIFL Samasta's NGO Partner for implementation of this project.

The training she received not only equipped her with effective goat-rearing practices but also taught her the significance of

standard farming techniques such as feeding, sheltering, and deworming. With each step forward, she established herself as a beacon of progress in her locality, emerging as a prominent and successful goat farmer.

As her knowledge translated into tangible results, she expanded her herd, inching closer to her aspirations. In the current year, her efforts bore fruit as she earned more than ₹ 50,000 by selling 5 goats. This additional income acted as a lifeline, helping her family break free from financial constraints.



IMPACTFUL MEASURES FOR ENVIRONMENTAL RESPONSIBILITY



ENERGY EFFICIENCY

- By utilizing energy-efficient alternatives



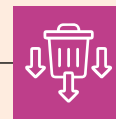
CLIMATE CHANGE

- Monitoring and managing our emissions
- Focusing on development of sustainable villages by installing solar streetlights, solar panels, etc.
- Organizing tree plantation drives



WATER CONSERVATION

- Implementing water-saving practices



WASTE REDUCTION

- Embracing waste management initiatives
- Reducing plastic waste
- Raising employee awareness through behavioral shifts

ENVIRONMENTAL STEWARDSHIP

Environment preservation is important as it directly impacts not only the present generation but also the future of our planet and its inhabitants. Our goal is to ensure a healthier and more prosperous future for all by adopting sustainable practices, promoting environmental awareness, and using natural resources responsibly

At IIFL Samasta, our approach towards environment conservation involves optimizing our natural resources efficiently and responsibly managing waste.

Our CSR team also works proactively to drive awareness around climate change across our communities. They also work with select villages to help them enhance their sustainability quotient.

ENERGY MANAGEMENT PRACTICES

As we navigate a landscape of economic shifts and environmental concerns, optimizing our energy consumption becomes a strategic imperative. Effective energy management not only cuts operational costs but also helps in the reduction of the carbon footprint by lowering energy consumption and reliance on fossil fuels. We have taken several steps aimed at energy conservation which include:

- Implementing energy-efficient alternatives like LED (Light Emitting Diode) technology across all branches, including Regional Offices (RO), Zonal Offices (ZO), and the Head Office (HO).
- Giving priority to utilizing pedestal fans instead of air conditioning units and implementing sensor-based lighting systems within office spaces.
- Cultivating awareness at the grassroots level through the encouragement of shifts in employee behavior.
- Using both direct and indirect energy resources like diesel in generator sets and LPG in cafeterias to fuel our operations.

11,785.57 Gj

Total electricity consumption

6.75 Gj/ ₹ in Crore

Energy intensity

The data pertains to 1,267 branches of IIFL Samasta

WATER MANAGEMENT PRACTICES

The rapid depletion of groundwater reserves presents a significant concern, while the looming threats of climate change further intensify water stress levels. We have taken several steps aimed at water management which include:

- Implemented rainwater harvesting and utilized the water for cleaning purposes and watering the plants.
- Installed water taps with sensors across all our Regional Offices (RO), Zonal Offices (ZO), and the Head Office (HO).
- In Bhubaneswar-ZO, Odisha, we have implemented a creative solution to recycle water from the washbasin outside for the watering garden area.

WATER CONSUMPTION FOR FY 2022-23

17,359.52

Municipal water (KL)

1,74,464.50

Boring water (KL)

14,153.94

Bottled water (KL)

2,05,977.96

Total Water (LL)

117.95

Water intensity (KL/ ₹ in Crore)

*1,310 branches of IIFL Samasta are included in the calculation of the above data

WASTE MANAGEMENT PRACTICES

The responsible disposal and recycling of waste materials are essential to prevent pollution of our air, water, and soil. At IIFL Samasta, the waste we produce, considering the nature of our work, mainly consists of office items like paper, leftover materials, and electronic waste. We also keep track of how much waste we create and are dedicated to enhancing our efforts to manage this waste responsibly. We have taken several steps aimed at waste management which include:

- E-waste and scrap materials are given to authorized vendors for recycling
- Plastic usage is strictly restricted and paper cups are used instead
- Our paper waste is shredded to protect sensitive personal information effectively. This guarantees the confidentiality and security of individuals' data as well as the responsible handling of paper waste generated at our premises

WASTE GENERATED FOR FY 2022-23

0.8227 Tonnes

Hazardous Waste – mixed electronics (e-waste)

2.785 Tonnes

Mixed paper (primarily from offices)

1.408 Tonnes

Metal scrap

1.602 Tonnes

Mixed plastic

Emission category	GHG emissions (tCO2e)
Scope 1	47.30
This includes emissions from refill gas across 1285 branches	
Scope 2	2,651.75
This data pertains to 1,285 branches of IIFL Samasta.	
Scope 3 emissions	
This data pertains to 1,285 branches of IIFL Samasta.	
Purchased goods and services	1.54
Capital goods	507.18
Waste	0.74
Business travels (travel + stay)	136.76
Total Scope 3 emissions	646.22
Total emissions	3,345.27





PROJECT PARYAVARAN

Trees provide habitat and food sources for a diverse range of plant and animal species. The lack of trees contributes to an imbalance in the Earth's ecosystem and can have cascading effects on other species, and natural processes. This year, we collaborated with the Lining Foundation Trust's 'Project Paryavaran' to drive urban tree planting initiatives in several cities. These tree-planting campaigns were designed to foster green spaces and address the challenges posed by urban pollution. Ultimately, this initiative aims to revitalize the entire region by cultivating a greener and lush environment.

1,450

Trees planted across

4

Cities



SUSTAINABLE VILLAGE DEVELOPMENT PROGRAM

In India, there are more than 240 Million people who do not have any access to grid electricity and another 20 Million underserved receive less than four hours of electricity in a day. Rural communities, without access to reliable and affordable energy, experience energy poverty, which hinders their ability to meet basic needs such as lighting, heating, cooking, and accessing modern amenities. In partnership with SELCO India Foundation, we have embarked on a collaborative project focused on implementing customized renewable energy solutions to foster sustainable village development. We have installed 97 solar streetlights and established solar-powered digital classrooms in 10 government schools and 5 Anganwadis located in Karnataka. These efforts are part of the broader Sustainable Village Development Program.

97

Solar streetlights installed

5,770

Beneficiaries of the project

Set up solar power-backed smart classes in

10 Government schools/**5** Anganwadis



GRI CONTENT INDEX

Statement of use	IIFL Samasta Finance Limited has reported the information cited in this GRI content index for the period April 1, 2022 to March 31, 2023 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI Standard	Disclosure	Page Number
GRI 2: General Disclosures 2021	2-1 Organizational details	2-5
	2-2 Entities included in the organization's sustainability reporting	About the Report
	2-3 Reporting period, frequency and contact point	About the Report
	2-4 Restatements of information	About the Report
	2-5 External assurance	This report is not externally assured.
	2-6 Activities, value chain and other business relationships	3, 10-11, 14-15
	2-7 Employees	48-57
	2-9 Governance structure and composition	33-37
	2-10 Nomination and selection of the highest governance body	33, 38
	2-11 Chair of the highest governance body	38
	2-12 Role of the highest governance body in overseeing the management of impacts	38
	2-13 Delegation of responsibility for managing impacts	36-37
	2-14 Role of the highest governance body in sustainability reporting	About the Report
	2-15 Conflicts of interest	9, 32
	2-16 Communication of critical concerns	32
	2-17 Collective knowledge of the highest governance body	34-35
	2-18 Evaluation of the performance of the highest governance body	38
	2-19 Remuneration policies	38
	2-20 Process to determine remuneration	38
	2-22 Statement on sustainable development strategy	6-7
	2-23 Policy commitments	40
	2-24 Embedding policy commitments	38-39
	2-25 Processes to remediate negative impacts	47, 57
	2-26 Mechanisms for seeking advice and raising concerns	47, 55, 57
	2-27 Compliance with laws and regulations	42
	2-28 Membership associations	5
	2-29 Approach to stakeholder engagement	14-15

GRI Standard	Disclosure	Page Number
GRI 3: Material Topics 2021	3-1 Process to determine material topics	16
	3-2 List of material topics	16-22
	3-3 Management of material topics	16-22
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	29
	201-3 Defined benefit plan obligations and other retirement plans	54
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	9, 29-30, 58-66
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	41
	205-3 Confirmed incidents of corruption and actions taken	32
GRI 302: Energy 2016	302-1 Energy consumption within the organization	68
	302-3 Energy intensity	68
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	68
	303-2 Management of water discharge-related impacts	68
	303-3 Water withdrawal	68
	303-5 Water consumption	68
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	69
	305-2 Energy indirect (Scope 2) GHG emissions	69
	305-3 Other indirect (Scope 3) GHG emissions	69
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	69
	306-2 Management of significant waste-related impacts	69
	306-3 Waste generated	69
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	54
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	50-51
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	34-35, 52
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	58-66
	413-2 Operations with significant actual and potential negative impacts on local communities	58-66
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	47
	417-3 Incidents of non-compliance concerning marketing communications	47
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	42



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