



Harmonising Finance and Sustainability

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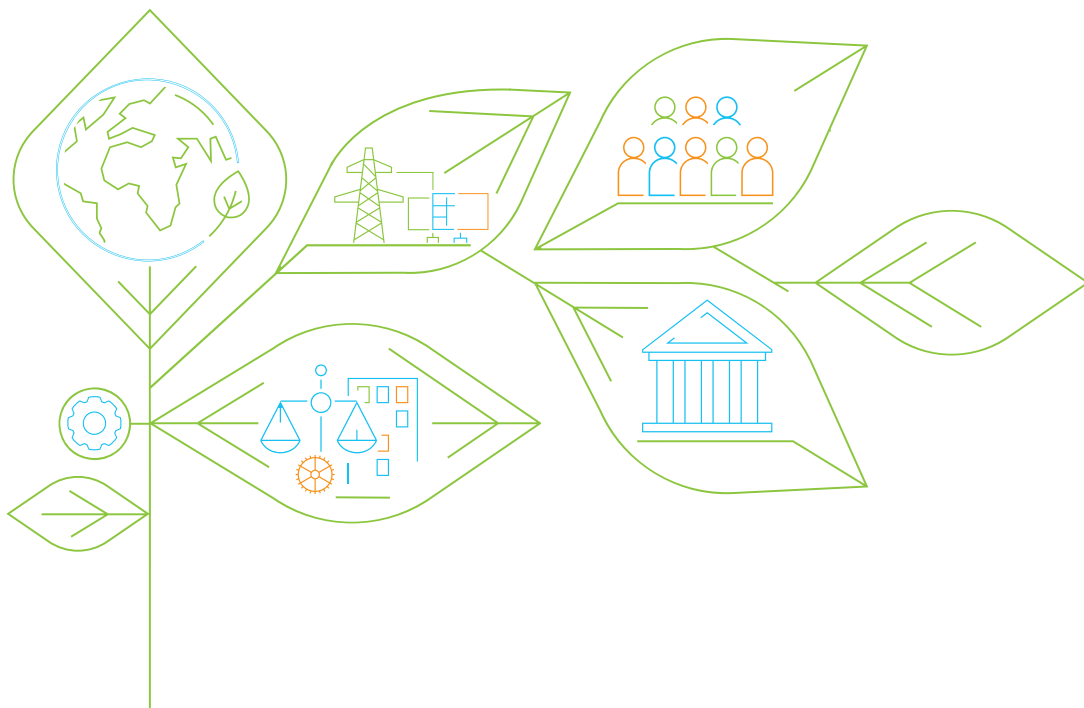
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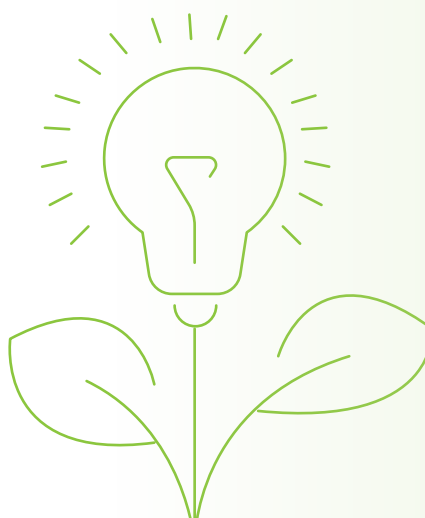
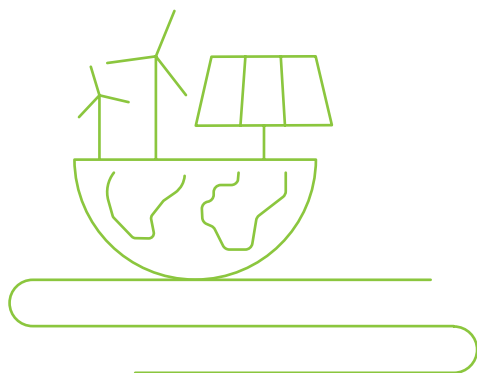
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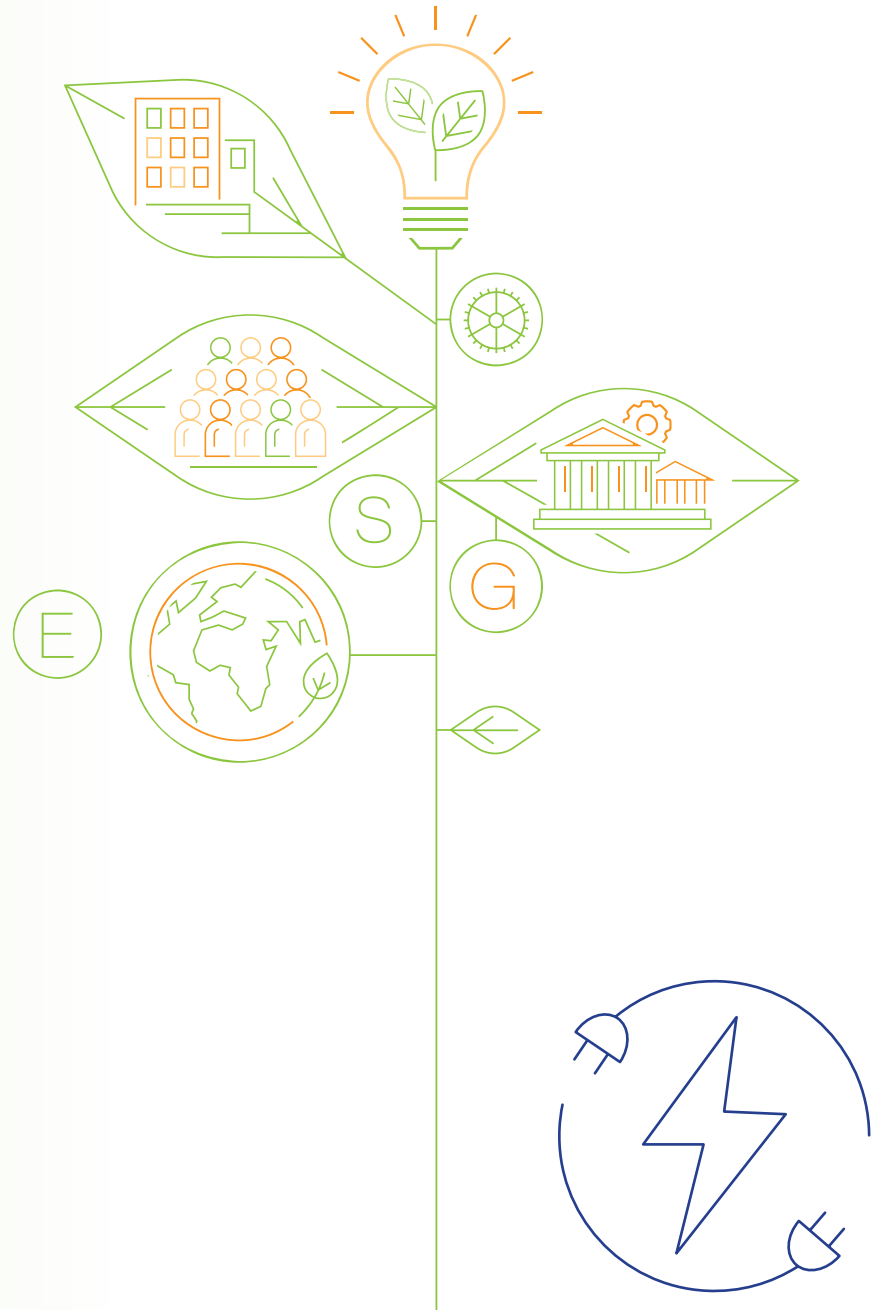
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Overview

About the Report

Kogta Financial (India) Limited (herein referred to as KFL), a Non-Banking Financial Company (NBFC) with over 26 years of experience in secured asset financing, is proud to present its second sustainability report, i.e., for FY 2024-25. This publication highlights KFL's unwavering commitment to Environmental, Social, and Governance (ESG) standards and showcases the strides made in embedding sustainable practices into its core operations. Sustainability at KFL is a guiding philosophy that permeates all levels of operation, influencing decision-making and community engagement. The company's ESG integration strategy ensures that KFL not only excels in its business endeavours but also contributes significantly to sustainable development initiatives.

With a diverse financing portfolio that includes commercial and consumer vehicles, tractors, construction equipments in the vehicle financing segment, and Loan Against Property (LAP) and Secured Business Loans in the MSME segment, KFL continues to play a pivotal role in the economic empowerment of Western, Northern & Central India. As a forward-thinking institution, KFL is dedicated to financial inclusivity, offering tailored services that positively impact underserved communities and contribute to broader societal progress.





This second edition of the Sustainability Report marks a continuation of KFL's journey in ESG excellence, reflecting an evolved policy framework that informs the company's strategic choices and initiatives. KFL's commitment to transparency is evident through its engagement with stakeholders, fostering a culture of dialogue and collaboration that drives meaningful change and delivers long-term value.

Reference Guideline

The report adheres to international & national reporting standards including the Global Reporting Initiative (GRI), United Nation's Sustainable Development Goals (SDGs) and Business Responsibility & Sustainability Reporting (BRSR), providing stakeholders with a detailed and transparent view of KFL's sustainability efforts and achievements. By releasing this report separately from the Annual Report

of FY 2024-25, KFL emphasises its dedication to ESG transparency and its determination to meet the growing expectations for comprehensive ESG disclosures.

Reporting Boundaries

This report encompasses data for the period from April 1, 2024 to March 31, 2025 and includes all company operations and services, accounting for 100% of the revenue for the financial year 2024-25.

KFL invites stakeholders to engage with its sustainability journey, valuing their feedback as essential to the company's ongoing development. The company remains committed to publishing its Sustainability Report annually, tracking its progress and maintaining open communication with its stakeholders. In pursuit of continuous improvement, KFL is determined to enhance its sustainability impact, creating a positive legacy for society and the environment.

FY 2024-25 HIGHLIGHTS

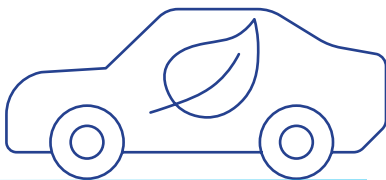
₹ 65,079.9 Mn
AUM

₹ 20,588.1 Mn
Net Worth

₹ 40,297 Mn
Disbursements

₹ 25 Mn
CSR Expenditure

34.48 %
CAR



For further details or to provide feedback, stakeholders are encouraged to contact esg@kogta.in



Sustainability Milestones : Empowering Progress

SUSTAINABLE GOVERNANCE



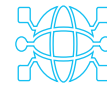
22%

women representation in Board of Directors



No

incident of conflict of interest



60%

of processes digitalised



No

Bribery or Corruption charges against any Director/KMP



No

incident of data breaches



33%

Independent Directors on Board

ENVIRONMENTAL EXCELLENCE



3.5%

Energy Intensity reduction from previous FY



100%

e-waste recycled through authorised vendors



3%

Emission Intensity reduction from previous FY

RESPONSIBLE FINANCE



46.8%

of disbursed loans supported Women borrowers



Financial Literacy

On a wide array of topics



THRIVING WORKFORCE



4.3%

gender diversity
(17.3% in non-field roles)



No

POSH cases



2,170

Employees (2,124 males and 46 females) were acknowledged in KFL's Hall of Fame



No

incidence of work-related fatalities reported



No

cases of employee discrimination reported



14.5

Hours of Training per employee per year

CUSTOMER CENTRICITY



100%

Customer outreach through Customer Satisfaction Survey



88.9%

Customer outreach through CRM team



91%

Customer Complaint Resolution rate recorded

Data Encryption



for Customer data protection

COMMUNITY BONDS



₹25 Mn

CSR Expenditure



315

employee volunteers contributed 775 hours of volunteering



No

instances of any negative impact on local communities

Leadership Message

Message from the MD and CEO



Our business has always been driven by purpose: Harmonising Finance and Sustainability.

As we move forward, sustainability will continue to guide our strategy and operations. I am confident that with the collective commitment of our team, stakeholders, and financing partners, KFL will continue to create long-term value, not only for our business but for society at large.





Dear Stakeholder

It is with great pride that we present to you KFL's second Sustainability Report for FY 2024-25, a reflection of our unwavering commitment to responsible growth, financial inclusion, and sustainable development. Being a leading Non-Banking Financial Company (NBFC), our business has always been driven by purpose: Harmonising Finance and Sustainability. This report outlines how we have built on that purpose, integrating environmental, social, and governance (ESG) principles into the fabric of our operations.

Our financial journey this year has been both strong and purpose-driven. We recorded a 35.77% year-on-year growth in Assets Under Management, which stands as a testament to our robust strategy and operational discipline. Our total outreach has crossed 1.75 lakh customers, reflecting both our expanding footprint and the deep trust our stakeholders continue to place in us. Our efforts are aimed at building a resilient business that thrives on innovation and ethical practices.

Our purpose, however, extends beyond financial performance. KFL is committed to measuring its ESG performance and continue to demonstrate progress across its ESG targets and goals. This year marked several milestones in our sustainability journey, an important one being winning the ESG Impact Awards 2024 in Employee Well-being Category, reinforcing our commitment to respect and promote the well-being of all employees. At the heart of our operations is a thriving workforce – diverse, engaged, and supported. This year, the gender diversity ratio for non-

field roles has reached ~17% and the overall gender diversity stands at ~4%. More than 2,000 employees received the recognition in "Hall of Fame" for their exceptional contributions. We continue to invest in upskilling our employees clocking nearly 15 hours of training per employee in current year. Our annual survey to understand employee satisfaction allows us to take actions to improve employee well-being & work culture.

Customer centricity remains a cornerstone of our approach. With a 91% complaint resolution rate, we are working hard to earn and retain customer trust across every interaction. We conducted a survey to evaluate the satisfaction levels of our customers and identify opportunities for improvement. We continue to promote inclusive finance for economic empowerment with 75% disbursements to MSME & small businesses. Nearly 47% of our disbursements have been to women borrowers, affirming our role in advancing gender equity in access to finance. Our financial literacy initiatives are reaching thousands, equipping customers with the knowledge to make informed financial decisions.

On the governance front, we are proud to have 22% representation of women on our Board of Directors, reflecting our commitment to inclusive leadership. Maintaining zero instances of bribery, corruption, conflict of interest, or data breaches, our governance framework continues to uphold transparency and integrity at every level. With ~60% of our business processes now digitalised, we transitioned to a cloud-based platform and re-engineered our

application landscape with the launch of our new Loan Origination System (LOS 2.0).

We have made measurable progress on the environmental performance and for the first time, identified and measured applicable categories of Scope 3 emissions, marking significant progress in our sustainability-related disclosures. We also recorded year-on-year reductions in Scope 2 emission intensity and energy intensity, along with 100% generated e-waste being responsibly recycled through authorised vendors.

Our sense of responsibility extends to the communities we serve. With a CSR spend of ₹ 25 Mn, flagship CSR programmes developed for empowering women and 700+ hours of employee volunteering, we are investing in a more resilient and inclusive future for all.

As we move forward, sustainability will continue to guide our strategy and operations. I am confident that with the collective commitment of our team, stakeholders, and financing partners, KFL will continue to create long-term value, not only for our business but for society at large.

In conclusion, I would like to express my gratitude to our employees, customers, financial partners, and stakeholders for their unwavering support and commitment to our sustainability journey. Together, we can continue to make a meaningful difference and pave the way for a sustainable future.

Warm regards,

Arun Kogta

MD and CEO,

Kogta Financial (India) Limited

About Kogta Financial (India) Limited

Kogta Financial (India) Limited, based in Jaipur, Rajasthan is a prominent Non-Banking Financial Company (NBFC) renowned for offering a wide range of financing solutions. With deep expertise in the asset finance sector, KFL provides loans against commercial and consumer vehicles, construction equipments, tractors, as well as Loan Against Property (LAP) and secured business loans tailored to the SME and MSME segments. The company's key differentiators include strong leadership, advanced technological capabilities, a diverse range of products, a comprehensive credit and risk assessment framework, and a strategic approach to expansion.

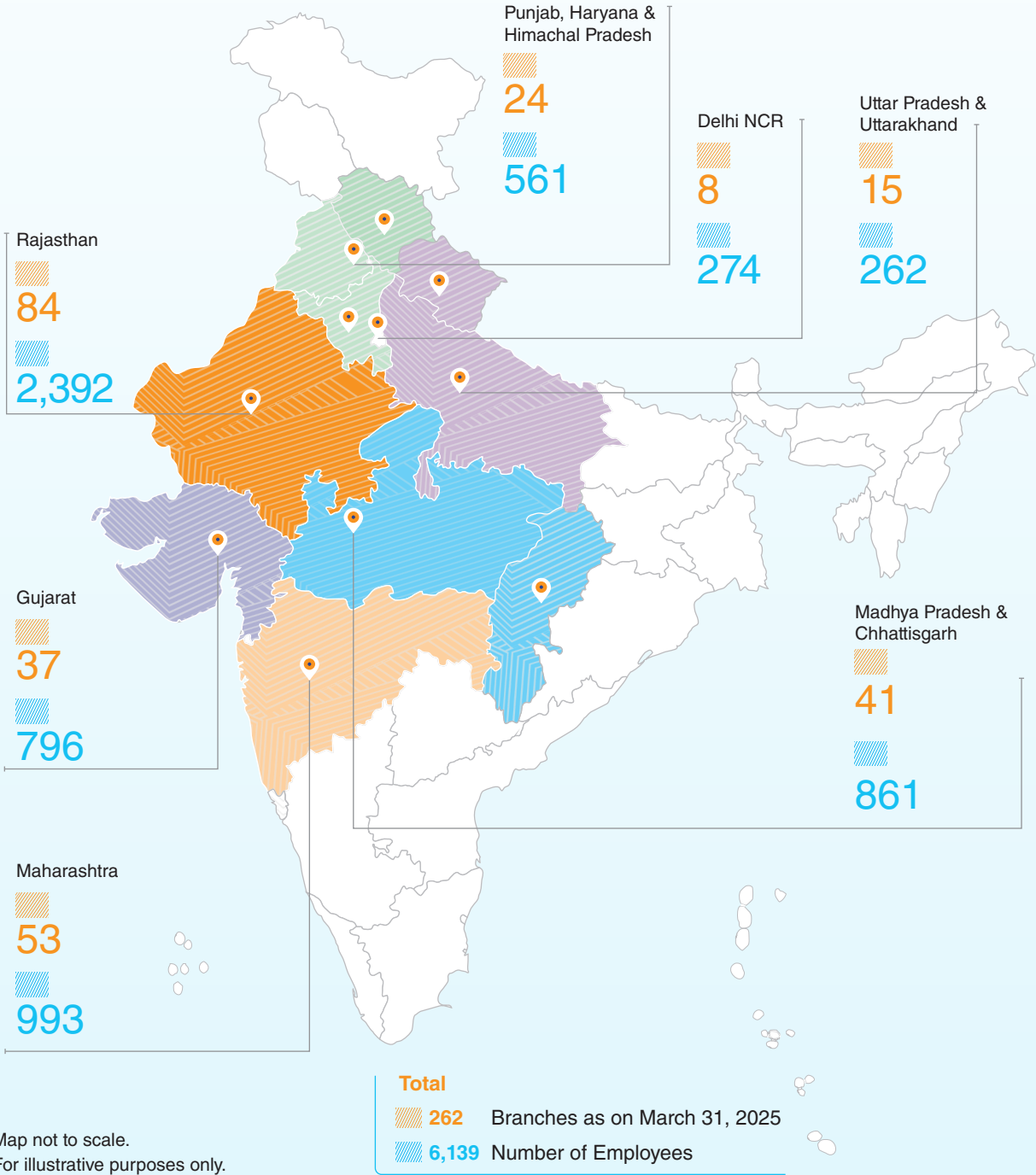
KFL serves a diverse borrower base, including farmers, small road transporters, taxi operators, first-time borrowers, women borrowers, people from economically disadvantaged backgrounds, small-scale industry entrepreneurs, small mining operators, and retail traders. The company's growth has been built on a foundation of exceptional customer service, fair business practices, and reliable, efficient, and secure financial policies.





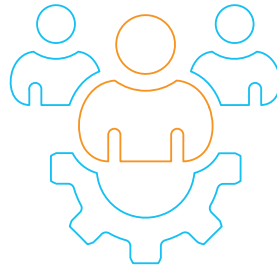
Strengthening Our Presence

KFL is significantly strengthening its presence across India, with a robust network that spans across 10 states and 2 union territories. With a total of 262 branches strategically located throughout the states of Rajasthan, Maharashtra, Gujarat, Madhya Pradesh, Punjab, Haryana, Uttar Pradesh, Chhattisgarh, Himachal Pradesh, Uttarakhand and the union territories of Delhi & Chandigarh, the company is committed to providing accessible financial services to a diverse clientele. This extensive reach not only enhances KFL's operational footprint but also reinforces its dedication to serving the financial needs of individuals and businesses across the nation.



Map not to scale.
 For illustrative purposes only.

Fostering Impact



Direct Economic Value Generated and Distributed

Key financial highlights of Kogta Financial (India) Limited:

Particulars	(₹ Mn)	
	FY 2023-24	FY 2024-25
1) Economic Value Generated		
a) Revenue	7,699	10,021
	7,699	10,021
2) Economic Value Distributed		
a) Operating costs	425	678
b) Employee wages and benefits	1,960	2,607
c) Payment to providers of capital	2,940	3,588
d) Payments to government by country	658	826
e) Community investments	16	25
Total	5,999	7,724
3) Economic Value Retained	1,699	2,297



Significant Indirect Economic Impacts

KFL plays a significant role in fostering socio-economic development through its diverse financing solutions tailored for underserved communities. This financial support not only enhances access to essential resources for entrepreneurs but also stimulates local economies by creating job opportunities and promoting entrepreneurship. To further empower individuals, KFL has implemented financial literacy programmes that convey awareness of finance-related topics through social media posts

and blogs. These efforts not only benefit customers by reinforcing their knowledge but also demonstrate KFL's commitment to empowering individuals with the information needed to make informed financial decisions.

The Kogta Foundation, a CSR initiative of KFL, amplifies these efforts by initiating the project "Unnati" to empower 50 women and specially-abled persons, helping them embark on a journey to financial independence through an incubation programme that contributes to rural development, economic inclusion, and sustainable



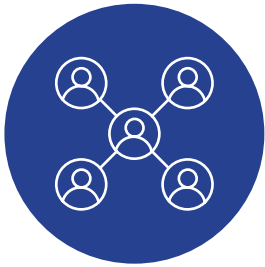
innovation. All 50 beneficiaries have been registered on a digital platform (of NGO Partner Pure India Trust) for better monitoring and support. Under the Entrepreneurship Development Programme (EDP) Training, these entrepreneurs will receive 12 months of dedicated mentorship to help them thrive and identify challenges, as well as training or market support requirements during their first year of business establishment. With proper training in financial literacy, business mentoring, skill development, and health awareness, along with approximate seed funding of ₹ 10,00,000, these women have successfully launched small

businesses such as a Boutique, Flour Mill, Departmental Store, Tea Stall, Vegetable & Fruit Vending Stall, Clay Pottery Products, and Pickle Manufacturing & Supplying.

In addition to its financial services, KFL is dedicated to digital transformation, enhancing operational efficiency and customer experience. The company's investment in advanced technologies and digital platforms streamlines processes, enabling faster loan approvals and improved customer interactions. KFL's focus on customer relationship management (CRM) ensures personalised support, fostering loyalty and satisfaction. By

integrating digital tools and maintaining a customer-centric approach, KFL enhances service delivery and contributes to the broader economic landscape by facilitating financial inclusion and empowering individuals to achieve their financial goals.





Stakeholder Engagement

KFL engages in regular dialogue with a wide range of stakeholders to gather their input on various aspects of the company's operations. This process of stakeholder engagement is integral to the company's ability to refine its strategic direction, product development, and service delivery. It allows KFL to adapt quickly to market changes, regulatory shifts, or customer demands, ensuring that it remains responsive and agile.

By incorporating stakeholder feedback, KFL ensures that its initiatives are aligned with the needs and expectations of both its stakeholders and the community as a whole. This consistent engagement builds trust, loyalty, and collaboration with stakeholders, leading to mutually beneficial long-term relationships.

KFL's external stakeholders encompass a diverse range of groups, including investors, customers, communities, regulators, suppliers, and the media. Engaging with investors is essential for maintaining transparency and accountability, while customer interactions focus on understanding needs and enhancing service delivery. On the forefront of social responsibility, community engagement is aimed at addressing social and environmental challenges, ensuring that KFL's initiatives contribute positively to local welfare. Additionally, collaboration with regulatory bodies ensures compliance with legal standards and supports responsible finance practices. Furthermore, maintaining open

communication with suppliers and the media enhances KFL's reputation and facilitates the sharing of important information regarding its ESG performance. Internal stakeholders, particularly employees, play a vital role in KFL's sustainability efforts.

KFL's internal stakeholders are its employees, engagement with whom is centred on fostering a safe and inclusive work environment that promotes career development and well-being. Regular feedback mechanisms and recognition from leadership are essential for maintaining morale and encouraging a culture of innovation. By prioritising employee engagement, KFL not only enhances job satisfaction but also empowers its workforce to contribute actively to the organisation's sustainability initiatives, thereby driving overall success in achieving ESG objectives.

KFL recognises the critical role that ongoing collaboration and communication with stakeholders play in its success. Effective engagement with stakeholders is built on strong communication practices that promote openness, trust, and a shared understanding. In a dynamic business landscape, it is essential

to proactively and efficiently respond to the increasing expectations and concerns of stakeholders. To manage stakeholder relations more effectively, KFL has set up a dedicated Stakeholder Relationship Committee that is responsible for ensuring that stakeholder feedback is listened to, comprehended, and addressed in a timely manner.

KFL has also established a well-developed grievance redressal mechanism as part of its commitment to maintaining transparency, accountability, and trust with its stakeholders, including customers, employees, investors, and communities. This mechanism is outlined in the Grievance Redressal Policy, which ensures that any concerns, complaints, or issues raised by stakeholders are addressed in a fair, and effective manner.

Materiality Assessment

In FY 2022-23, Kogta Financial (India) Limited launched its first-ever materiality assessment, marking the initiation of an ongoing process that involved peer and sectoral analysis, along with internal stakeholder discussions. Building on this, a more



detailed materiality assessment was conducted in FY 2023-24, incorporating both internal and external stakeholders.

This comprehensive process has been pivotal in identifying the most significant issues influencing the company’s operational performance, reputation, and stakeholder relationships. By systematically evaluating a broad range of environmental, social, and governance (ESG) factors, KFL has gained invaluable insights into areas requiring immediate attention, as well as those that will shape the company’s long-term strategy. This process has informed KFL’s strategic planning and enabled the efficient allocation of efforts, resources, and reporting to address these material concerns effectively. KFL is committed to reassessing its material topics at

regular intervals or whenever there are significant changes in operations.

Methodology

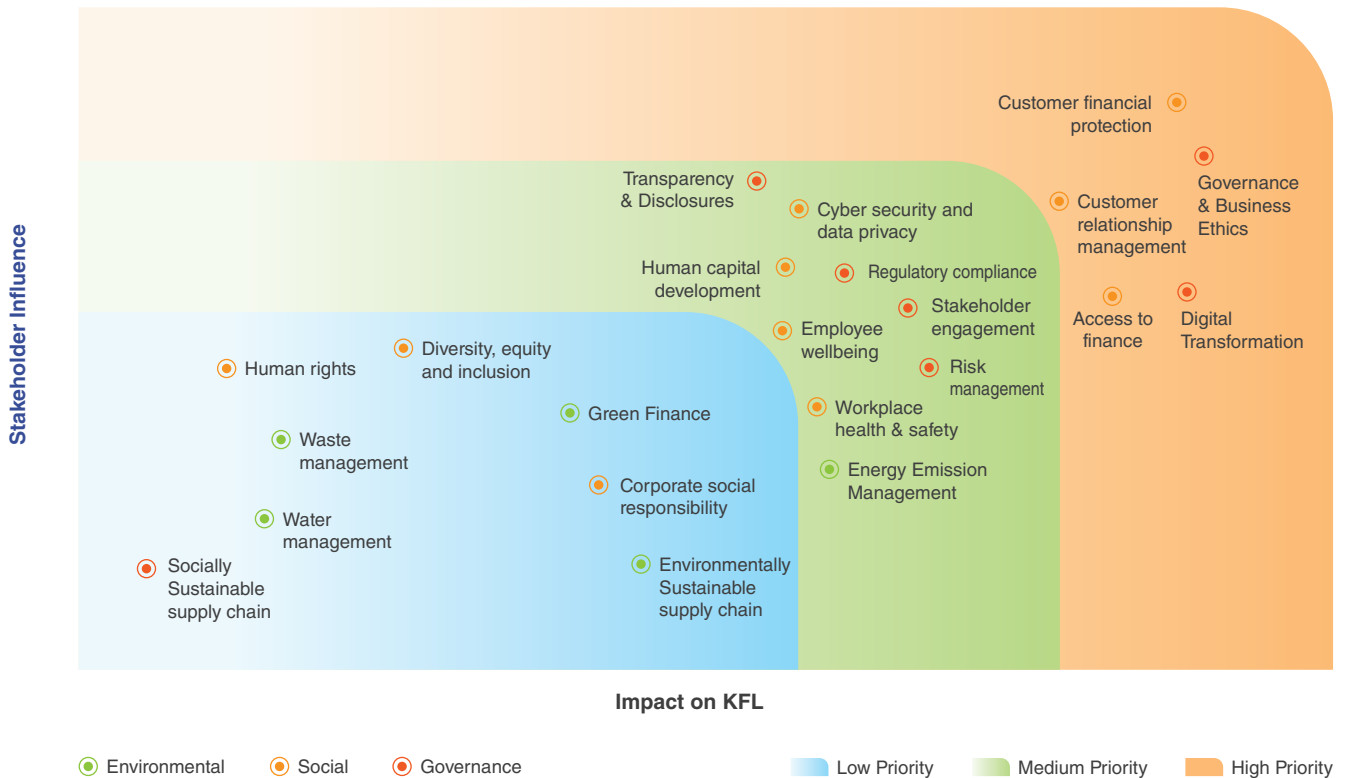
KFL’s materiality assessment process entailed a thorough analysis of ESG issues pertinent to its business operations. The company evaluated the potential effects of these issues on its growth, operational resilience, brand value, and strategic objectives, while also considering their relevance to risk management. In this endeavour, KFL actively involved a range of stakeholders, from internal teams to external partners, to capture a wide array of insights on the significance of the ESG topics. The influence of each stakeholder group was carefully weighted in the assessment process.

The identified material issues were then benchmarked against established international frameworks, including the

UNSDGs, DJSI, and GRI standards. The culmination of this rigorous process led to the creation of a materiality matrix, which ranks the ESG issues by their importance to the company and serves as a strategic tool for directing decision-making and resource distribution.

Materiality Matrix

Upon finalising the materiality assessment, a materiality matrix was developed to graphically represent the relative importance of each issue. The matrix is organised into quadrants to differentiate issues by their level of materiality and priority i.e. high, medium and low priority. The issues significant to KFL’s business interests are plotted along the X-axis, while the Y-axis displays issues that are important to stakeholders.



Enterprise Value Creation



Material Issues (High Priority) Governance & Ethics

Business Case

Strong governance and business ethics enhance stakeholder trust, reduce regulatory and reputational risks, and attract long-term investors. They also drive sustainable growth by fostering a transparent and accountable environment.

Business Strategy

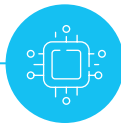
KFL has established a culture of accountability & transparency through multi-tiered governance framework led by the Board of Directors and supported by various committees.

Guiding Policies

Code of Conduct & Ethics, Internal Guidelines on Corporate Governance, Nomination & Remuneration Policy, Fair Practice Code, ESG Policy, Anti-Bribery and Anti-Corruption, KYC & AML Policy etc.

FY 2024-25 Performance

- No Incident of Non-Compliance/Fines/Penalties
- No Incident of Bribery & Corruption
- No Incident of Money Laundering
- No Incident of Conflict of Interests
- 33.33% Independent Board Directors
- 22.22% Women Directors on Board



Material Issues (High Priority) Digital Transformation

Business Case

Digitalisation of operational processes provides opportunities to improve efficiency, enhance customer experience, expand market reach, and offers competitive advantage.

Business Strategy

KFL aims to digitise 90% of its business operations by 2030 and is integrating digital technologies like AI and analytics in the operations. As of the current reporting period, KFL has strengthened several processes such as KYC verification, introduction of Key Fact Statement (KFS), Cloud-based Loan Origination System, and BoT integration for in-house solutions.

Guiding Policies

Information & Technology Policy, Loan and Credit Policy

FY 2024-25 Performance

- 60% of processes digitalised
- 70% Digital agreements in the Vehicle segment
- 100% Digital Agreements in Re-finance and top-up loans



Material Issues (High Priority) Customer Relationship Management (CRM)

Business Case

Understanding customer needs and providing services as per customer segment helps in building trust and increase customer retention rate. KFL focusses on varied needs of businesses with Doorstep Service, Transparent & Simple processing, Faster Turnaround Time etc.

Business Strategy

KFL has a round-the-clock customer service team and invests in training programmes of the employees prioritising improved customer experience. Regular audits are also conducted on the calls made to customers. Additionally, KFL conducts customer satisfaction survey to understand service quality.

Guiding Policies

ESG Policy, Grievance Redressal Policy

FY 2024-25 Performance

- 100% Customer outreach through Customer Satisfaction Survey
- 88.9% Customer outreach through CRM team
- 91% Customer complaints resolution (125 out of 137 resolved)
- 70% Customer Satisfaction Survey Score



Material Issues (High Priority)

Consumer Financial Protection

Business Case

Builds customer trust and loyalty by ensuring fair treatment, transparency, and responsible lending. It also helps expand market reach by including underserved segments through ethical financial practices. Failing to safeguard consumer's financial interests or mis-selling financial products may result in loss of trust, customer dissatisfaction and ultimately financial repercussions for the business.

Business Strategy

KFL ensures that customers are not subjected to unfair practices, misleading information & hidden fees, maintains transparency in financial service offerings, grievance redressal mechanism and regular oversight by the compliance team and raises awareness w.r.t financial literacy leading to greater customer confidence.

Guiding Policies

Fair Practice Code

FY 2024-25 Performance

- No incident of Customer Data Breaches



Material Issues (High Priority)

Access to Finance

Business Case

Inclusive finance promotes economic empowerment and enables small businesses and entrepreneurs to access resources for growth and development.

Business Strategy

KFL, as part of its financial inclusion initiatives, has developed tailored financial products such as vehicle financing and MSME lending to serve underserved and economically disadvantaged segments. These products are designed to empower low-income and self-employed individuals, providing them with access to essential financial resources.

Guiding Policies

Loan and Credit Policy

FY 2024-25 Performance

- Percentage of Total disbursements:
- MSME Borrowers: 75.22%
- Women Borrowers: 46.78%
- First Time Borrowers: 9.14%

ESG Framework and Progress

KFL's ESG framework is designed around three core pillars: Responsible, Empower, and Accountable, which collectively guide the company's approach to sustainability and ethical business practices. These pillars serve as the cornerstone for driving positive change across KFL's operations and stakeholder interactions. Each of these pillars is further subdivided into twelve specific focus areas that cover various aspects of ESG issues.



KFL has set ambitious goals for 2030 across its diverse focus areas, outlining a strategic pathway to achieve these objectives. The organisation is committed to consistently assessing its progress toward these goals, ensuring that it remains on track to meet its sustainability targets. The organisation pledges to transparently report its advancements, providing stakeholders with regular updates on its performance. This commitment ensures that stakeholders will have


a clear and accurate understanding of KFL's ongoing dedication to responsible and sustainable practices. By adopting this holistic strategy, KFL strives to drive meaningful change and contribute constructively to global sustainability efforts.

Aligned with the United Nations Sustainable Development Goals (UN SDGs), KFL's ESG goals and targets reflect the company's dedication to integrating these global objectives

into its operational framework. The company is focussed on addressing these challenges in a coordinated manner, ensuring that its business activities contribute positively to the SDGs and promote a sustainable future.



Progress against ESG Goals

Pillar	Focus Areas	Goals for 2030	FY 2024-25
 Responsible	Sustainable Operations	25% reduction in carbon emission intensity – Scope 2 (tonnes per rupee of turnover)	3% reduction in Scope 2 emission intensity
	Responsible Finance	Establish an approach for financial inclusion based on the fundamental principle of 5A's (Adequacy, Availability, Awareness, Affordability and Accessibility)	KFL promotes financial inclusion through its diverse financing portfolio, which includes loans for vehicles, construction equipment, tractors, Loan Against Property (LAP), and secured business loans for SMEs and MSMEs. With 262 branches across 10 states and 2 union territories, KFL effectively addresses the demand for credit and enhances financial access for underserved communities. To boost financial literacy, KFL offers programmes via social media, blogs, and reports on topics like Credit & Investment, Savings & Loan, Taxation & Financial Management, Business Financing, Loan Approval and Govt. schemes.
	Customer Experience	Reach 60% of current customers to gather feedback, gauge satisfaction, and meet additional financial service needs	<ul style="list-style-type: none"> ⦿ 88.9% unique customers reached out & responded to feedback calls by CRM team ⦿ 100% of active customers reached out for Customer Satisfaction Survey

Pillar	Focus Areas	Goals for 2030	FY 2024-25
 Empower	Human Capital Development	<ul style="list-style-type: none"> Training and development target of 24 Hours per employee per year Achieve 10% gender diversity ratio 	<ul style="list-style-type: none"> Training Hours 14.5 hours per employee per year Gender diversity at 4.3% (17.3% in non-field roles)
	Employee Wellbeing	-	<ul style="list-style-type: none"> KFL won the Creador ESG Impact Awards 2024 in Employee Well-being Category
	Workplace Health & Safety	Attain a safety-first workplace culture	<ul style="list-style-type: none"> KFL has an Employee Health & Safety Policy, Standard Operating Procedures for Incident Handling, and a H&S Risk Assessment Framework in place. Regular internal safety assessments are conducted using an E&S risk checklist. 36% offices assessed in FY 2024-25
	Corporate Social Responsibility	Establish a prominent presence in education & skill development programmes to foster employment and livelihood	<ul style="list-style-type: none"> To foster education, KFL has facilitated the construction and enhancement of school infrastructure, granted scholarships for higher education, collaborated with NGO and Govt partners, and also extended financial assistance To foster skill development, KFL has undertaken the Sarathi campaign in which women from slum areas through free driving skills training. Additionally, through Project Unnati, 50 women and specially-abled persons were trained in financial training, business mentoring, skill development, enabling these women to successfully launch small businesses.



Pillar	Focus Areas	Goals for 2030	FY 2024-25
 <p>Accountable</p>	Regulatory Compliance	End-to-end integration of technological solutions for compliance management	KFL's Compliance Management Tool provides an overview of the company's compliance status, categorised by factors such as criticality, location, department, and more.
	Governance & Business Ethics	Establish a culture of accountability & transparency	Processes at KFL that ensure accountability and transparency in place are as follows: <ul style="list-style-type: none"> ◉ Anti-Bribery and Anti-Corruption Policy ◉ Code of Conduct & Ethics ◉ Anti-Money Laundering (AML) Tool ◉ Compliance Management Tool ◉ Structured Vendor Screening Process ◉ Grievance Redressal Mechanism ◉ Regular Dialogue with Stakeholders
	Risk Management	Robust risk management framework aligning with business objectives and strategic priorities	<ul style="list-style-type: none"> ◉ Active involvement of Chief Risk Officer in identifying & overseeing emerging ESG risks and their mitigation strategies ◉ Regular adequacy assessment of Risk Management Policy along with its compliance and coverage of risk parameters
	Cyber Security & Data Privacy	Ensure 0% data breaches in customer data protection by deploying the latest multi-layer protection technology and encryption tools	<ul style="list-style-type: none"> ◉ Nil data breaches in the current reporting year ◉ KFL has RBI-compliant IT policy, regular third-party audits, and internal SOPs related to asset allocation, deallocation, and protection in place
	Digital Transformation	Achieve 90% digitisation in Business processes	<ul style="list-style-type: none"> ◉ 60% of the processes at KFL are now digitalised

Leading with Integrity



33%

Independent Directors on Board



No

Bribery or Corruption charges against any Director/KMP



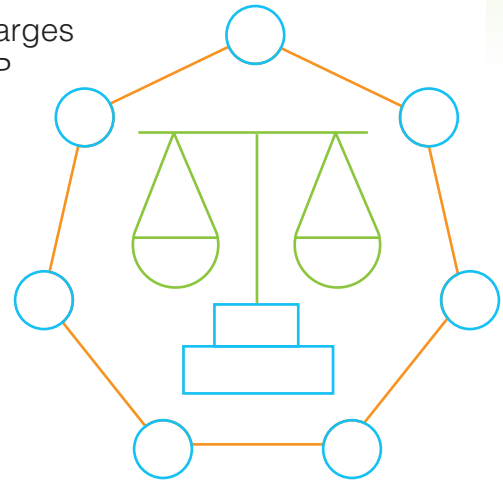
60%

Processes digitalised



Nil

data breaches



Governance

Kogta Financial (India) Limited's operations are firmly grounded in a deep commitment to the highest standards of corporate governance. KFL views governance not merely as a regulatory obligation, but as a foundational pillar for building long-term, sustainable value for its stakeholders – customers, employees, shareholders, regulators, and the communities it serves. The company has a diverse and independent Board which along with various committees are responsible for overseeing the organisation's internal policies, ensuring regulatory compliance, and maintaining a comprehensive system of internal controls. The governance framework also encompasses rigorous risk management protocols, ethical business practices, and transparent monitoring and reporting mechanisms.

Through this integrated approach, KFL aims to foster a culture of accountability, integrity, and trust across all levels of the organisation.

Board of Directors and Committees

To ensure robust oversight and strategic direction, KFL has established a well-balanced, independent, and diverse Board of Directors. This Board, in close collaboration with dedicated Board-level committees and the executive management, plays a critical role in shaping the strategic vision and guiding key decisions of the organisation.

The Board of Directors serves as the apex governing body of the organisation, entrusted with steering the overall direction and upholding the highest standards of corporate integrity. It plays a vital role in shaping

the organisational culture, setting the tone at the top, and reinforcing the organisation's unwavering commitment to ethical business practices, transparency, and long-term sustainability.

As required under various Acts/ Regulations/Guidelines/Directions applicable on the Company, the Board has constituted various Committees with clearly defined mandates. These committees are designed to address specific domains such as audit, risk management, compliance, remuneration, sustainability, information technology and stakeholder relations, among others. Each committee operates under formally established Terms of Reference, which outlines its mandate, authority, roles, and responsibilities. These committees meet at regular intervals to deliberate on critical matters,



evaluate policies, and monitor the implementation of strategic initiatives. Their insights, recommendations, and key observations are presented to the Board for its consideration, approval, or further guidance.

Key committees of the Board include the Audit Committee, Nomination and Remuneration Committee (NRC), Corporate Social Responsibility (CSR) Committee, Risk Management Committee, Stakeholders Relationship Committee, IT Strategy Committee, and the Sustainability Committee. Each of these committees plays a vital role in shaping the company's strategic direction, managing risks, and upholding accountability. Importantly, all these committees are chaired by independent directors, underscoring the company's commitment to transparency, impartial decision-making, and adherence to best corporate governance practices.

In compliance with the Companies Act, 2013, the Board is mandated to meet at least four times annually,

with no more than 120 days between consecutive meetings. During FY 2024-25, the Board convened on seven (7) occasions with average attendance of 90%.

Board Competence

The strength of KFL's Board lies in its diverse composition and the broad spectrum of expertise that each member brings to the table. The Board is constituted with individuals who possess deep knowledge and professional experience across critical domains such as finance, risk management, taxation, information technology, legal affairs, asset management, small and medium enterprises (SMEs), marketing, and small-scale industry.

This rich blend of skills ensures well-rounded perspectives and supports robust, strategic decision-making at the highest level. Members bring with them decades of leadership experience and a strong track record of navigating complex regulatory and business environments, both locally and globally.

KFL places a strong emphasis on independence, inclusivity, and competency in Board appointments. The composition of the Board is designed to promote diverse viewpoints, encourage healthy deliberation, and maintain high standards of governance and accountability. With a balance of financial acumen, industry insight, and functional expertise, the Board is well-equipped to guide the company through evolving market dynamics and regulatory landscapes, while upholding the interests of all stakeholders.

A comprehensive overview of each Board member's qualifications and experience can be found in the Annual Report for FY 2024-25.

Diversity & Independence of Board of Directors

KFL is committed to maintaining a well-balanced and diverse Board structure that aligns with the highest standards of corporate governance and complies with applicable provisions of the Companies Act, 2013,



SEBI (LODR) Regulations, 2015, and guidance issued by relevant regulatory authorities. The Board is thoughtfully composed to ensure an optimal mix of executive and non-executive leadership, including independent directors, to provide objective oversight and strategic direction to the company's operations.

As of March 31, 2025, the Board comprises nine (9) Directors, of whom three (3) serve in an independent capacity. In accordance with Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, it is a mandate that a minimum of one-third (33%) of the Board shall comprise independent directors if the company has an independent Chairperson. KFL adheres to this regulatory mandate, with independent directors constituting 33% of its Board composition.

Reflecting KFL's ongoing commitment to inclusivity, the Board also includes two Women Directors, reinforcing gender diversity at the leadership level. This diversity of thought, experience, and background enhances the quality of Board deliberations, promotes balanced decision-making, and ensures that the company remains agile, transparent, and well-governed in a dynamic business environment. There was one separate meeting of Independent directors without presence of non-independent directors or executive management.

Nomination & Selection Process

KFL has developed a robust Nomination & Remuneration Policy aimed at ensuring fair and equitable appointment and remuneration for its Directors, Key Managerial Personnel (KMPs), and Senior Management/ Officer Personnel (SMPs). This policy is designed to align the aspirations of human resources with the strategic goals of the company, thereby fostering a motivated and effective leadership team. The framework is compliant



with applicable laws and regulations, ensuring that KFL adheres to best practices in corporate governance.

The nomination and remuneration process at KFL is primarily overseen by the Nomination and Remuneration Committee, which is responsible for identifying suitable candidates for key positions within the organisation. The committee evaluates candidates based on various criteria, including integrity, expertise, experience, and educational background. Once candidates are identified, the committee determines their remuneration, which is then recommended to the Board and/or Shareholders for approval, in accordance with legal limits. Additionally, the policy incorporates a "Fit & Proper" framework to ensure that all Directors possess the necessary qualifications and integrity, with thorough due diligence conducted to assess their suitability.

The concept of conflict of interest is critically addressed at KFL within its Nomination & Remuneration Policy.

The policy stipulates that individuals being considered for appointment as Directors must either have no conflict of interest in performing their duties or, if such a conflict exists, it should not pose a material risk to their ability to fulfil their responsibilities effectively. Adequate disclosures regarding any potential conflicts must be made by the candidates to ensure transparency and maintain the integrity of the Board's operations. Furthermore, the policy emphasises the necessity of avoiding conflicts of interest in the appointment of both Directors and Key Management Personnel (KMPs), thereby reinforcing KFL's commitment to ethical governance and responsible decision-making.

As of FY 2024-25, KFL has maintained a commendable record with zero complaints related to issues of conflict of interest involving its Directors and Key Management Personnel (KMPs). This achievement underscores KFL's dedication to upholding high standards of integrity and accountability within its leadership.



Performance evaluation of the Board, Committees & Directors

The Board of Directors carry out the performance evaluation of every individual director except the director being evaluated, along with its various Board Committees and Board as whole. This evaluation follows a format approved by the Nomination & Remuneration Committee, ensuring a structured approach to assess performance. The evaluation criteria encompass various aspects such as attendance, participation in meetings, expertise, leadership qualities, and knowledge in areas like finance and corporate governance. The ratings are categorised into five levels: Excellent, Good, Satisfactory, Below Satisfactory, and Poor, guiding the Board in decisions regarding appointments and removals based on performance. The results of these evaluations are summarised and presented to the Nomination & Remuneration Committee annually. Additionally, Independent Directors hold a separate meeting at least once a year to review the performance of non-independent directors and the Board as a whole. This process not only enhances accountability but also fosters a culture of continuous improvement within the Board and its committees.

KFL's Nomination & Remuneration Policy not only establishes a structured approach to appointing and compensating its leadership but also emphasises the importance of performance evaluation and diversity within the Board. By regularly assessing the performance of Directors, KMPs, and SMPs, KFL aims to enhance the effectiveness of its governance framework and ensure that its leadership team is well-equipped to drive the company's success. This comprehensive approach reflects KFL's commitment to maintaining high standards of corporate governance and aligning its human resources with its long-term objectives.

During FY 2024-25, the Board carried out a performance evaluation of its members, Board committees, and the Board as a whole, based on established evaluation criteria. The results indicated that the performance of all Directors was deemed satisfactory, with ratings ranging from "Good" to "Excellent". Each Director assessed their own performance as well as that of their fellow Directors, excluding themselves, along with the performance of the Board Committees, and the Board in its entirety.

Sustainability Governance Framework

A sustainability governance framework is crucial for KFL as it sets a strategic direction for implementing sustainable practices while ensuring compliance and oversight. This framework effectively integrates and monitors ESG principles, fostering collaboration among stakeholders and cultivating a culture of sustainability. Sustainability governance framework at KFL encompasses various levels of governance, including the Board of Directors, Sustainability Committee, ESG Steering Group, and ESG Implementation team, all working together to make a meaningful impact in environmental conservation, social responsibility, and ethical governance.



Board of Directors

The Board of Directors is accountable for driving sustainable practices and embedding them into the company’s overarching strategy. They approve sustainability goals, initiatives, and ensure rigorous oversight of sustainability projects. By prioritising sustainability, the Board actively shapes KFL's journey towards a low-carbon future while promoting responsible financial practices.

Sustainability Committee

The Sustainability Committee oversees KFL's ESG agenda, monitoring risks and providing strategic counsel to the Board on sustainability policies and programmes. Meeting semi-annually, the committee develops sustainability strategies, sets specific goals, and allocates resources to achieve these objectives. Their role is crucial in fostering a culture of continuous improvement and ensuring effective risk management related to sustainability.

ESG Steering Group

The ESG Steering Group is tasked with implementing approved sustainability initiatives and tracking their progress across the organisation. Comprising key personnel such as the Chief People Officer (CPO), ESG Compliance Officer and ESG Officer, this group coordinates with various departments to identify ESG opportunities and enhance initiatives. They maintain transparency in managing sustainability data and ensure compliance with ESG regulations while communicating insights to the Sustainability Committee.

ESG Implementation Team

The ESG Implementation Team is responsible for executing KFL's sustainability programmes and tracking their outcomes effectively. Composed of functional-level representatives (team leads and members) assigned by their respective functional heads depending on the

nature of the ESG programmes, this team includes the ESG Department Head, Compliance Department Head, Admin Department Head, Credit Department Head, HR Department Head, IT Department Head, and Operations Department Head. They create detailed implementation plans and monitor performance indicators related to ESG initiatives, actively communicating updates and seeking continuous improvement opportunities to enhance the company's overall ESG performance.

ESG-aligned Policies

The company has formulated comprehensive Environmental, Social, and Governance (ESG) policies to ensure responsible and sustainable business practices. These policies collectively guide the company towards its commitment to ethical conduct, sustainability, and long-term value creation for stakeholders.



*Other policies of KFL can be accessed through the link: www.kogta.in/investor/policy/



Ethics and Compliance

Central to the KFL's operations is a deep commitment to cultivating a culture built on ethical principles and strict compliance standards. This has been achieved through enforcement of comprehensive policy frameworks designed to align with the highest standards of regulatory requirements and ethical conduct. These include policies such as Anti-Bribery and Anti-Corruption Policy, Code of Conduct, Anti-Money Laundering (AML) guidelines etc. which serve as essential guides for employees, directors, and all associated individuals in upholding the company's values and legal obligations. By integrating these policies into everyday business practices, KFL ensures that its operations are transparent, accountable, and in full compliance with applicable laws.

The company recognises that ensuring strict compliance with both current and evolving regulatory guidelines is critical to maintaining its reputation and mitigating operational risks. The Compliance Department plays a pivotal role in this effort, staying at the forefront of regulatory changes and diligently working in close collaboration with all operational units.

COMPLIANCE MANAGEMENT TOOL

KFL's **Compliance Management** Tool, is implemented to optimise and streamline compliance reporting. This advanced tool features a comprehensive dashboard that provides an overview of the company's compliance status, categorised by factors such as criticality, location, department, and more.

The tool provides detailed compliance information with graphical representations to enhance clarity and enable quicker decision-making. It covers a wide range of compliance details, allowing users to view due compliances, overdue compliances, the compliance calendar, reported compliances, and executed compliances. All compliance data is organised under Master Acts/ Rules, ensuring a structured and comprehensive overview.

Additionally, detailed analysis reports are available, enabling users to filter information by roles, locations, departments, and specific acts or regulations, further empowering the company to maintain rigorous and effective compliance management.

A webinar was conducted to provide comprehensive training to users, ensuring they are well-equipped to utilise the new tool effectively. In addition, user manuals were distributed for easy reference, offering step-by-step guidance on navigating the system.

The tool's performance and user experience are reviewed at six-month intervals to ensure it continues to meet organisational needs. Feedback is gathered on an ongoing basis, with users encouraged to share their insights either with the in-house team or through the service provider's helpdesk. Updates and improvements are implemented based on user feedback, ensuring that the system evolves in line with user requirements and continues to enhance overall efficiency.

Compliance risk assessment is conducted on a half-yearly basis to evaluate the organisation's adherence to regulatory requirements and internal policies. This assessment helps in gradation of risks associated with each compliances and further identify potential gaps, and areas for improvement. The Chief Compliance Officer (CCO) is responsible for reviewing the findings of the compliance risk assessments, analysing any emerging risks, and presenting it to the Risk Management Committee (RMC), for discussing necessary actions or mitigation strategies. This process ensures that KFL remains proactive in managing compliance risks and maintains a strong culture of regulatory adherence.

In FY 2024-25, no disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption on Directors/KMPs/ employees and there have been zero incidents of non-compliance with company's codes, demonstrating the company's commitment to maintaining high ethical standards and industry best practices.



ESG Risk Management

Kogta Financial (India) Limited is committed to integrating ESG criteria into its operational and financing frameworks. This commitment is reflected in the company's robust approach to ESG due diligence, which includes quantitative assessments via an ESG checklist and high-level screenings for proposals that do not meet the minimum ESG risk score. In instances where material risks are identified, KFL mandates the borrowers to develop action plans for risk mitigation. Additionally, the company ensures compliance by obtaining ESG declarations from both borrowers and vendors. To further strengthen its efforts, KFL has established an Environment and Social Risk Management System (ESMS)

designed to evaluate and mitigate ESG risks in alignment with its overarching ESG policy. The ESMS manual covers the ESG risk universe relevant to the organisation, ensuring comprehensive risk management.

Continuous Improvement and Training

KFL emphasises the importance of ongoing education and training in risk management by ensuring that individuals and organisation are well-equipped to identify, assess, and mitigate risks effectively. Continuous learning helps stay updated on evolving threats, new technologies, and best practices in managing both physical and transition risks. Training sessions on risk management, facilitated by regulators, have provided team

members with the necessary expertise needed to adapt to the dynamic and changing risk environment. These programmes have enhanced their ability to identify, assess, and address emerging risks effectively. Regular ESG awareness sessions are conducted by the organisation to educate and ensure employee awareness for managing ESG risks. The employee satisfaction survey conducted by KFL indicated that 92% of employees are aware of the company's ESG Policy along with its key provisions. Furthermore, KFL is actively involved in the preparation of the ICAAP (Internal Capital Adequacy Assessment Process) document, ensuring compliance with the risk management policy and coverage of the risk parameters.



Additionally, proactive discussions on material ESG risks have been conducted with relevant departments to assess potential exposures and evaluate risk mitigation strategies. This cross-functional engagement ensures a comprehensive understanding of ESG-related risks, enabling the organisation to develop targeted and effective mitigation measures aligned with regulatory expectations and sustainability objectives. Furthermore, the inclusion of ESG risk implementation and governance as a part of the risk department has been communicated to the concerned stakeholders, ensuring alignment across the organisation.

Data Privacy & Cyber Security

Data security and privacy are fundamental priorities for KFL, reflecting its unwavering commitment to safeguarding the confidentiality and privacy of customer's personal information. In the face of evolving cybersecurity threats, the organisation employs technologies and robust identity protection measures to secure sensitive data. The Company places particular emphasis on protecting personally identifiable information (PII), including financial data, KYC details, and contact information, for customers, employees, and shareholders alike. Through continuous advancements in security protocols, KFL strives to maintain a secure environment, reinforcing trust and ensuring the integrity of critical data at all times.

KFL has established comprehensive cybersecurity policy to mitigate potential risks related to cyberattacks, and data breaches. The policy includes regular risk assessments to identify potential vulnerabilities, ensuring that the company's security protocols remain robust and adaptable to ever-evolving threats. Other measures such as stringent access controls

and authentication, along with a well-defined incident response plan is in place to proactively safeguard company's systems and protect sensitive information from emerging threats.

Information Security Committee, IT Steering Committee and a Board-level Information Technology (IT) Strategy Committee, play a pivotal role in ensuring effective information security and data protection. The IT Strategy Committee is responsible for IT strategic planning process and ensure that IT strategy aligns with the overall strategy of the company. It also

ensures that processes are in place for assessing and managing IT and cybersecurity risks. The IT Steering committee assists the IT Strategy Committee in strategic planning and ensures implementation of a robust IT architecture meeting statutory and regulatory compliance. The Information Security Committee develops and oversees the implementation of IT policies and procedures to ensure that all the identified risks are managed within the company's risk appetite. It is also responsible to monitor cyber incidents and security awareness initiatives.



To further enhance its data privacy and cybersecurity measures, KFL has implemented strategic initiatives aimed at protecting sensitive information, mitigating potential threats and ensure the highest standards of security and privacy:

RBI Compliant IT Policy

The company’s IT policy meets the requirements set forth by the Reserve Bank of India (RBI), covering essential aspects such as data migration, data privacy, and the secure handling of financial information. Furthermore, the policy integrates key elements of risk management and asset management, ensuring that the company proactively addresses potential security risks.

Development of Internal SOPs

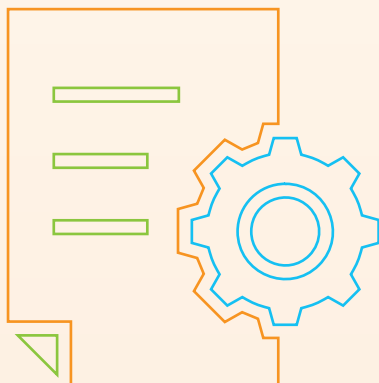
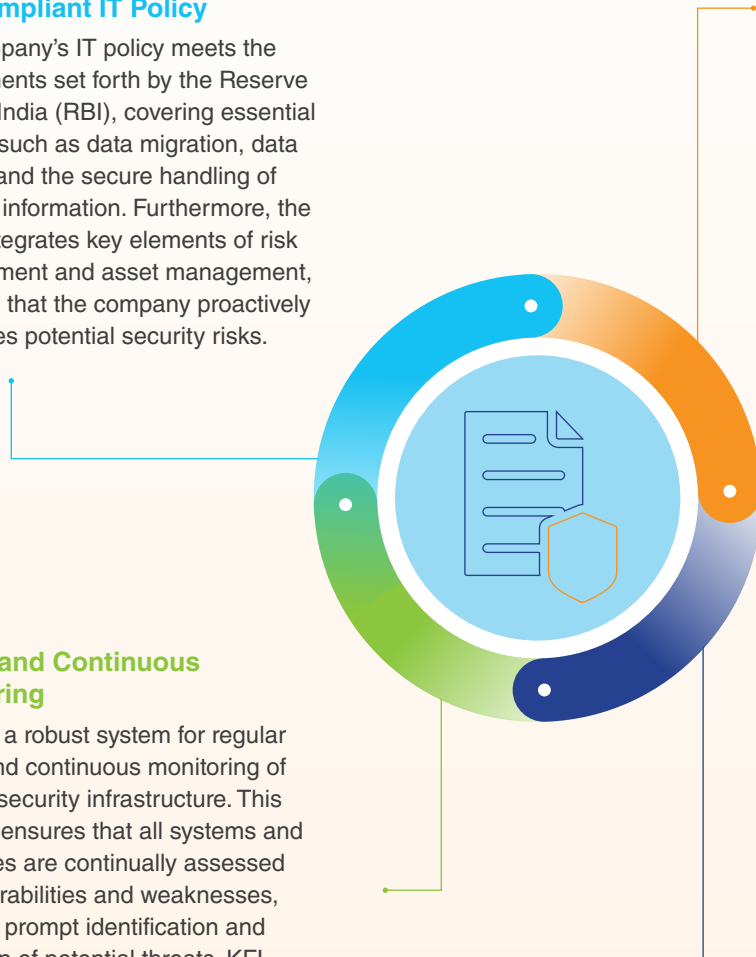
KFL has developed internal Standard Operating Procedures (SOPs) related to asset allocation, deallocation, and protection. These SOPs provide clear guidelines and protocols for the secure handling and management of company assets, ensuring that physical and digital resources are properly safeguarded throughout their lifecycle. This initiative is aimed at reinforcing internal controls and ensuring that the company’s assets are adequately protected from theft, loss, or misuse.

Audits and Continuous Monitoring

KFL has a robust system for regular audits and continuous monitoring of its cybersecurity infrastructure. This initiative ensures that all systems and processes are continually assessed for vulnerabilities and weaknesses, enabling prompt identification and resolution of potential threats. KFL also conducts Third Party audits like IS audit on annual basis and VAPT on half yearly basis.

Migration to AWS Cloud Infrastructure

KFL has successfully transitioned its application from local infrastructure to AWS Cloud, enabling greater scalability to meet evolving business needs. This strategic shift not only supports the company’s growth but also minimises downtime, ensuring that the application operates with improved efficiency and resilience.





Security of Digital Channels

To enhance the security of digital channels, the company has implemented a range of initiatives designed to protect sensitive information and ensure secure access. These measures include:

Encryption for Data Storage and Transit

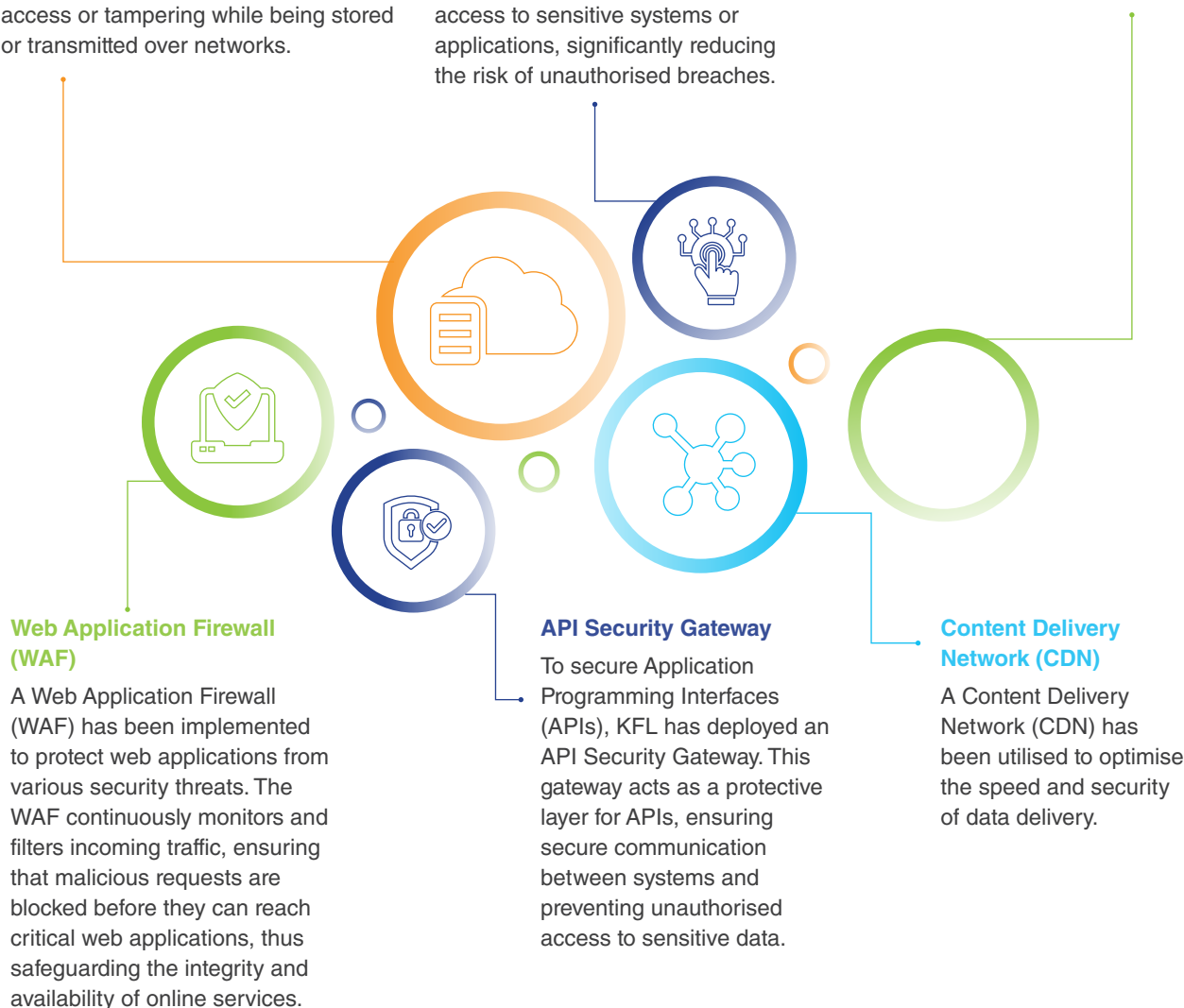
In digital applications, encryption protocols have been introduced to safeguard data both during storage and transit. Transport Layer Security is used for data protection which ensures that sensitive customer information, such as financial details and personal data, is protected from unauthorised access or tampering while being stored or transmitted over networks.

Multi-Factor Authentication (MFA)

To strengthen user authentication and prevent unauthorised access, Multi-Factor Authentication (MFA) has been implemented across digital channels. This additional layer of security requires users to provide two or more verification factors – such as a password and a one-time code – before granting access to sensitive systems or applications, significantly reducing the risk of unauthorised breaches.

Secured Access via VPN

Company's applications are accessible only through a secure Virtual Private Network (VPN) which ensures that only authorised personnel can access internal applications, reducing exposure to external threats and enhancing the security of internal communications and data processing.





Data Security Awareness

As part of the company’s ongoing commitment to safeguarding information and systems, KFL has measures in place to educate all employees on critical security best practices and ensure that everyone is equipped with the knowledge to prevent, recognise, and respond to potential threats.

Awareness mails and flyers are circulated to all employees to keep them informed about company’s security measures and initiatives. These flyers serve as a resource for employees, offering valuable insights into best practices for data security. These flyers cover essential security topics including, best practices for network security, how to securely manage and protect user credentials, risks of using public networks, significance of not sharing passwords and safeguarding sensitive login information, use of encrypted passwords for enhanced security, basic security practices to ensure data protection.

To ensure broad accessibility and engagement, KFL is planning for a multi-faceted approach to training delivery. Flyers will continue to circulate as part of this effort, while plans for both in-person and online training sessions are being done on annual basis. These efforts will empower employees with the knowledge and tools they need to contribute to the organisation’s overall cybersecurity posture.

Way Forward

Kogta Financial (India) Limited is outlining plans for strengthening data privacy and cyber security measures as listed below:

- ⦿ KFL will deploy a Security Information and Event Management (SIEM) solution to monitor and respond to security events across the network. Logs will be systematically collected from all endpoints and consolidated in a centralised storage location. These logs will be analysed for any signs of suspicious or anomalous

activity, enabling proactive identification and remediation of potential security threats. This solution will provide continuous, real-time monitoring and automated response to ensure the security of company’s IT environment.

- ⦿ The company will implement Zero Trust Network Assess (ZTNA) for device validation and access control. This verification system will assess the device health before granting access to the corporate network. When a device attempts to connect, it will undergo a check to ensure compliance with security standards, including an up-to-date operating system, active antivirus protection, and confirmation that the device is part of the company’s domain environment. Only upon successful validation users will be granted access to applications and network resources. This enhancement is scheduled for deployment in the next fiscal year.

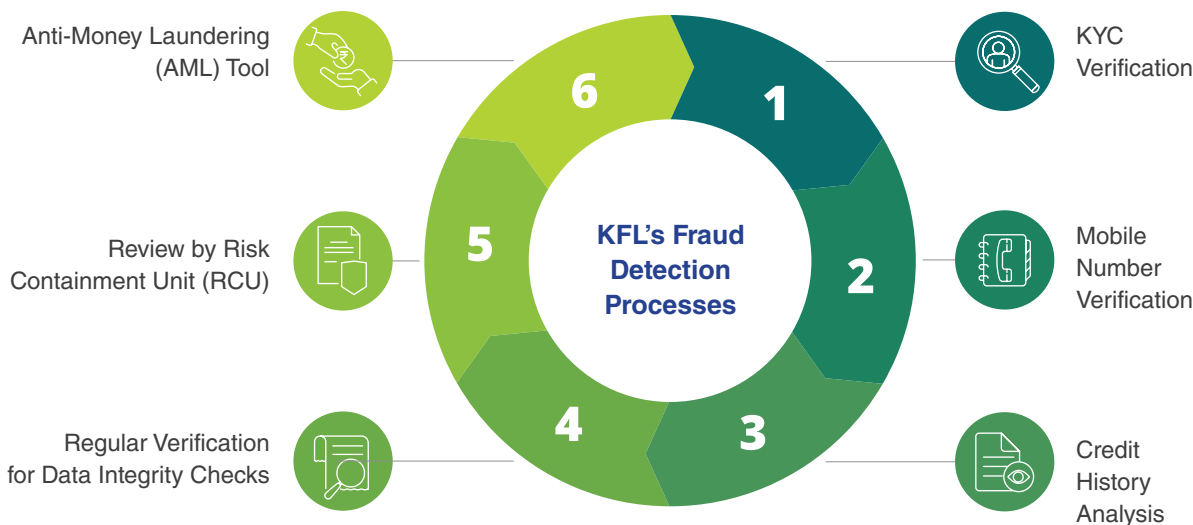


At KFL, AI integration is a pivotal component of the strategy to enhance customer engagement and streamline operations. The company is in the process of implementing a Voice Bot that manages essential functions such as EMI reminders and collections, significantly improving the efficiency of customer interactions. Looking ahead, there are plans to introduce a two-way WhatsApp Bot that will facilitate direct communication between customers and executives, allowing for seamless

document submission without the need for paper. Additionally, the commitment to leveraging machine learning tools is evident through the AWS training sessions conducted, empowering the team with the skills needed to harness AI capabilities. As the next financial year approaches, the focus will be on further integrating the voice and messaging Bots, exploring innovative use cases that will enhance service delivery and customer satisfaction.

Fraud Detection at KFL

Fraud detection is a critical component for NBFCs to maintain financial protection. As financial transactions become increasingly complex and fraudulent activities rise, implementing effective fraud detection mechanisms is essential to protect assets and ensure compliance with regulatory requirements. A structured fraud detection process not only mitigates risks but also enhances the overall resilience of the organisation.



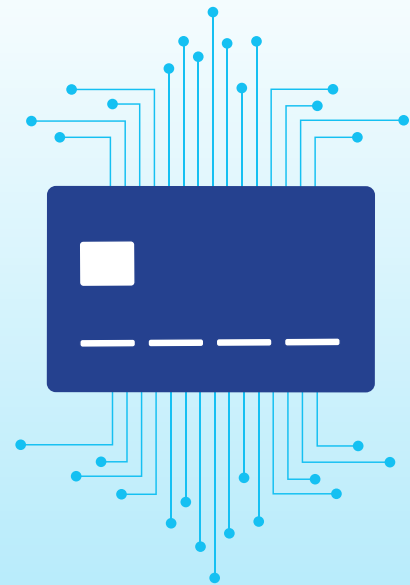
In compliance with the Master Directions on Fraud Risk Management in NBFCs, KFL has established a comprehensive and structured process for fraud detection, proactively identifying potential fraud at the earliest stage through early warning signals. When these signals are triggered, a preliminary investigation is conducted. The company monitors various types of frauds as defined in these directions, including employee fraud, particularly embezzlement of collected cash, overseen by the EDCR monitoring team, and KYC frauds identified by the RCU team. Additionally, the audit team regularly checks hypothecation documents of financed vehicles and verifies their hypothecation status online to facilitate security creation on financed assets. If discrepancies are found during the investigation, a detailed report is submitted to Fraud Management Committee (FMC) for thorough evaluation. If fraud is suspected, a Show Cause Notice (SCN) is issued to the involved individual or entity, allowing them to respond within a defined timeframe. Upon confirmation of fraud, a reasoned order is issued, and the case is reported to the RBI and appropriate Law Enforcement Agencies.

Notably, there has been no data breach instance detected or filed in FY 2024-25, reflecting the effectiveness of the implemented measures.

ANTI-MONEY LAUNDERING TOOL

KFL has established an Anti-Money Laundering (AML) policy to guide its efforts in combating financial crimes and ensuring compliance with regulatory standards. The company went live with its AML tool in 2024, which has proven to be a pivotal step in strengthening the company's efforts to safeguard against financial crimes. The core purpose of the AML tool is to automate and streamline the process of detecting, investigating, and reporting suspicious activities that may indicate money laundering or other financial crimes, ensuring that every transaction and customer interaction adheres to the highest legal and ethical standards.

To ensure successful adoption and effective use of the AML tool, comprehensive training sessions were conducted for the sales and credit teams. These training sessions were designed not only to familiarise employees with the functionalities of the AML tool but also to integrate its use into their daily workflows seamlessly.



KFL is also vigilant against scams, particularly those involving scammers who call in the pretext of the organisation. To tackle this issue, the RBI has issued guidelines to all banks and financial institutions, indicating that calls can only be made from certain numbers. This measure helps protect customers from fraudulent calls and enhances the overall fraud detection framework.

To further enhance fraud detection and prevention, KFL has provided training to both the Sales Team and Credit Team, specifically targeting the respective leads and coordinators. These training sessions equip employees with the knowledge and skills necessary to recognise and respond to potential fraud scenarios effectively.

System Improvements

The implementation of a structured fraud detection process has led to significant improvements within KFL. The use of early warning signals has facilitated quicker detection of suspicious activities, enabled faster intervention and reduced fraud risks.

The investigation process has become more efficient, with clearer identification of discrepancies, ensuring timely escalations to the FMC. The issuance of Show Cause Notices (SCNs) has enhanced transparency, providing involved parties a fair opportunity to respond and ensuring that decisions are based on thorough facts. Overall, these enhancements have made KFL's fraud detection and management system more effective and streamlined, reinforcing the company's commitment to integrity and compliance.

Digital Transformation

This fiscal year, KFL has made substantial advancements in the digitalisation of its processes, transforming the way it operates and deliver services. The transition to digital platforms has not only streamlined workflows but also enhanced overall productivity, efficiency, and collaboration across various departments.

KFL has made significant strides in digitalisation, with 60% of processes now digitalised, up from an initial 40%. This transformation has been

driven by the integration of various services and technologies aimed at enhancing operational efficiency and customer experience. Key processes such as KYC verification has become more stringent, leveraging integrated third-party services i.e. BoT integration alongside in-house solutions. The introduction of the Key Fact Statement (KFS), which is sent through messages and WhatsApp, has further streamlined communication with customers. This new process, implemented in compliance with RBI regulations, contains essential details about the loans offered, contributing to a high success rate of loans issued digitally.

In FY 2024-25, KFL has successfully moved the entire Loan Origination System (LOS) to the cloud, marking a significant milestone in its digital transformation journey. The digital journey so far has already encompassed various aspects, including login fees, payment collection, additional loan applications, KYC verification, and e-signing of agreements. Looking ahead to the coming financial year, plans are



in place to migrate the MSME and collection processes to the cloud as well. Additionally, several AI projects are set to commence, further enhancing KFL's capabilities. These advancements not only aim to improve service delivery but also prepare KFL for future growth, with plans to digitalise the remaining processes, particularly in the MSME vertical and among channel partners, in the coming financial years.

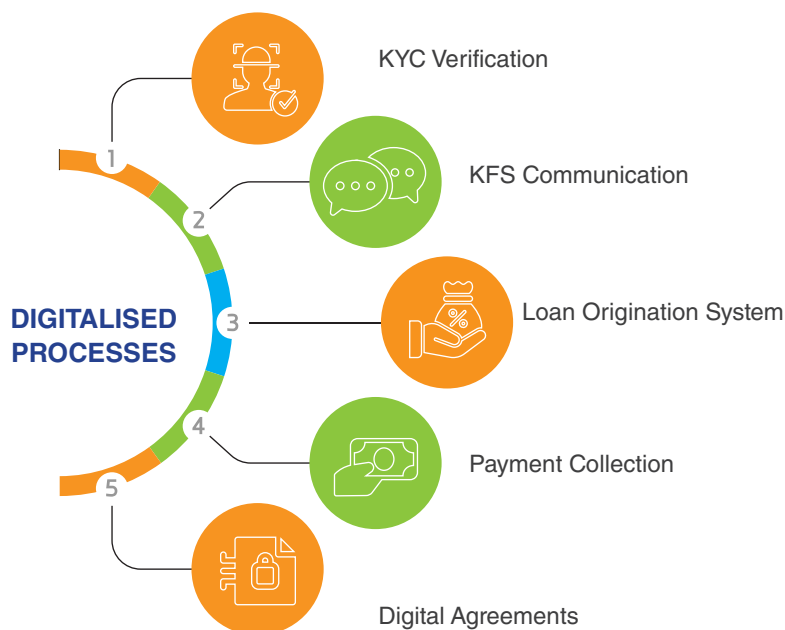
Digitalised Agreements

In the Vehicle segment, KFL has made significant progress in offering additional loans to customers, with a complete shift to digitalised agreements. This transition has eliminated the need for physical agreements, resulting in a high success rate for these transactions. Currently, 70% of agreements are executed digitally, with re-finance and top-up processes being 100% digital. The company aims to further enhance this digitalisation in the coming financial year.

In the MSME vertical, 25% of the processes have been digitalised. This shift not only streamlines operations but also aligns with KFL's commitment to enhancing customer experience through efficient and transformed processes.

Data Management

KFL has established a dedicated team focussed on data management, report generation, and visualisation. This specialised team is responsible for collecting and optimising data to ensure that users receive the requisite information along with its evaluated insights. At the beginning of the year, the availability of reports was limited; however, significant progress has been made, and several reports are now live, facilitating effective data monitoring and evaluation. 100% loan applications are evaluated in context of ESG guidelines to promote responsible



lending and support sustainable business practices.

The data engineering and data visualisation team plays a crucial role in this transformation, working exclusively on enhancing data management practices. Plans are in place to further improve data monitoring capabilities, including the potential implementation of a Digital Sequence Tool, which has been successfully utilised by various companies. This tool is currently under consideration and aims to bolster data analysis efforts, ensuring that KFL remains at the forefront of effective data management and decision-making.

Capacity Building for Digital Processes

In FY 2024-25, a training programme was conducted for the sales executives to raise awareness about the importance of digital processes and their practical applications. This initiative aimed to empower the team with the knowledge to leverage digital

tools and processes effectively in their daily interactions with customers.

By enhancing their understanding of digital processes, they are better equipped to assist customers in navigating and utilising digital offerings efficiently. Further, two specialised AWS training sessions were conducted, focussing on cloud technology & generative AI and its practical applications to upskill the IT team and help them understand the potential of AWS services in optimising operations.

In addition to the above initiatives, dedicated training sessions were provided to Coordinators and Leads for User Acceptance Testing (UAT) signoff, ensuring they are well-versed with any changes made to the system. These training sessions covered new system features, updates, and changes, equipping leads with the necessary knowledge to guide their respective teams through the implementation of these changes.

Commitment to Environmental Excellence

Key Performance Highlights



3.5%

decrease in energy intensity from previous FY



100%

E-waste Disposal through authorised recyclers



3%

Emission Intensity reduction from previous FY



Resource-Efficient Operational Strategies Moving towards Paper-free Operations

KFL is committed to sustainability and has initiated a significant shift towards a paperless environment by embracing digital solutions across its operations. This initiative not only streamlines processes and enhances efficiency but also significantly reduces the environmental footprint associated with paper production and waste. By transitioning to digital documentation and communication, KFL aims to foster a culture of innovation while promoting eco-friendly practices within the organisation.

KFL has reduced paper consumption in its operations, owing to its digitalised

processes and heightened awareness of emission savings through paper reduction. In FY 2023-24, the company consumed an average of approximately 62 reams per office across 216 offices, whereas in FY 2024-25, the consumption stood to about 60 reams per office across 262 offices, indicating an overall reduction in paper consumption in FY 2024-25. Despite the increase in the number of offices during the current reporting period, the overall decrease in paper usage per office reflects KFL's commitment to sustainability and responsible resource management.

In line with this commitment, on the occasion of World Environment Day, KFL launched a campaign to curtail the use of tissue paper across the workplace for one week. Recognising

that the cumulative effect of tissue paper use by all employees could lead to a substantial environmental impact, the initiative aimed to cut down on this often-overlooked source of waste. Employees were encouraged to adopt more sustainable alternatives, such as personal reusable handkerchiefs, cloth towels, or the use of hand dryers in restrooms, thereby contributing to a greener workplace and promoting environmentally responsible habits.

Sustainable Infrastructure

Sustainable infrastructure refers to the design and operation of buildings that prioritise environmental stewardship and resource efficiency. In corporate and branch offices, such infrastructure is crucial for reducing environmental impact and enhancing operational efficiency. By adopting sustainable



practices, organisations can create healthier workspaces that promote employee well-being while minimising energy consumption and operational costs.

In FY 2024-25, KFL undertook significant initiatives to adopt sustainable infrastructure within its offices. The company initiated the process by conducting in-depth research on various green building frameworks, including the Indian Green Building Council (IGBC), Leadership in Energy and Environmental Design (LEED), Green Rating for Integrated Habitat Assessment (GRIHA), and Net Zero guidelines to define the green building requirement criteria specific to its operations. Based on this research and inter-departmental discussions the company has formulated a checklist for assessing the sustainability of the office spaces.

KFL has outlined plans to transform one of its offices into a model Green Office as a pilot project, aligned with this checklist. This initiative will serve as a demonstration model for implementing sustainable practices, with the goal of replicating successful measures across newly acquired offices by KFL in the future.

Energy & Emissions Management

KFL has undertaken a comprehensive analysis of month-wise energy consumption data for all offices during FY 2024-25. Through the analysis of energy consumption data, KFL has identified offices that exhibit high energy usage. These high energy-consuming offices are often correlated with a greater number of employees and their locations in metro or tier-I cities. Understanding these factors allows KFL to focus its energy management efforts on the most impactful areas, ensuring that resources are allocated effectively.

To address energy consumption proactively, KFL has implemented several low-hanging actions across all applicable offices. These initiatives are designed to foster a culture of energy conservation among employees and ensure that energy-saving practices are consistently followed:

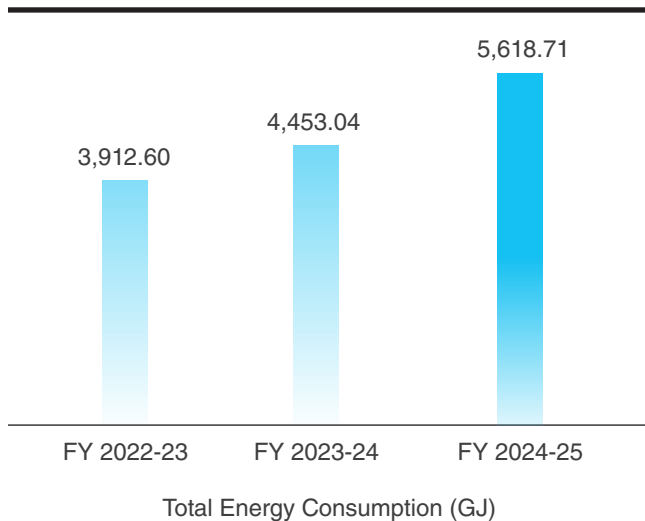


Electricity Consumption

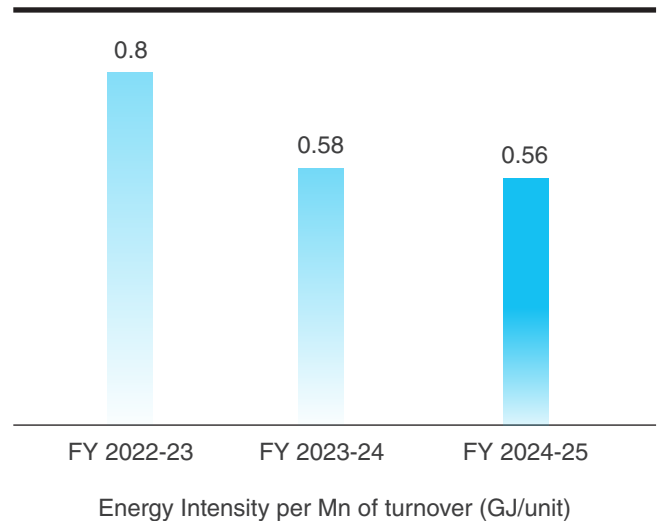
In FY 2024-25, KFL's total electricity consumption amounted to 5,618.71 GJ, leading to Scope 2 emissions of 1,134.66 MT of CO₂ attributed to purchased electricity. These figures highlight KFL's commitment to diligently monitor and enhance its energy usage in alignment with environmental sustainability objectives.

Particulars	Unit	FY 2022-23	FY 2023-24	FY 2024-25
Total electricity consumption (A)	GJ	3,912.60	4,453.04	5,618.71
Total fuel consumption (B)	GJ	NA	NA	NA
Energy consumption through other sources (C)	GJ	NA	NA	NA
Total energy consumption (A+B+C)	GJ	3,912.60	4,453.04	5,618.71
Energy intensity per rupee of turnover (Total energy consumption/turnover)	GJ per Mn Turnover	0.80	0.58	0.56

Total Energy Consumption



Energy Intensity per Mn of turnover (GJ/unit)



Scope 1 & 2 Emissions

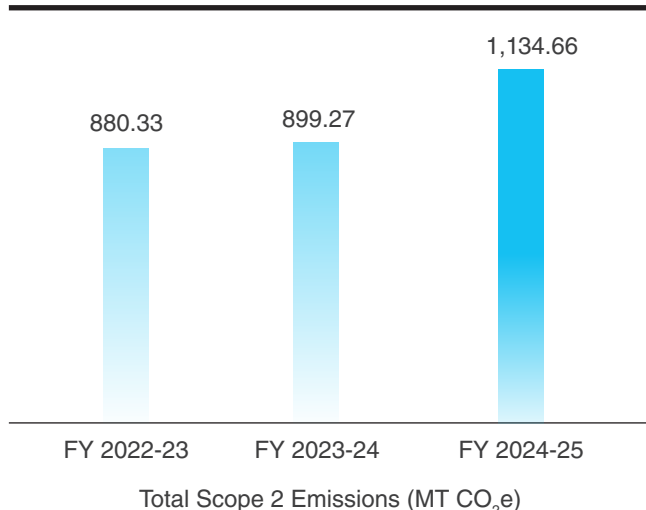
Effective emission management is a critical component of the sustainability strategy, aimed at reducing carbon footprints and promoting environmental stewardship. KFL's emissions are calculated in accordance with the GHG Protocol, utilising relevant factors sourced from the Intergovernmental Panel on Climate Change (IPCC). A detailed breakdown of Scope 1 and Scope 2 emissions is provided in the table below:

Particulars	Unit	FY 2022-23	FY 2023-24*	FY 2024-25
Total Scope 1 Emissions	tCO ₂ e	NA	NA	NA
Total Scope 2 Emissions	tCO ₂ e	880.33	899.27	1,134.66
Total Scope 1 & Scope 2 Emissions	tCO ₂ e	880.33	899.27	1,134.66
Emissions Intensity (emissions per Mn rupee of turnover)	tCO ₂ e/ Mn of turnover	0.17	0.12	0.11

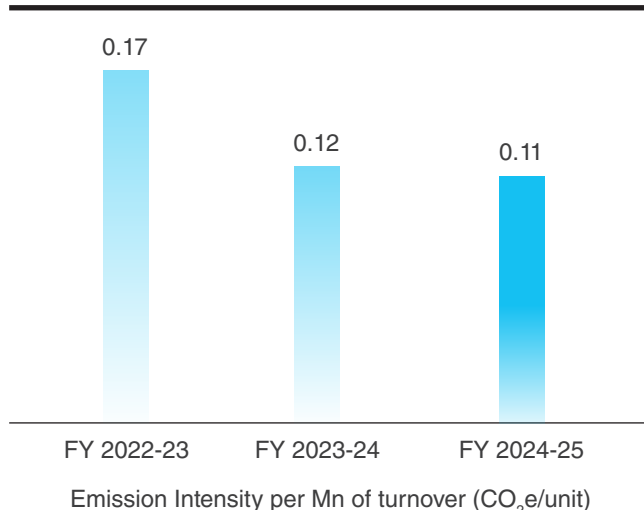
*The data for FY 2023-24 has been revised considering the updated emission factor i.e. 0.727 as per the CEA guidelines and same emission factor has been considered for FY 2024-25 as well.



Total Scope 2 Emissions



Emission Intensity per Mn of turnover (tCO₂e/unit)



Scope 3 Emissions

Scope 3 emissions refer to the indirect greenhouse gas emissions generated throughout a company's value chain, encompassing both upstream and downstream activities. To effectively monitor these emissions, KFL has established a clear methodology and developed data templates to streamline data collection and analysis. In FY 2024-25, the company began tracking Scope 3 emissions, with a total of 5,752.94 MT CO₂ recorded. This monitoring includes four specific Scope 3 categories: Category 1 (Purchased Goods & Services) emissions, Category 2 (Capital Goods), Category 6 (Business Travel) emissions, and Category 7 (Employee Commute) emissions. To ensure the creation of a comprehensive inventory, KFL maintains continuous engagement with internal stakeholders, keeping them informed about the process and fostering collaboration.

Plantation Initiatives

Tree plantation is crucial for maintaining ecological balance, combating climate change, and enhancing biodiversity. In FY 2024-25, a total of 5,723 hardwood trees were planted, sequestering a total of 408 tonnes of CO₂, thereby contributing to environmental sustainability and community well-being. This is in addition to the 2,986 trees planted during FY 2023-24, sequestering a total of 218 tonnes of CO₂.

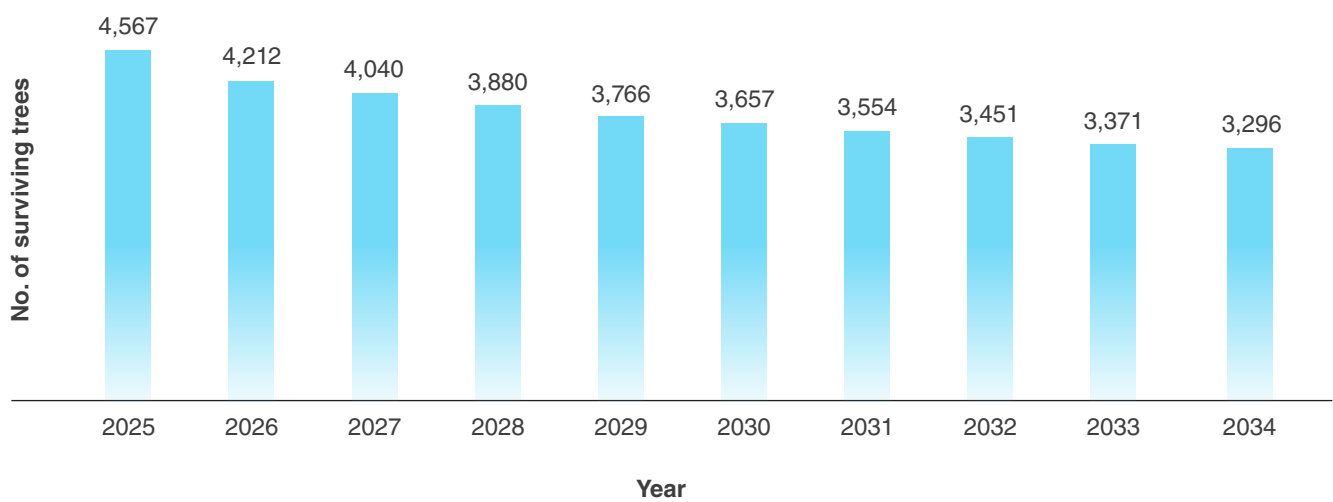


	FY 2023-24	FY 2024-25
Number of trees planted	2,986	5,723
CO ₂ sequestration in Tonnes (10 years projection)	218 Tonnes	408 Tonnes

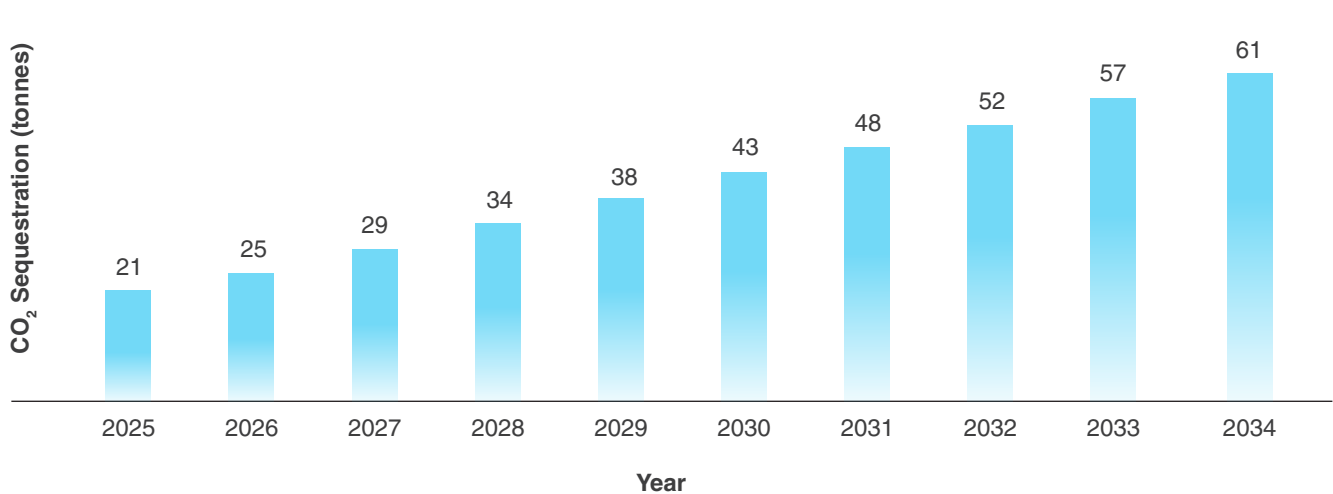
The following information presents the number of trees planted in FY 2024-25, along with the projected survival rates for these trees in the subsequent years. Additionally, the amount of carbon sequestered (in tonnes CO₂) by these surviving trees over the following years is also illustrated below :

Projected CO ₂ sequestration per year											
Year No.	0th	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th
Years	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034
CO ₂ Sequestration (tonnes)		21	25	29	34	38	43	48	52	57	61
Number of Surviving Trees	5,723	4,567	4,212	4,040	3,880	3,766	3,657	3,554	3,451	3,371	3,296

Number of Surviving Trees



CO₂ Sequestration (tonnes)





Energy Saving Awareness Programmes

KFL has prepared an annual calendar centred around ESG activities to sensitise employees on sustainability-related practices. This calendar features theme-based activities planned and conducted around significant days, such as Earth Day and World Environment Day. The Admin team plays a crucial role in circulating timely awareness mailers on energy-saving practices, ensuring that employees remain informed and engaged throughout the year. Additionally, the Leadership Team actively participates in ESG-themed programmes, reinforcing the company's commitment to environmental and social responsibility across all levels.



World Earth Day

KFL launched an initiative on April 22, 2024 that aligns with SDG Goal 15, Life on Land, showcasing a commitment to environmental conservation and animal welfare. In an effort to provide relief to animals during the sweltering summer heat, water bowls were strategically placed outside branches, serving as a source of hydration. This dedication extends beyond the initial setup, with a promise to actively maintain these hydration stations. Regular refilling ensures that animal companions have uninterrupted access to clean water, supporting biodiversity and life on land.

World Environment Day

- KFL initiated a week-long campaign, pledging to plant a tree for each file disbursed from June 3 to June 08, 2024.
- Coinciding with World Environment Day, KFL unveiled its first sustainability report for FY 2023-24. The report highlighted the company's ESG goals for 2030, which are in line with its ESG vision. The report focussed on three main pillars: Sustainable Operations, Responsible Finance, Stakeholder Empowerment, and Digital Transformation.

Waste Management

For KFL, the primary waste concern is e-waste, which arises from outdated or discarded electronic devices and components. This type of waste is particularly important to manage due to its potential environmental hazards; therefore, KFL ensures that all e-waste is fully recycled by authorised vendors who adhere to strict environmental standards. In addition to e-waste, the organisation recognises that dry waste, primarily consisting of paper, is also significant given the nature of its operations. As a result, KFL places a strong emphasis on waste minimisation and management, implementing strategies to reduce waste generation and promote recycling initiatives.

Particulars	Unit	FY 2023-24	FY 2024-25
E-waste generated	MT	0.44	0.63
E-waste sent to authorised recyclers	MT	0.44	0.63
Waste intensity per rupee of turnover (Total waste generated/revenue from operations)	MT/Mn	0.000057	0.000063

Water Management

KFL's business model and operations do not involve significant water usage, as its water consumption is primarily for domestic purposes within its facilities. The company takes measures to prevent any adverse effects on water resources that could impact nearby communities, demonstrating its commitment to responsible resource management.



Parameter	Unit	FY 2023-24	FY 2024-25
Total volume of water consumption (in kilolitres)*	MT	52,004.92	64,800.45
Water intensity per rupee of turnover (Total water consumption in KL / per Mn of turnover)	KL/Mn	6.75	6.46

*Estimated calculation @45 litres per person per day as per National Building Code rules

Sustainable Supply Chain

Kogta Financial (India) Limited (KFL) is placing increasing emphasis on sustainable practices, within its supply chain. Recognising the vital role that responsible sourcing plays in environmental stewardship, ethical labour standards, and long-term business success, the company is actively working to enhance the sustainability of its supply chain.

KFL has implemented a procurement policy that not only guides the ethical procurement process but also ensures that it aligns with the highest standards of sustainability and corporate responsibility. As part of its commitment to ethical practices and social responsibility, KFL requires all suppliers to sign an Environmental, Social, and Governance (ESG) declaration which serves as a formal commitment from suppliers to uphold sustainable practices.

The company also has a comprehensive Code of Conduct in place that extends to its third-party

service providers and vendors, ensuring that all business operations are carried out in a responsible and ethical manner. This Code mandates strict compliance with all the applicable laws, including those related to anti-corruption, human rights, employment practices, non-discrimination, health and safety, environmental regulations, and other legal requirements. It sets clear expectations for third-party vendors to operate with the highest standards of integrity, acting ethically, honestly, diligently, and in good faith in all their interactions and business dealings, thus fostering a culture of transparency and accountability across the entire supply chain.

KFL has directed 100% of its procurement budget towards local suppliers which not only supports economic growth within its community but also contributes to job creation and regional development. In addition to economic benefits, sourcing locally helps reduce the company's carbon footprint by cutting down on long-distance transportation and logistics.

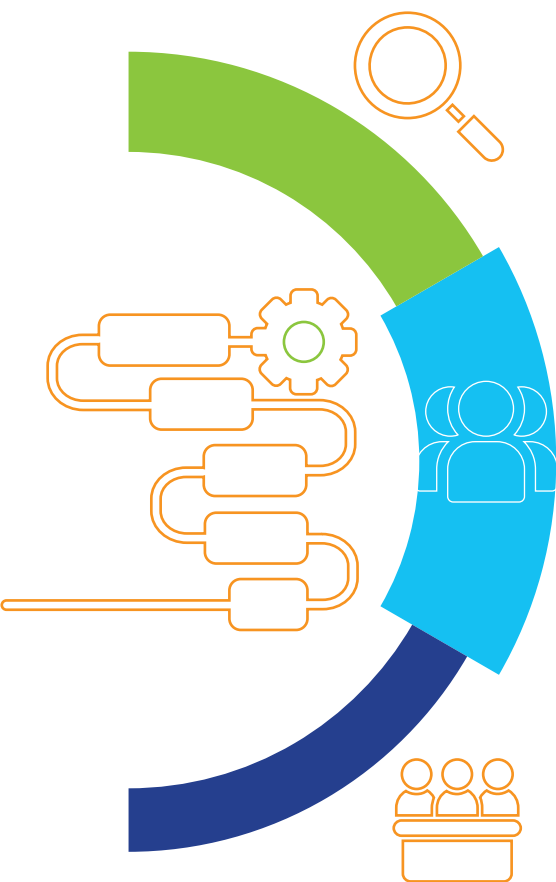
Supplier Screening

KFL has established a structured vendor screening process designed to ensure that all potential suppliers meet the company's Environmental, Social, and Governance (ESG) standards. This process is underpinned by a detailed due diligence checklist, which evaluates vendors based on critical factors such as compliance with environmental regulations, workplace health and safety standards, and the possession of the necessary approvals and licenses under Labour Laws and other relevant regulatory frameworks.

In addition to assessing these operational and legal criteria, the due diligence checklist also scrutinises the vendor's involvement in any criminal activities, including bribery, corruption, money laundering, and terrorism-related activities. This thorough evaluation process helps ensure that the company only partners with vendors who uphold its ethical standards and legal requirements, significantly reducing risk and promoting responsible business practices.



The stage-wise vendor screening process involves



First-Level Check by Proposer

The screening process begins with an initial assessment conducted by the Proposer, who verifies whether the vendor meets basic ESG requirements as outlined in the checklist. If the vendor successfully passes this stage, the company moves forward with the Vendor Agreement and requires the vendor to sign an ESG declaration.

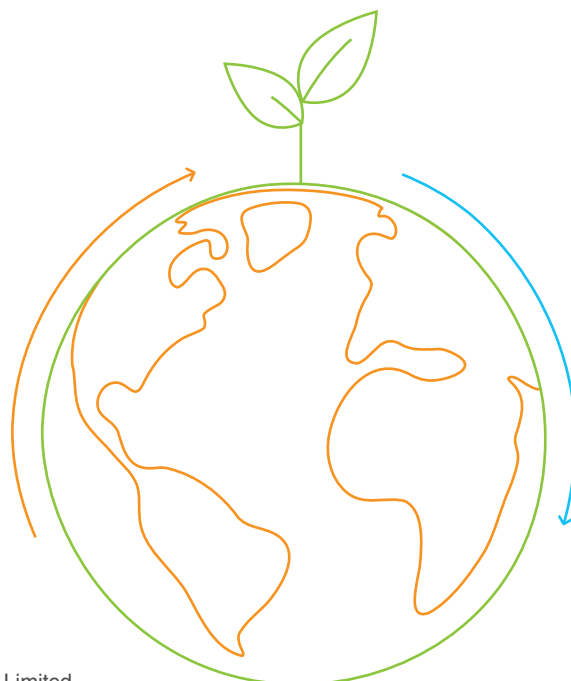
Second-Level Check by ESG Team

If the vendor fails to meet the first-level criteria, the case is escalated to the ESG team for a more detailed review. The ESG team conducts an in-depth examination of the vendor’s compliance with the ESG standards and if found adequate, the company proceeds with the next steps. Should the vendor fail to clear the second-level check, they are required to provide clarifications, proofs, or justifications to address any concerns identified during the screening process. If the vendor provides satisfactory responses, the company will move forward with the vendor finalisation and agreement. If the vendor does not provide adequate clarification, the case is referred to the ESG Steering Committee for further evaluation.

Evaluation by ESG Steering Committee

The ESG Steering Committee reviews the case, considering all provided justifications and supporting materials. If the committee deems the vendor suitable for partnership, the company proceeds with the vendor agreement, incorporating any recommended terms and conditions.

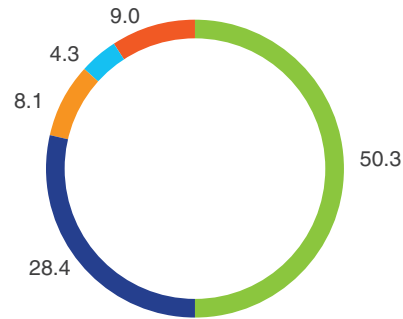
If the committee concludes that the vendor does not meet the company’s ESG standards, the vendor is rejected, with a clear explanation of the reasons for the decision.



Supplier Satisfaction Survey (FY 2024-25)

KFL assessed its vendors based on several key parameters, including their satisfaction with the interaction and explanation of the empanelment process and company policies, their experience with the onboarding process, and the clarity of information regarding work progress. Vendors are also evaluated on their satisfaction with the company's communication regarding its ESG criteria, the timely communication of process changes, assistance in resolving issues or conflicts, and the efficiency of the invoice management and payment release process. The overall satisfaction level is depicted in the chart below:

Vendor Satisfaction Survey Result



- Very Satisfied
- Satisfied
- Moderately Satisfied
- Somewhat Satisfied
- Not Satisfied





The survey results clearly indicate that 85% of vendors are either very satisfied or satisfied with their overall partnership with the company, reflecting strong vendor relationships and effective collaboration.

Furthermore, according to the survey results, 87% of vendors confirmed that they receive appropriate amount of information or data required for their services, while 77% believe that KFL's ESG criteria are reasonable and achievable for their business operations. Additionally, 89% of vendors are aware of KFL's Grievance Redressal mechanism and 83% of

vendors are aware of KFL's policy on prohibiting exploitative labour practices, including child labour.

Responsible Finance

At KFL, inclusive finance is a core pillar of commitment to sustainable and equitable economic development. The company strives to provide access to financial services for all individuals, especially those who are underserved or marginalised. By promoting financial inclusion, KFL plays a vital role in reducing poverty, encouraging entrepreneurship, and supporting long-term economic resilience. The

company's initiatives aim to ensure that every individual has the opportunity to participate in the formal financial system, empowering them to achieve their financial goals and enhance their overall quality of life.

In FY 2024-25, KFL made significant progress in promoting inclusive finance, particularly among first-time and women borrowers. The table below illustrates the number of borrowers and their respective percentages of total disbursement:

Category	FY 2024-25 Borrowers	% of Total Disbursement
First-time Borrowers	10,549	9.14%
Women Borrowers	38,412	46.78%

The data reveals that KFL has successfully reached 10,549 first-time borrowers, accounting for 9.14% of total disbursements. More notably, women borrowers represent a substantial 46.78% of total disbursements, with a 13% increase in this segment during FY 2024-25. This focus on women borrowers highlights KFL's commitment to fostering gender equality in access to financial resources, thereby empowering women to take charge of their financial futures.

KFL has also prioritised financial literacy awareness on finance-related topics through social media posts and blogs. These educational efforts not only empower customers by enhancing their financial knowledge but also reflect KFL's dedication to equipping individuals with the necessary tools to make informed financial choices.

Credit and Investment Education

Topics such as Credit Score, Investment Strategies, and Investment Do's & Don'ts help customers understand the fundamentals of credit and investment.

Savings and Loan Awareness

Awareness on Saving Tips, Loan Types, Secured vs. Unsecured Loans, and Right Loan Selection equips individuals with the knowledge to make informed decisions regarding their finances.

Taxation and Financial Management

Information on Tax Savings, Tax Benefits of Loans, and understanding the Loan-To-Value (LTV) Ratio vs. Margin Money enhances customers' financial management skills.

Business Financing and Support

KFL covers topics like Working Capital Loans, Udyam Registration & Benefits for MSMEs, Central KYC Registration, and Innovative Financing Solutions for Small Businesses.

Loan Approval Insights

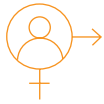
Awareness on Fixed Obligation to Income Ratio (FOIR) & Loan Approval provides valuable insights into the loan approval process.

Government Schemes

Information on Government schemes for MSMEs highlights available government support for small businesses.

Enhancing Social Responsibility

Key Performance Highlights



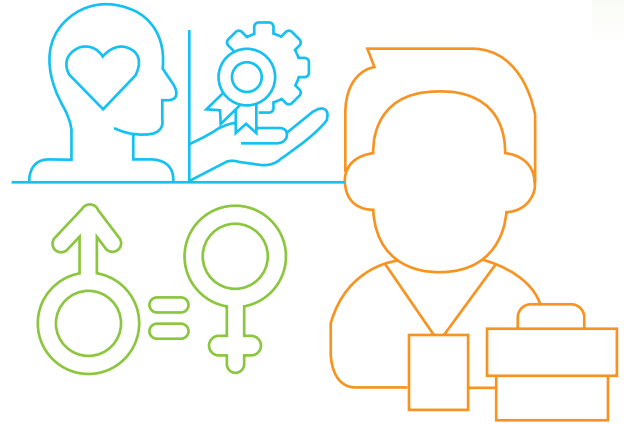
4.3%

gender diversity
(17.3% in non-field roles)



NO

POSH cases reported



DEI Policy

Board-approved policy rolled out



NO

Cases of discrimination reported

UN SDG Alignment



Nurturing a Thriving Workforce

“Nurturing a Thriving Workforce” is a holistic strategy aimed at fostering a vibrant and dynamic environment where employees can flourish both professionally and personally. This approach is rooted in the belief that a contented and motivated workforce is the backbone of any successful organisation. By creating opportunities for growth, encouraging continuous learning, and promoting a culture of inclusivity and support, KFL commits to the well-being and advancement of its employees.

The company is dedicated to upholding human rights, ensuring that every individual within the workforce

is treated with dignity, fairness, and respect, while fostering a culture of inclusivity and equality. It actively supports employee well-being by offering comprehensive wellness programmes, work-life balance initiatives, and mental health resources to create a supportive and nurturing environment. With a strong focus on health and safety, KFL enforces safety protocols, provides training, and ensures a safe work environment, reducing risks and promoting physical and mental well-being.

This commitment not only enhances individual performance but also contributes to a collective spirit of innovation and excellence, ensuring the long-term prosperity of the company.



KFL won the Creador ESG Impact Awards 2024 in Employee Well-being Category



This award celebrates KFL's commitment to actively support employee well-being by offering comprehensive wellness programmes, work-life balance initiatives, and mental health resources to create a supportive and nurturing environment.

Human Resource Policy

KFL has established a comprehensive Human Resource Policy to guide its workforce and uphold the company's commitment to excellence. This policy is a testament to KFL's dedication to creating a supportive and efficient work environment, covering key areas such as recruitment, employee benefits, performance appraisals, and equal employment opportunities. Inclusivity and equal treatment of individuals with special abilities are fundamental elements of this policy.

By implementing this policy, KFL ensures fair and consistent HR practices that contribute to the company's growth, foster employee development, and maintain a culture of integrity and respect across the organisation.

Diversity, Equity & Inclusion

Diversity, Equity, and Inclusion (DE&I) are essential values that encourage a rich and dynamic workplace by embracing the unique contributions of individuals from varied backgrounds. Kogta Financial (India) Limited has rolled out a Board-approved Diversity, Equity, ethnicity and Inclusion (DE&I) policy in FY 2024-25, aimed at creating a workplace where all employees, regardless of their background, gender, sexual orientation, or any other characteristic, feel valued, respected, and empowered. The policy is designed to foster a culture of inclusivity, ensuring that everyone has equal access to opportunities for growth, development, and advancement.

This policy ensures non-discrimination and equitable opportunities for all stakeholders, including employees, business partners, and contractors, while maintaining a zero-tolerance stance towards harassment to create a safe environment. It also provides guidelines for confidential reporting of policy violations, reinforcing accountability and transparency.

By setting clear goals for diverse representation across all levels of the organisation, the company is committed to ensuring that recruitment, hiring, promotions, and pay structures are free from bias and discriminatory practices. Furthermore, the policy emphasises ongoing training, awareness programmes, and open dialogue to help employees better understand and appreciate differences, promoting a supportive and collaborative environment.

As of FY 2024-25, no cases of incidents on discrimination were reported.

Employee Diversity

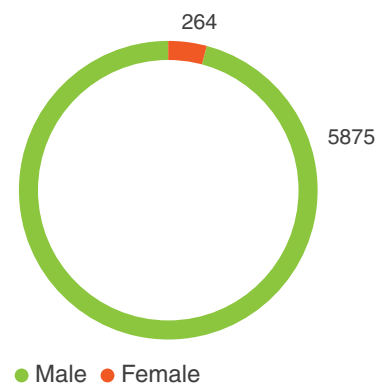
The importance of employee diversity is paramount for

fostering innovation and enhancing organisational performance. In FY 2024-25, KFL has made progress in increasing its gender diversity ratio, which now stands at 4.3%, marking a modest step towards the company's goal of achieving a 10% gender diversity ratio by 2030.

As a mark of achievement in the current reporting period, the overall gender diversity ratio for non-field roles has reached 17.3%, reflecting a significant increase in the hiring of women for Corporate Office positions and non-field roles such as Finance, Accounts, Compliance, Tax, CMS, Banking, HR, CRM, Operations, IT, Payment Support. This progress underscores KFL's commitment to fostering an inclusive workplace that values diversity across all levels of the organisation. KFL's current workforce comprises Indian nationals, with a continued commitment to fostering diversity and inclusion in future talent acquisition.

Employee Diversity by Gender (2024-25)

Total Employees
(as of FY 2024-25)



S. No.	Particular	Number
1.	Total employees	6,139
2.	Male	5,875
3.	Female	264
4.	Differently abled Employees (Males)	5

Employee Diversity at Management Level & by Age Level (2024-25)

Employee Level	Age >50		Age 31-50		Age 18-30	
	Male	Female	Male	Female	Male	Female
Senior Management (General Manager & above)	16	0	47	1	0	1
Middle Management (Senior Manager to Deputy General Manager)	13	0	444	19	34	4
Junior Management (Associate Manager, Deputy Manager & Manager)	17	0	1,398	23	404	20
Staff (All Executives, Assistants & Trainees)	12	2	1,494	51	1,996	143
Total	58	2	3,383	94	2,434	168

Employee Diversity at Region Level (2024-25)

Employee Level	Age >50		Age 31-50		Age 18-30	
	Male	Female	Male	Female	Male	Female
Rajasthan	26	2	1,184	38	1,040	102
Maharashtra	8	0	663	31	276	15
Gujarat	8	0	441	9	325	13
Delhi	3	0	54	0	17	2
Chandigarh	0	0	19	1	10	0
Madhya Pradesh	6	0	460	9	331	11
Punjab	2	0	96	1	86	2
Himachal Pradesh	0	0	13	0	12	0
Haryana	1	0	227	2	173	15
Chhattisgarh	1	0	27	0	15	1
Uttarakhand	0	0	8	0	10	1
Uttar Pradesh	3	0	191	3	139	6

New Employee Hires

New employee hires (gender-wise)

S. No.	Gender	FY 2022-23 Number	FY 2023-24 Number	FY 2024-25 Number
1	Male	2,949	3,171	4,236
2	Female	107	121	149



New employee hires (age-wise)

S. No.	Gender	FY 2022-23 Number	FY 2023-24 Number	FY 2024-25 Number
1	<30	1,609	1,956	2,432
2	30 - 50	1,444	1,331	1,949
3	>50	3	5	4

New employee hires (management level)

S. No.	Management Category	FY 2024-25 Number
1	Junior Management	1,036
2	Middle Management	157
3	Senior Management	8

Board Diversity

Board diversity enhances the breadth of knowledge, perspectives, and decision-making acumen, thereby equipping organisations to navigate the complexities of a rapidly evolving global business landscape. KFL has a Board Diversity Policy (part of NRC policy) as a part of its Nomination & Remuneration Policy in place that underscores the importance of diverse representation at the Board level, encompassing a range of perspectives, experiences, and backgrounds. It specifically

highlights gender diversity as a crucial element, recognising the valuable contributions women can offer to enhance the Board's diversity of thought. The policy also ensures that no discrimination occurs based on personal attributes such as religion, race, or gender, and it mandates the provision of relevant information to shareholders regarding the qualifications of Board members. This approach is aimed at fostering more effective decision-making and strengthening corporate governance.

Board Diversity by Gender (FY 2024-25)

Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
Board of Directors	9	7	78%	2	22%
Key Management Personnel	5	5	100%	-	-

Board Diversity by Age group (FY 2024-25)

Particulars	Age>50		Age 31-50	
	Male	Female	Male	Female
Board Diversity	2	2	5	-

Learning & Development

KFL offers comprehensive and tailored Learning and Development (L&D) programmes designed to enhance employees' knowledge, skills, and overall capabilities. These programmes are strategically aligned with both individual career aspirations and the company's broader business goals, ensuring that employees are equipped with the tools they need to thrive in their roles. Through continuous learning opportunities, employees are empowered to expand their expertise, adapt to emerging industry trends, and take on new challenges, which ultimately drives personal and professional growth.

The company's holistic approach to L&D goes beyond skill-building, focussing on creating a culture of continuous improvement where employees are encouraged to innovate and develop their potential. By investing in these programmes, the company not only enhances employee performance and job satisfaction but also fosters a more productive and engaged workforce, contributing directly to organisational success. According to the employee satisfaction survey conducted by KFL, 95% of employees stated that the training and awareness programmes provided by the company are relevant and useful.

No. of training hours

Type of Training	Unit	FY 2022-23	FY 2023-24	FY 2024-25
Induction	Training hours	9,096	19,752	18,605
Refresher	Training hours	5,739	32,040	60,352
Total		14,835	51,792	78,957
Average hours of Training	Hours/Employee	4*	12*	14.5

*Average Training Hours reported for FY 2022-23 and FY 2023-24 was 5 hours and 7 hours respectively as calculated based on Total Employees trained; Revisions have been made based on Average Employee Count (Average Hours of Training = Total Training Hours/ Average Employee Count).

Training hours by gender: Male - 77,316 hours, Female - 1,641 hours

Skill upgradation trainings

S. No.	Region	FY 2022-23 Number	FY 2023-24 Number	FY 2024-25 Number
1	Internal Courses for Skill Upgradation	1,364	4,668	4,494
2	External Courses for Skill Upgradation	Nil	Nil	Nil

Talent Management

Performance & Career Development Reviews

Annual reviews of performance and career development are designed to provide KFL employees with constructive feedback, recognising their achievements while identifying

areas for improvement. Through one-on-one discussions with managers, employees gain clarity on how their performance is perceived and what specific steps they can take to enhance their skills, increase productivity, and meet evolving business needs & operational changes. The performance reviews are not just about assessing

past performance but are structured to facilitate forward-looking conversations focussed on career progression and development goals. As per employee satisfaction survey results, 91% employees said they are encouraged by their superior to offer suggestions and feedback.

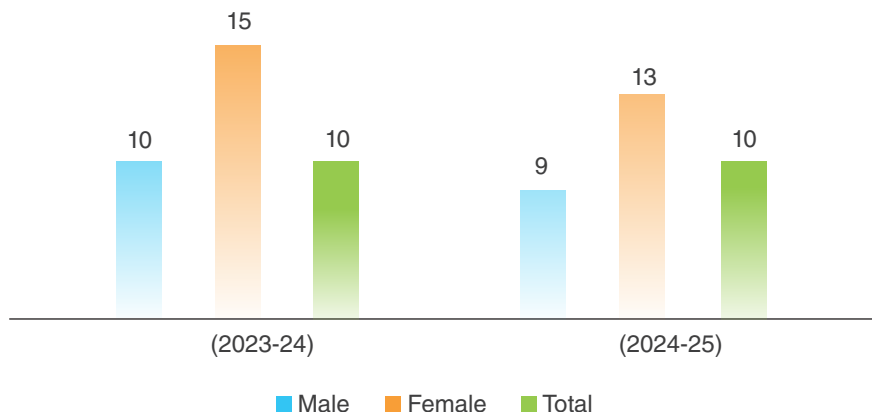
Employees who received performance & career progression reviews

Gender of Employees	FY 2023-24			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (A)	No. (B)	% (B/A)
Male	4,527	432	10	5,875	557	9
Female	202	30	15	264	34	13
Total	4,729	462	10	6,139	591	10



Employees who received performance & career progression reviews

% of employees



Career Progression Programme

KFL has a talent pool career progression programme in place that identifies and cultivates top talent within the organisation. Through this programme, the company is creating a clear pathway for high-potential employees to advance in their careers, ensuring they are equipped with the skills, knowledge, and experiences necessary for future leadership roles. Through targeted communication, internal campaigns, and leadership endorsements, the programme is being actively promoted across all levels, encouraging employees to take ownership of their professional development and engage with the opportunities available to them.

The company ensures that employees are aware of the programme's value by providing transparent criteria for selection, as well as showcasing success stories of individuals who have progressed through the programme to senior roles. This creates a sense of motivation and aspiration among employees, empowering them to actively participate in the programme.

Employee Recognition & Rewards

KFL recognises the significance of rewarding its employees for

their efforts, hard work, dedication, and achievements, which has a direct impact on their subsequent performance. In FY 2024-25, a total of 476 male employees and 27 female employees were recognised for their outstanding contributions to KFL at the Annual Awards. In addition to the annual awards, KFL has a monthly recognition programme "Hall of Fame" to encourage and recognise employee contributions at all levels. 2,124 male and 46 female

employees were acknowledged in 'Hall of Fame' for demonstrating exceptional performance, teamwork, and commitment to our company's values.

Employee Retention Programme

KFL has an ongoing innovative programme, "Re-energise" that has been specifically designed to support underperforming employees, ultimately boosting productivity, enthusiasm, and overall engagement. These programmes aim to provide employees with the tools, support, and motivation they need to reignite their passion for their work and re-engage with the organisation's goals.

Through these programmes, the company is offering tailored development opportunities, one-on-one coaching, and personalised action plans that help employees identify their strengths and areas for improvement. Job rotation is done on case-to-case basis for employee retention if employees are found skilled or experienced for some other role or vertical. Employees are encouraged to take on new challenges and demonstrate their ability to contribute effectively to the company's objectives.



Turnover rate of the Permanent Employees

Employee turnover rate (by age)

S.No.	Age	FY 2022-23		FY 2023-24		FY 2024-25	
		Number	Rate	Number	Rate	Number	Rate
1	<30	1,051	26.32%	1,329	28.10%	1,546	28.5%
2	30-50	1,191	29.82%	1,223	25.86%	1,422	26.2%
3	>50	6	0.15%	3	0.06%	7	0.1%

Employee turnover (by gender)

S.No.	Gender	FY 2022-23		FY 2023-24		FY 2024-25	
		Number	Rate	Number	Rate	Number	Rate
1	Male	2,187	54.77%	2,459	51.99%	2,887	53.1%
2	Female	61	1.52%	96	2.03%	88	1.6%
3	Total	2,248	56.29%	2,555	54.02%	2,975	54.7%

Human Rights

KFL places high priority on the observance of human rights within its operations, as evidenced by the implementation of comprehensive policies such as the Prevention of Sexual Harassment (POSH) and Human Resource Policy. These policies are integral to the company's strategy to address human rights issues effectively and to maintain a workplace that is both safe and ethical. The company is dedicated to upholding ethical standards by educating its employees on human rights issues.



Employees who were trained in human rights issues

Category	FY 2023-24			FY 2024-25		
	Total (A)	No. of Employees covered (B)	% (A/B)	Total (C)	No. of Employees covered (D)	% (C/D)
Total Employees	4,729	4,320	91	6,139	4,963	80



Human Rights Assessment

KFL's commitment to human rights assessment is reflected in its rigorous internal assessment protocols, which are conducted annually using an Environmental and Social (E&S) risk checklist. This checklist encompasses a comprehensive range of factors, including Human Rights, Compliances, Environment & Social Aspects, and Facility Details. The purpose of this assessment is to ensure adherence to the necessary compliance standards and to maintain safe and fair working conditions across all locations, including those in remote areas.

Furthermore, KFL maintains a strict policy against any form of child labour, forced labour, or involuntary labour within its operations and extends this expectation to its vendors and suppliers, requiring them to affirm their compliance with human rights and labour laws through a signed ESG declaration. In addition to these measures, KFL has established a Whistle Blower and Vigil Mechanism Policy, as well as a Grievance Redressal Policy, to provide transparent and effective channels for reporting and addressing any concerns related to ethical conduct or human rights violations, thereby reinforcing its dedication to upholding the highest standards of human rights due diligence.

Addressing POSH

The importance of human rights within an organisation is the foundation

upon which a respectful, equitable, and ethical workplace is built. In line with this commitment, KFL conducted a POSH certification workshop in June 2024 under the guidance of a renowned specialist in workplace ethics and gender sensitivity. The workshop garnered enthusiastic participation from 4,963 employees, who together dedicated a total of 17,370 hours to their training, with each participant receiving a certificate upon completion. The comprehensive nature of the programme aimed to provide an in-depth understanding of the legal context of sexual harassment and the organisation's own policies, emphasising the practical implementation of these concepts through dynamic interactive sessions and case studies.

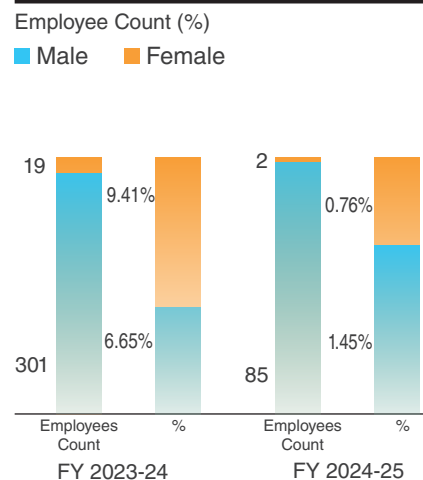
To further reinforce this commitment, POSH awareness is integrated into the induction training for new joiners, ensuring that all employees are equipped with the necessary knowledge from the outset of their careers at KFL. Additionally, regular awareness mailers are circulated to keep the topic at the forefront of employees' minds, fostering a continuous dialogue around workplace ethics and safety.

Wages and Compensation

The concept of equal remuneration for identical roles aims to eliminate wage disparities stemming from discrimination based on gender, ethnicity, or any other legally protected characteristic. KFL's endeavour to

implement standard minimum wages for all employees, regardless of gender, marks a critical step in cultivating a fair and inclusive work environment.

Employees with Equal to Minimum Wages



Employees with More than Minimum Wages



Minimum Wage Structure

Category	FY 2023-24					FY 2024-25				
	Total (A)	Equal to Min. Wage		More than Min. Wage		Total (D)	Equal to Min. Wage		More than Min. Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Male	4,527	301	6.65	4,226	93.35	5,875	85	1.45	5,790	98.55
Female	202	19	9.41	183	90.59	264	2	0.76	262	99.24

Average Remuneration

Employee category	Average Annual Remuneration of Men (₹)	Average Annual Remuneration of Women (₹)	Ratio of basic remuneration of women to men
Board of Directors (BoD)	236.8 lakhs	-	-
Key Managerial Personnel (KMP)	79.9 lakhs	-	-
Employees other than BoD & KMP	4.2 lakhs	3.8 lakhs	0.90

Grievance Redressal Mechanism

KFL has instituted a comprehensive and systematic approach to grievance redressal, ensuring that the voices of all stakeholders are heard and addressed with due diligence. At the heart of this mechanism is the Grievance Redressal Policy, which outlines the procedures and channels for stakeholders to raise their concerns. The policy is enforced by the Stakeholders Relationship Committee, which includes an Independent Director to ensure impartiality, and two executive directors who bring a deep understanding of the company's operations. Stakeholders are provided with multiple avenues to lodge their grievances, including direct communication with the Grievance Redressal Officer and a specialised portal on the company's website.

In practice, employees at KFL engage with the grievance redressal process by utilising the established channels as per the company's policy. When an employee encounters an issue, they can submit their complaint through the dedicated email and helpline number, or reach out directly to the Grievance Officer ensuring confidentiality and ease of access. The policy provides clear guidelines on the steps to be followed, the expected timelines for resolution, and the rights of the employees throughout the process. This structured procedure is further supported by the company's commitment to transparency, as evidenced by the public disclosure of grievance summaries in official reports. For human rights-related grievances,

employees have the additional option of using a designated email ID, which guarantees that their concerns are handled with the utmost sensitivity and discretion.

According to the employee satisfaction survey conducted by KFL, 82% of employees reported being aware of the company's grievance redressal process, reflecting a strong level of internal communication and accessibility to support mechanisms within the organisation.

Health & Safety

KFL is dedicated to maintaining a safe and healthy work environment for all its employees. The company has implemented an employee health and safety policy as part of its ESG Policy. A broader Environmental, Social & Governance Risk Management System (ESMS) has been designed to address health and safety risks identified during risk assessments and covers all

operational aspects of the company. The employee satisfaction survey conducted by KFL indicated that 92% of employees are aware of the company's Employee Health & Safety Policy and ESG Policy along with its key provisions. Key elements of KFL's health and safety system include:

- a) **Risk Mitigation:** KFL has established procedures to address health and safety risks, ensuring that any identified risks during assessments are promptly and effectively mitigated.
- b) **Employee Well-being:** The company prioritises the well-being of its employees by providing:
 - ⦿ Regular medical check-ups and first-aid facilities
 - ⦿ Safety training to equip employees with the knowledge to handle potential risks





- Mental health awareness sessions that focus on overall well-being and support a healthy work-life balance
- c) **Safety Measures:** KFL has implemented several safety measures to protect its employees, such as:
 - Emergency escape procedures to ensure a quick and safe exit in case of an incident
 - Office safety assessments to identify and rectify potential hazards
 - An On-site Emergency Preparedness procedure to prepare for and respond to emergencies effectively

- d) **Internal Assessments:** The company conducts regular internal assessments of safety systems across its offices using an E&S risk checklist, ensuring continuous improvement and adherence to safety standards.
- e) **Supporting Documentation:** KFL has developed a suite of supporting documentation to guide and document its health and safety practices, including:

- A Health & Safety Policy that outlines the company's commitment and approach to maintaining a safe work environment
- Standard Operating Procedures (SOP) for Accident/Incident Handling to ensure a structured response to workplace incidents
- A Health & Safety Risk Assessment Framework to systematically evaluate and manage potential risks

Health & Safety Training		
S.No.	Parameters	As of FY 2024-25
1	Total no. of training hours	20,020
2	No. of employees trained	5,869
3	Average hours of training	3.4

Hazard Identification and Mitigation

At KFL, the hazard identification process is a critical component of the company's commitment to maintaining a safe and healthy work environment. Anchored by a robust employee health and safety policy, KFL's approach to hazard management is both systematic and proactive. The Standard Operating Procedures (SOP) for Accident/Incident Handling and Health & Safety Risk Assessment are central to this framework, ensuring that any accidents or incidents are addressed with efficiency and that health and safety risks are identified and evaluated in advance.

The HR & Admin team plays a pivotal role in this process, tasked with the ongoing assessment of potential risks associated with work activities. Their objective is to either eliminate these risks or implement strategies to minimise them effectively. To support this goal, KFL invests in safety training programmes that cover a range of work-related hazards, such as fire safety, road safety, and emergency



response procedures, including evacuation drills and basic first aid. This comprehensive training ensures that all employees are equipped with the knowledge and skills necessary to contribute to a safer workplace.

Health Check-Up Camps

KFL organised proactive health and fitness campaigns for its employees by organising free health check-up camps in June 2024 & January 2025, in collaboration with leading healthcare companies. This initiative was rooted in the understanding that adequate care and awareness of one's health are paramount. The comprehensive check-ups provided employees with valuable

insights into their general health, dental condition, and eyesight, emphasising the importance of preventive care for a healthy body. For those requiring further assistance, health packages were made available at subsidised rates. The success of the programme was evident, with around 1,500 employees benefiting from these health check-up camps.

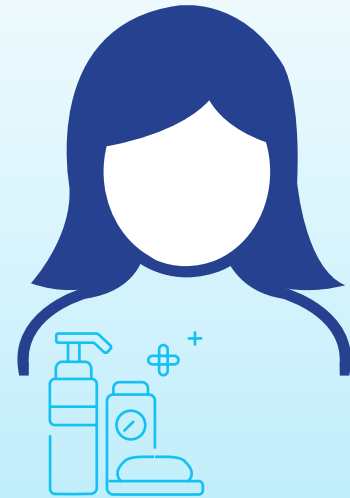
Road Safety

KFL has actively contributed to road safety by distributing ISI-marked helmets and conducting awareness campaigns aimed at improving safety practices. This initiative highlights the company’s commitment to the well-being of its community by encouraging the use of certified protective gear and educating individuals on the importance of road safety measures.

In FY 2024-25, KFL recorded the following safety-related incidents:

PROACTIVE HYGIENE ARRANGEMENT FOR FEMALE EMPLOYEES

KFL has taken a progressive step towards menstrual hygiene and inclusivity by equipping offices with significant number of female employees with UPI-enabled sanitary pad vending machines. This initiative, aligned with SDG 3 which aims to ensure healthy lives and promote well-being for all, guarantees affordable and easily accessible hygienic products. By doing so, KFL not only enhances the well-being of its employees but also plays a pivotal role in fostering awareness and normalising conversations surrounding menstrual health.



Safety-related Incidents (For Employees)	No. of Incidents in FY 2023-24	No. of Incidents in FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one Mn-person hours worked)	1.4	2.5
Total recordable work-related injuries (road accidents)	13	29
No. of fatalities	1	0
High consequence work-related injury or ill-health (excluding fatalities)	NA	NA



Fire Safety

KFL is committed to the safety and preparedness of its employees, which is why it conducts annual fire safety drills and evacuation training sessions. To ensure that all staff members are well-versed in emergency protocols, specialised external trainers are engaged to deliver comprehensive instruction. These sessions include both theoretical and practical components, with mock drills designed to simulate real fire emergency scenarios. This hands-on approach equips employees with the knowledge and skills necessary to act swiftly and effectively in the event of an actual fire.



Health Awareness Campaigns

Health & Safety Awareness Campaigns at KFL are designed to nurture a culture of well-being and promote healthier lifestyle choices among employees. Through engaging and informative initiatives, the company aims to address common health concerns and encourage positive behavioural changes in the workplace. Awareness campaigns conducted in FY 2024-25 are listed below:

a. Back Pain Prevention Awareness:

- An expert sports physician was invited to lead an educational session on back pain prevention, highlighting the negative effects of prolonged sitting and offering actionable advice
- Employees actively participated in the session, gaining insights into ergonomic practices and exercises to mitigate the risk of back pain

b. World No-Tobacco Day Campaign:

- KFL launched the “No Tobacco Day Challenge,” motivating

employees across over 100 offices to give up tobacco for a day, with around 2,500 staff members participating

- Participants placed their tobacco products in labelled pouches within collection boxes, reclaiming them at the end of the day to signify their commitment to a tobacco-free lifestyle and to reflect on their health habits
- KFL adheres to a strict No-Smoking Policy within its premises, ensuring a healthy and safe environment for all employees, customers, and visitors

c. Mental Health Awareness:

Kogta Foundation, in partnership with the Sun to Human Foundation, marked Mental Health Awareness Week with a six-day event from the May 28 to June 2, 2024. The “Mind Awakening Sessions” held in Jaipur, Rajasthan, focussed on self-transformation, cultivating stress-free living, fostering better relationships, and enhancing overall health and vitality. In addition to employees, the wider community was also invited to participate, making the event a keystone for mental wellness, positively impacting approximately 12,000 individuals who took part in this enriching community experience.

Employee Well-being

At KFL, fostering employee well-being is a strategic imperative that is intricately woven into the organisation’s culture and operations. With a comprehensive approach that encompasses robust governance, aligned policies, and judicious resource allocation, KFL is dedicated to the conduction of initiatives that have a profound and enduring impact on the health and happiness of its workforce.

Central to this commitment is the Employee Health and Safety Policy, which integrates well-being as a pivotal aspect of KFL’s ESG strategy. This policy is reflective of the company’s recognition of well-being as a material issue, aligning with the ESG Materiality Matrix and overarching corporate goals. KFL’s leadership demonstrated its dedication to this cause, with the Chief People Officer (CPO) leading the charge as part of the ESG Steering Group to ensure these initiatives resonate with the organisation’s priorities and contribute significantly to employee satisfaction and morale.

Following activities and programmes were tailored to coincide with special occasions and events throughout the year to promote and sustain the health and well-being of its employees:

a. World Yoga Day

On the occasion of World Yoga Day 2024, a significant event was celebrated on the June 21, inaugurating a 21-day virtual “Yoga & Meditation” programme that reached out to Pan-India employees. This initiative, centred on the theme of Employee Physical & Mental Well-being and Employee Volunteering, was expertly conducted in partnership with certified yoga instructors. The programme was thoughtfully scheduled with morning and evening sessions to accommodate the varying schedules of participants, enabling them to partake in the revitalising benefits of yoga and meditation from their own homes.

This programme was open for employees, customers, the local community, and other stakeholders to join in a collective practice of yoga. Attendees were provided with yoga mats, T-shirts, healthy juices, and refreshments, enhancing the communal and holistic experience. The event was supported by the generous contribution of time from around 150 employees and 500 community participants, with nearly



600 volunteers involved on the first day of the ground activity. The virtual sessions also saw impressive attendance, with approximately 1,000 participants. This celebration not only honoured the tradition of yoga but

also actively contributed to SDG 3, which advocates for the promotion of mental health and well-being.



b. World Book Day

In celebration of World Book Day on the April 25, 2024, KFL launched the “Book Buddy” initiative with the objective of encouraging the habit of reading and exploring new ideas among its employees. A survey was conducted to gather employees’ preferences for books they wished to read and see included in the office library collection. Responding to the suggestions, KFL added 12 new titles to the Jaipur Head Office library and established a brand-new library at the Pune office. Employees were also invited to contribute to this growing repository of knowledge by donating their own books, thereby supporting the Sustainable Development Goal 3 of ensuring good health and well-being through the promotion of mental and intellectual growth.



c. Mother’s Day Celebration

KFL celebrated Mother’s Day in May 2024 by welcoming the children of its employees for a heartwarming event at the office, recognising the importance of the parent-child bond. The company provided a variety of fun and creative activities tailored for kids aged 4 to 13, allowing them to explore

where their parents work and engage in making crafts, enjoying story time, and sharing snacks. The children also created personalised Mother’s Day cards and gifts, adding a special touch to the celebration. KFL also offered personalised cards for employees to give to their mothers, nurturing a culture of appreciation and familial connection.

d. Father’s Day Celebration

In June 2024, KFL invited all employees from PAN India branches to celebrate the bond with their fathers by participating in a heartwarming campaign. Employees were encouraged to share photos and videos that captured their cherished moments and memories with their fathers. The campaign featured two creative categories: “Picture with Father”, where employees could showcase their connection by twinning in matching outfits or engaging in a shared activity, and “Share Your Memories”, which called for short videos of favourite moments, heartfelt messages, or funny anecdotes that highlighted the unique relationship with their fathers. The best 10 submissions were given a surprise gift, adding excitement to the celebration and appreciation for the special father-child bond.



e. Family Day Celebration

KFL celebrated Family Day in July 2024, an event that epitomised the company's dedication to fostering a close-knit community and honouring work-life balance. Staff members opened the doors of their workspace to their families, allowing them a firsthand look at where they contribute their time and talents. The day was filled with personal tours of workstations, introductions to colleagues, and a firsthand experience of the workplace's vibrant atmosphere. To ensure a festive and welcoming environment, a sumptuous array of culinary delights was served, and professional photographers were on hand to capture the shared moments. Each family left not only with cherished memories but also with a sapling of a native plant, a symbol of KFL's gratitude and a reminder of the day's connection to nature.

f. Chess Competition

KFL hosted a chess tournament for its employees under the expert guidance of a professional chess player, fostering a spirit of strategic thinking and camaraderie among the staff. The event saw active participation from the employees, each of whom received certificates and medals for their involvement, celebrating their dedication and skill in the timeless game of chess.

g. Potluck Lunch

In May 2024, KFL celebrated the positive energy and spirit of togetherness with a Potluck Week across its PAN India branches. The concept was simple yet powerful: to unite employees at one table to share a meal, enjoy each other's company, and take a break from the daily grind. Throughout the week, employees brought in homemade specialties that

reflected their regional flavours and traditions, turning the potluck into a vibrant tapestry of tastes and a platform for inter-departmental mingling.

h. Box Cricket

In December 2024, the Kogta Box Cricket League (Season 2) was organised in Jaipur, providing an exciting platform for employees to showcase their cricketing skills and bond with colleagues over some fun-filled matches. Teams were formed in a gender-neutral format to ensure equal participation, promoting inclusivity and teamwork among all players. The matches followed a round-robin format in the group stage, allowing each team to compete against one another and fostering a spirit of camaraderie and friendly competition throughout the event.

Employee Benefits

KFL is committed to supporting its employees through employee benefit programmes that encompasses variety of leaves, financial securities, and health coverage. Employees are entitled to Parental Leave, which includes 26 weeks of maternity leave, 5 days of paternity leave and 12 weeks of child adoption leave, ensuring they can fully embrace the joys of new parenthood. Additionally, the company provides bereavement leave, marriage leave, and extra paid holidays, recognising the importance of personal time during life's significant moments.

Parameters	FY 2022-23			FY 2023-24			FY 2024-25		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total number of people who took parental leave in FY (A)	7	3	10	14	6	20	22	4	26
Total number of people returned after parental leave in FY (B)	7	3	10	14	4*	18	22	3	25
Return to work rate (%) (B/A*100)	100	100	100	100	67	90	100	75	96
Total number of people returned from parental leave in previous FY (C)	-	-	-	7	3	10	14	4	18
Total number of people retained for 12 months after returning from parental leave (D)	-	-	-	7	3	10	14	3	17
Retention rate (%) (D/C*100)	-	-	-	100	100	100	100	75	94

* Out of the 6 females that took parental leave in 2023-24, 4 returned to work in the same year, however, 2 females returned in FY 2024-25.



On the financial front, KFL offers stock ownership opportunities, a suite of insurance policies such as Mediciam, Accident Insurance, and Term Insurance, and a range of allowances including Conveyance Allowance, House Rent Allowance and Leave Travel Allowance. These benefits are complemented by statutory provisions like PF/ESIC/Gratuity, Employee Loans, and thoughtful gifts on special occasions.

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

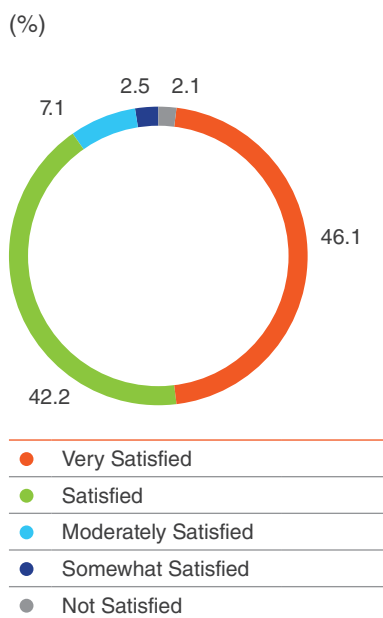
Prioritising health and safety, the company extends a Group Mediciam Policy covering employees and their families, along with a Group Personal Accident Cover. In the unfortunate event of an accidental death, KFL ensures the family’s financial security by providing a compensation package equivalent to 72 times the gross salary of the employee.

Employee Satisfaction Survey

KFL conducted its Annual Employee Engagement Survey through the KFin application, achieving 72% employee participation rate. The survey provided employees with the opportunity to share their views on various important factors such as job satisfaction, safe and healthy working environment, work culture, employee benefits, equal opportunity, diversity and inclusion, training and awareness, learning and development, recognition and promotions, work-life balance, compensation, and grievance redressal.

The overall satisfaction level of this survey has been depicted below:

Employee Satisfaction Survey Results



According to the survey findings, 88% of employees reported being either ‘very satisfied’ or ‘satisfied’ with their overall experience at the company, reflecting a strong level of employee engagement and workplace satisfaction.

To ensure the confidentiality of responses, KFL emphasised the importance of honest feedback, reassuring employees that their input would guide necessary improvements. The company views this survey as a crucial tool for creating a workplace that aligns with employee expectations and fosters a positive work environment.

Prioritising Customer Centricity



1,77,372

Active Customers



34,893

New Customer Added



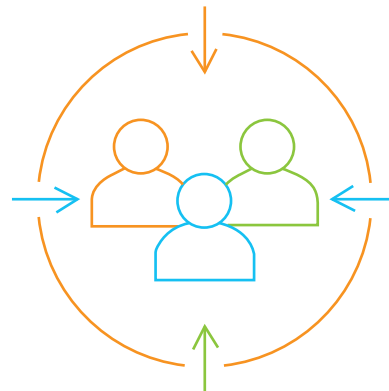
70%

customers have responded being 'Very Satisfied or Satisfied' in the CSAT survey



91%

Customer Complaint Resolution Rate



Kogta Financial (India) Limited demonstrates a deep commitment to customer centricity by tailoring its products and services to address the unique needs and preferences of its customers. It offers proactive customer support, consistent communication, and creates a feedback loop that allows customers to continuously provide input on their experiences. In essence, customer centricity at KFL is not just a strategy – it is the foundation upon which the company's business model is built. By delivering value and fostering a culture of continuous improvement, the company creates a customer experience that is both meaningful and impactful.

CUSTOMER RELATIONSHIP MANAGEMENT

Customer Relationship Management (CRM) is essential for KFL because it fosters robust and enduring connections with clients, boosts customer contentment, and propels the expansion of the business. The company is actively strengthening its relationships with existing customers to enhance customer loyalty and drive greater value from current accounts. Simultaneously, acquiring new customers remains a key priority, with a focus on leveraging the company's existing distribution networks to expand its reach and grow its customer base. KFL is continuously evolving and enhancing customer's digital journeys across service and operations, ensuring a seamless and efficient experience at every touchpoint.

Effective Handling of Customer KYCs

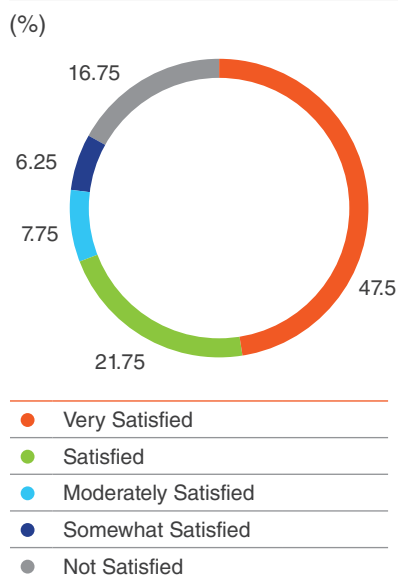
The successful management of Know Your Customer (KYC) process at KFL relies on the collaboration of various teams. Sales executives are the first point of contact for customer KYCs, followed by the Credit Team, both of which receive specialised training to ensure they are well-equipped to manage these critical tasks. The Operations Team plays a vital role in handling disbursement documents, ensuring that all necessary documentation is in order. Additionally, the Product and the HR Team conducts KYC handling training sessions focussed on the effective management of customer KYCs, fostering a comprehensive understanding of compliance requirements and best practices among all team members.



Customer Satisfaction Survey

In FY 2024-25, KFL launched its customer satisfaction survey to evaluate the satisfaction levels of its customers. The survey focussed on several key parameters, including Customer Onboarding Satisfaction, Company Interaction Satisfaction, Loan Processing Speed Satisfaction, and Complaint Resolution Satisfaction. By assessing these areas, KFL aims to gain valuable insights into customer experiences and identify opportunities for improvement. The results of the survey are illustrated in the pie diagram below:

Customer Satisfaction Survey Results



Additionally, as part of the same CSAT survey, questions were posed on various other topics. Notably, 43% of customers indicated that they were aware of KFL's grievance redressal mechanism, while 21% reported having registered their complaints through KFL's website. Furthermore, an impressive 50% of customers rated KFL's customer service representatives as 'very responsive' to the queries raised, highlighting the effectiveness of KFL's support system in addressing customer needs.

A significant takeaway from this survey was that 69% of customers expressed satisfaction with KFL's products and services, indicating their intention to utilise them again, reflecting a positive overall sentiment towards the company.

Initiatives for Enhanced Customer Service

KFL employees utilise various channels to reach out to customers, including phone calls, text messages, and targeted marketing campaigns. Customers can also seek assistance using KFL's hotline number or by visiting the branch offices. As a proactive approach to enhancing the customer experience, KFL provides training sessions to the respective leads and coordinators, ensuring they are well-equipped with the knowledge and tools necessary for effective customer interactions. Additionally, predefined scripts have been carefully crafted and shared with the team, offering clear guidelines for handling customer enquiries and fostering a more consistent and personalised experience. Training sessions specifically focussed on Credit PD have also been conducted to further enhance their skills.

To ensure the quality and effectiveness of customer interactions, regular audits are performed on the calls made to customers. These audits involve a thorough review of the predefined scripts, assessing their implementation and identifying areas for improvement. This process helps maintain high standards of service delivery while continuously refining the approach to better meet customer needs.

In FY 2024-25, KFL received a total of 137 customer complaints, of which 125 were resolved efficiently, resulting in a 91% customer complaint resolution rate.

CUSTOMER FINANCIAL PROTECTION

KFL is committed to ensuring customer financial protection by strictly adhering to relevant consumer protection laws and regulations. This commitment is reflected in the implementation of robust security protocols designed to safeguard customer data and prevent unauthorised access. The company also prioritises transparency and fairness by offering comprehensive grievance redressal mechanisms, allowing customers to voice concerns and seek resolution in a timely and efficient manner. The company strictly adheres to the Fair Practices Code (FPC) established by the Reserve Bank of India (RBI) to foster ethical business practices, transparency, and fairness. In addition to these measures, KFL actively promotes financial literacy and advocates for responsible financing practices, empowering customers with the knowledge they need to make informed financial decisions.

Data Encryption

KFL has implemented robust data encryption services through AWS to ensure the highest level of data security, particularly for sensitive information such as KYC data and mobile numbers. Once a file is disbursed, all associated data is encrypted, rendering it inaccessible and safeguarding sensitive information. The encryption tools utilised by KFL have undergone thorough testing previous to implementation, ensuring their effectiveness and reliability. Data is stored in an encrypted database, and during transit, data is also encrypted using Transport Layer Security (TLS) for enhanced protection. Furthermore, regular audits conducted by the Audit team reinforce the integrity of these encryption measures, providing an additional layer of assurance that KFL is committed to maintaining the confidentiality and security of its data.

Empowering Community Bonds

Key CSR Highlights for FY 2024-25



₹ 25 Mn
CSR Expenditure



~20,000
CSR beneficiaries



315
Employee volunteers contributed 775 hours of volunteering in FY 2024-25



Zero
instances of any negative impact on local communities



Corporate Social Responsibility (CSR) plays a pivotal role in enabling companies to make a substantial impact on societal well-being while simultaneously advancing their business objectives. KFL has embraced this ethos with a clear 2030 goal to enhance education and skill development programmes, and to achieve this, the company conducts need-based assessment through its NGO partners to identify community needs and develop customised programmes. KFL is dedicated to uplifting communities by making meaningful and transformative contributions that address their diverse social, economic, and financial challenges. Through these strategic initiatives, the company is not only meeting

immediate community needs but also promoting long-term sustainability and empowerment.

Kogta Foundation is a dedicated trust established and managed by KFL to oversee and strategically execute its CSR projects. The Foundation actively collaborates with essential stakeholders to gain a deep understanding of the existing social challenges and jointly devises sustainable projects aimed at enhancing the long-term prosperity of society. Through careful planning, monitoring, and evaluation performed by KFL's NGO partners, Kogta Foundation aims to create sustainable value, empowering individuals and fostering inclusive growth.

CSR Policy

Established in accordance with Section 135 of the Companies Act, 2013, KFL's CSR policy was recently updated in May 2024. The policy outlines the company's commitment to social welfare through a variety of initiatives focused on environmental sustainability, education, public health & hygiene, sports and social welfare, particularly in areas where it operates. KFL ensures that any additional funds generated from CSR projects is either reinvested in social initiatives or transferred to specific funds as mandated by the Act. The policy includes a commitment to annual reporting on CSR activities and financials, and it is reviewed periodically to ensure its continued relevance and effectiveness.



CSR Governance

The Board has constituted a CSR Committee in accordance with the requirements of Section 135(1) of the Companies Act, 2013. The composition of the CSR Committee as on March 31, 2025, is as under:

S. No.	Name of the Member	Designation in the CSR Committee	No. of meetings held annually	No. of meetings attended annually
1	Mr Kumar Sharadindu*	Independent Director as Chairman of Committee	0	0
2	Mr Arun Kogta**	Managing Director & CEO as Member of Committee	3	3
3	Mr Varun Kogta	Whole Time Director & CFO as Member of Committee	4	4

* Mr Kumar Sharadindu Independent Director of the Company has been appointed as a Chairman of the Committee in place of Mr PR Kalyanaraman w.e.f January 31, 2025.

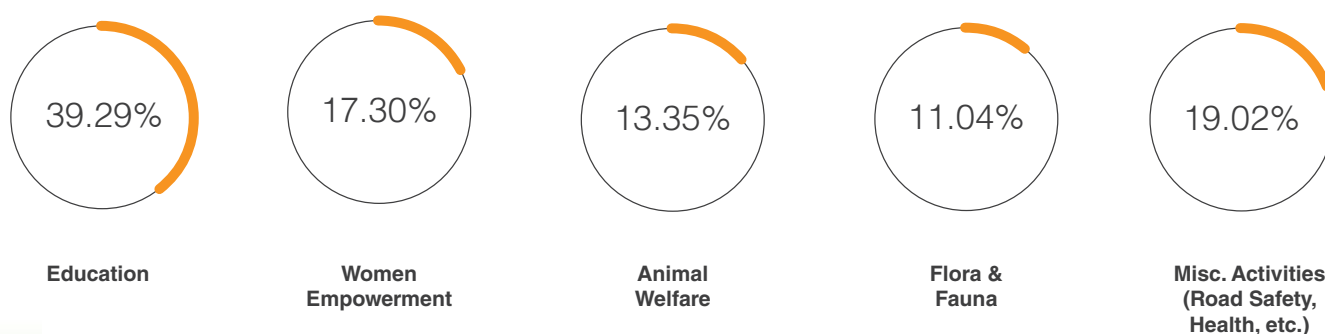
** Mr Arun Kogta has been appointed as a member of the Committee in place of Mr. Radha Krishan Kogta w.e.f. June 25, 2024.

CSR Details for FY 2024-25

Total amount spent (in ₹ Mn)	25
Total profit spent	2%
Turnover (in ₹ Mn)	10,021
Net worth (in ₹ Mn)	20,580

CSR Thematic Areas

Percentage of CSR expense done in different themes:





for organising medical check-up camps, development of school interiors, awareness programmes on environment & cleanliness and improve the overall educational environment & well-being of students

- Conducted eye checkup camp in collaboration with NGO Bharat Vikas Parishad at different schools in Bijainagar, Rajasthan
- Extended financial assistance to NGO Vidya Bharti Sansthan, Bijainagar, Rajasthan

d. Technological Advancements

- Provided Smart LED Panels to Saraswati School, Jawahar Nagar, Jaipur, benefiting around 300 students each year

e. Cyber Safety Programme

- In a significant step towards promoting digital safety, Kogta Foundation, in collaboration with Jaipur Police and Responsible Netism, has planned to launch the “Cyber Support Centre”– a dedicated Cyber Safety Education Programme aimed at empowering communities with essential knowledge and awareness of cyber safety. This programme will help raise awareness particularly among vulnerable groups such as the elderly and youth. This will also provide psychological support to the victims of cyber scams.

Theme 1: Education

a. Infrastructure Development

- Partnered with Round Table India to facilitate the construction of Government Senior Secondary School in Parasrampura, Sikar (Rajasthan), with a capacity to educate 300 students annually & JHRT 185, Mansarovar Jaipur with student capacity 325 annually
- Constructed sheds in Government School Sathana, Beawar to enhance the educational experience for 300 students per year
- Facilitated a project to supply clean drinking water by constructing & maintaining water huts in Regional Women’s Engineering College in Ajmer

b. Scholarships

- Granted scholarships to over 20 deserving students pursuing advanced degrees in Engineering & Medical institutions, alongside providing educational kits to various schools

- Collaborated with Ashoka University, benefiting 2 students and fostering a dynamic learning environment

c. Collaborations & Partnerships

- Collaborated with NGO Raginiben Bipinchandra Seva Karya Trust to support approximately 500 students
- Extended financial assistance to NGO Maan The Value Foundation who are dedicated to betterment of Government schools in Jaipur Rajasthan. Fund was provided





Theme 2: Health, Safety & Wellness

a. Contribution of Medical Equipment

- Contributed essential materials to Mahesh Hospital, Chandpole Jaipur (Rajasthan), enhancing the facility’s capacity to serve 100 OPD patients and 30 IPD patients daily. This programme is a continuation from FY 2023-24, during which KF developed an entire ward. In FY 2024-25, based on additional requirements, medical beds, tables, benches, and air conditioners were provided to further support the facility

b. Road Safety

- Distributed 660 helmets to promote road safety awareness and protect individuals from accidents, contributing to the well-being of the community
- Collaboration with Muskan Foundation to conduct a Road Safety programme at Purnima University, Jaipur to help young riders learn to stay safe on the road. The programme constituted a Fun Road Safety Quiz (Play, Learn & Win), expert LED sessions, and Helmet distributions to quiz qualifiers. A total of 60 helmets were distributed to the qualifying participants
- Distributed 600 reflective jackets to traffic police in Indore and Bhopal to enhance their visibility and safety on the roads, thereby helping prevent accidents and supporting the overall well-being of the community

c. Yoga & Meditation

- Organised a 21-day online yoga and meditation camp in

collaboration with the CA institute to promote health and wellness among 1,600 participants. To celebrate World Yoga Day on June 21, 2024, a grand event was held, followed by a 21-day virtual programme titled “Yoga & Meditation” for employees across India, featuring certified yoga instructors. The event took place in Jaipur, Rajasthan, inviting employees, customers, the local community, and other stakeholders. Approximately, 600 participants joined the ground activity on the first day, while around 1,000 attended the virtual sessions

- Collaboration with the “Sun to Human Foundation” to conduct a 6-day meditation camp, positively impacting the lives of 12,000 individuals. The grand event, titled “Naye Drishtikone Wala Shivir”, focussed on self-transformation for a stress-free life, promoting better relationships, and achieving optimal health and vitality through the right diet, meditation, and exercise. Held in Jaipur, Rajasthan, the event was open to all community members, offering them an opportunity to participate and benefit from this enriching and inclusive experience.

d. Infrastructure Development

- Facilitated the construction and regular maintenance of water huts at public spots in Jaipur, Bijainagar, and Malpura to address the vital need for potable water

e. Female Hygiene

- Partnership with Always Care NGO to instal 11 sanitary napkin vending machines in public places, including railway and metro stations in Jaipur, to promote



women’s health and hygiene. These sanitary pads are available free of cost round the clock through an OTP-based method

f. Community Care

- Distributed 2,000 blankets in Bijainagar, Malpura, and Jaipur, offering relief and support to those in need as part of the company’s commitment to community welfare

g. Blood Donation Camp

- Blood donation camps were organised in Bhilwara, Rajasthan, resulting in the collection of 55 units of blood. Blood donation camps were also organised in Bijainagar and Beawar in association with Bharat Vikas Parishad, resulting in the collection of 81 units of blood

Theme 3: Empowering Women & Differently-abled Persons

a. Sarathi Campaign

- Donated a driving training car to Seva Bharti Driving Training School to empower women from slum areas through free driving skills training. This initiative, part of the “Sarathi Campaign,” aims to enhance livelihood and income generation for eligible women in Jaipur’s slums

b. Financial Aid for Skill Development

- Collaborated with Raginiben Seva Karya Trust, Ahmedabad and also extended financial assistance to enhance women’s skill development and livelihood

c. Unnati Campaign

- In association with Pure India Trust, Kogta Foundation has initiated the “Unnati” project to empower 50 women and disabled persons, aiding them on their journey to financial independence through an incubation programme that contributes to rural development, economic inclusion, and sustainable innovation. The project provides training in financial literacy, business mentoring, skill development, and health awareness, enabling these women to successfully launch small businesses such as a Boutique, Flour Mill, Departmental Store, Tea Stall, Vegetable & Fruit Vending Stall, Clay Pottery Products, and Pickle Manufacturing & Supplying. An assessment was conducted through NGO partner to identify, screen, and finalise beneficiaries based on their business needs, and all 50 beneficiaries have been registered on a digital platform for better monitoring and support. Under the Entrepreneurship Development Programme (EDP) Training, these entrepreneurs will receive 12 months of dedicated mentorship to help them thrive and address challenges, along with training or market support requirements during their first year of business settlement



Theme 4: Environment Management

a. Tree Plantation

- As part of tree plantation and maintenance activities in Jaipur, Bijainagar, and Malpura, Kogta Foundation has extended financial assistance, contributing to the environmental sustainability of these regions

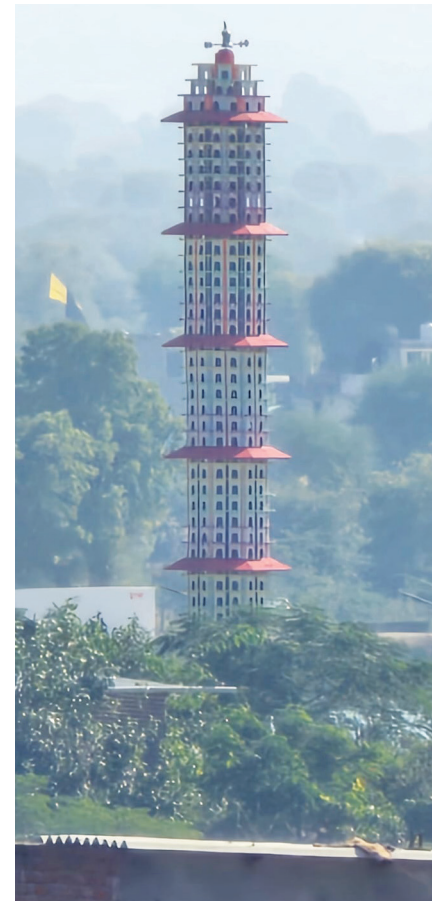
Theme 5: Bird & Animal Welfare

a. Financial Assistance

- Supported Sri Krishna Balram Seva Trust by providing financial assistance to aid in the welfare of approximately 300 cows
- Supported Shri Krishna Gopal Gaushala by providing financial assistance, contributing to the care and well-being of around 500 cows
- Supported Sanatan Gau Sanskriti Trust Gaushala by providing financial assistance to provide animal food and shade facilities for approximately 300 cows
- On the occasion of World Earth Day, KFL volunteers took the responsibility of placing & maintaining water bowls for birds and stray animals to ensure they remain hydrated during the hot weather

b. Infrastructure Development

- To facilitate the construction of a 56 feet bird villa “Pakshi Villa,” a safer haven for feathered friends, Kogta Foundation collaborated with Vigya Jyoti Sewa Samiti, Tonk Rajasthan





Employee Volunteering

The practice of employee volunteering plays a pivotal role in the realm of corporate social responsibility (CSR), as it not only contributes to community welfare but also enriches the professional and personal lives of employees. This initiative is structured to actively involve employees in a series of impactful activities, thereby aligning their contributions with the overarching goals of KFL's CSR strategy. As per employee satisfaction survey results, 77% of employees expressed interest in volunteering for the sustainability and CSR initiatives undertaken by the company, demonstrating a strong sense of social responsibility and commitment to community.



Outlined below are the initiatives where KFL employees have actively participated through volunteering in FY 2024-25:

Sr. No.	Initiatives	No. of Employee Volunteers	Total No. of Volunteering Hours
1.	Blanket Distribution	120	240
2.	Unnati Campaign	20	160
3.	Yoga & Meditation Camp	10	20
4.	Awareness during Installation of sanitary pad vending machines	5	40
5.	Birds and animal welfare	50	100
6.	Blood Donation	55	55
7.	Summer drinks & sapling distribution	55	160
	Total	315	775



ESG Annexures

GRI Content Index

GRI Std Disclosure	Description	Section	Page
GRI 2: GENERAL DISCLOSURES			
1. Organisation and its reporting practices			
2-1	Organisational details	About Kogta Financial (India) Limited	8
2-2	Entities included in the organisation's sustainability reporting	About the Report	2
2-3	Reporting period, frequency and contact point	About the Report	2
2-4	Restatements of information	The Scope 2 emissions data for FY 2023-24 has been revised considering the updated emission factor i.e. 0.727 as per the CEA guidelines. The data on training hours per employee for FY 2022-23 & FY 2023-24 has been revised considering the average employee count.	-
2-5	External Assurance	Not Applicable	-
2. Activities and Workers			
2-6	Activities, value chain and other business relationships	About Kogta Financial (India) Limited	8
2-7	Employees	Nurturing a Thriving Workforce > Diversity, Equity & Inclusion	45
2-8	Workers who are not employees	Workers are not applicable for KFL	-
3. Governance			
2-9	Governance structure and composition	Governance	20
2-10	Nomination and selection of the highest governance body	Governance > Nomination & Selection Process	22
2-11	Chair of the highest governance body	Governance > Board of Directors and Committees	20
2-12	Role of the highest governance body in overseeing the management of impacts	Governance > Board of Directors and Committees	20
2-13	Delegation of responsibility for managing impacts	Governance > Board of Directors and Committees	20
		Governance > Sustainability Governance Framework	23
2-14	Role of the highest governance body in sustainability reporting	Governance > Sustainability Governance Framework	23
2-15	Conflict of interest	Governance > Nomination & Selection Process	22
2-16	Communication of critical concerns	Governance > Board of Directors and Committees	20
2-17	Collective knowledge of the highest governance body	Governance > Board Competence	21
2-18	Evaluation of the performance of the highest governance body	Governance > Performance evaluation of the Board, Committees & Directors	23
2-19	Remuneration policies	KFL Nomination & Remuneration Policy	-
2-20	Process to determine remuneration	Governance > Nomination & Selection Process	22
2-21	Annual total compensation ratio	Nurturing a Thriving Workforce > Wages & Compensation	51
4. Strategy, Policies and Practices			
2-22	Statement on sustainable development strategy	Leadership Message	6
2-23	Policy commitments	Governance > ESG-aligned Policies	24
2-24	Embedding policy commitments	BRSR - Section B: Management and Process Disclosures	84
2-25	Processes to remediate negative impacts	Nurturing a Thriving Workforce > Grievance Redressal Mechanism	52
2-26	Mechanisms for seeking advice and raising concerns	KFL Whistleblower & Vigil Mechanism Policy	-



GRI Std Disclosure	Description	Section	Page
2-27	Compliance with laws and regulations	Ethics & Compliance	25
2-28	Membership associations	Not Applicable	-
5. Stakeholder Engagement			
2-29	Approach to stakeholder engagement	Stakeholder Engagement	12
2-30	Collective bargaining agreements	Not Applicable	-
GRI 3: Material Topics			
3-1	Process to determine material topics	Materiality Assessment	12
3-2	List of material topics	Materiality Assessment	12
3-3	Management of material topics	Materiality Assessment	12
GRI 201: Economic Performance			
201-1	Direct economic value generated and distributed	Fostering Impact > Direct Economic Value Generated and Distributed	10
201-2	Financial implications and other risks & opportunities due to climate change	Not disclosed	-
201-3	Defined benefit plan obligations and other retirement plans	Nurturing a Thriving Workforce > Employee Benefits	58
		BRSR Principle 3: Essential Indicator 2	92
201-4	Financial assistance received from government	The Company did not receive any financial assistance or subsidies from the Government during the reporting period.	-
GRI 202: Market Presence			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Human Rights > Wages & Compensation	51
202-2	Proportion of senior management hired from the local community	Employee Diversity > New Employee Hires	46
GRI 203: Indirect Economic Impact			
203-1	Infrastructure investments and services supported	Empowering Community Bonds > CSR Thematic Areas	63
203-2	Significant indirect economic impacts	Significant Indirect Economic Impacts	10
GRI 204: Procurement practices			
204-1	Proportion of spending on local suppliers	Sustainable Supply Chain	40
GRI 205: Anti-corruption			
205-1	Operations assessed for risks related to corruption	Ethics & Compliance	25
205-2	Communication and training about anti-corruption policies and procedures	Ethics & Compliance	25
205-3	Confirmed incidents of corruption & actions taken	Zero incidents of corruption in FY 2024-25	-
GRI 206: Anti-competitive Behaviour			
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	No incidents of anti-competitive behaviour reported	-
GRI 207: Tax			
207-1	Approach to tax	AR 2025 - Significant Accounting Policies > Taxes	-
207-2	Tax governance, control, and risk management	Not disclosed	-
207-3	Stakeholder engagement and management of concerns related to tax	Not disclosed	-
207-4	Country-by-country reporting	Not Applicable	-
GRI 301:			
301-1	Materials used by weight or volume	Not Applicable	-

GRI Std Disclosure	Description	Section	Page
301-2	Recycled input materials used	Not Applicable	-
301-3	Reclaimed products and their packaging materials	Not Applicable	-
GRI 302: Energy			
302-1	Energy consumption within the organisation	Resource-Efficient Operational Strategies > Energy & Emissions Management >> Electricity Consumption	36
302-2	Energy consumption outside of the organisation	Not Applicable	-
302-3	Energy intensity	Resource-Efficient Operational Strategies > Energy & Emissions Management >> Electricity Consumption	36
302-4	Reduction of energy consumption	Resource-Efficient Operational Strategies > Energy & Emissions Management >> Electricity Consumption	35
302-5	Reductions in energy requirements of products and services	Not Applicable	-
GRI 303: Water and Effluents			
303-1	Interactions with water as a shared resource	Not Applicable	-
303-2	Management of water discharge-related impacts	Not Applicable	-
303-3	Water withdrawal	Not Applicable	-
303-4	Water discharge	Not Applicable	-
303-5	Water consumption	Resource-Efficient Operational Strategies > Water Management	40
GRI 304: Biodiversity			
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not Applicable	-
304-2	Significant impacts of activities, products and services on biodiversity	Not Applicable	-
304-3	Habitats protected or restored	Not Applicable	-
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not Applicable	-
GRI 305: Emissions			
305-1	Direct (Scope 1) GHG emissions	Resource-Efficient Operational Strategies > Scope 1 & 2 Emissions	36
305-2	Energy indirect (Scope 2) GHG emissions	Resource-Efficient Operational Strategies > Scope 1 & 2 Emissions	36
305-3	Other indirect (Scope 3) GHG emissions	Resource-Efficient Operational Strategies > Scope 3 Emissions	37
305-4	GHG emissions intensity	Resource-Efficient Operational Strategies > Scope 1 & 2 Emissions	36
305-5	Reduction of GHG emissions	Plantation Initiatives	37
305-6	Emissions of ozone-depleting substances (ODS)	Not Applicable	-
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	Not Applicable	-
GRI 306 (2020): Effluents & Waste			
306-1	Waste generation and significant waste-related impacts		39
306-2	Management of significant waste-related impacts	Resource-Efficient Operational Strategies > Waste Management	39
306-3	Waste generated		39
306-4	Waste diverted from disposal		39
306-5	Waste directed to disposal	100% of E- waste generated by KFL was sent to authorised recyclers.	-



GRI Std Disclosure	Description	Section	Page
GRI 308: Supplier Environmental Assessment			
308-1	New suppliers that were screened using environmental criteria	Sustainable Supply Chain	40
308-2	Negative environmental impacts in the supply chain and actions taken	KFL ESG Policy > Chapter VIII Procurement Policy	-
GRI 401: Employment			
401-1	New employee hires and employee turnover	Nurturing a Thriving Workforce > New Employee Hires	46
		Turnover rate of the Permanent Employees	50
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Nurturing a Thriving Workforce > Employee Benefits	58
401-3	Parental leave	Nurturing a Thriving Workforce > Employee Benefits	58
GRI 402: Labor/ Management Relations			
402-1	Minimum notice periods regarding operational changes	Not disclosed/ Processes not in place	-
GRI 403: Occupational Health and Safety			
403-1	Occupational health and safety management system	Nurturing a Thriving Workforce > Health & Safety	52
403-2	Hazard identification, risk assessment, and incident investigation	Nurturing a Thriving Workforce > Hazard Identification and Mitigation	53
403-3	Occupational health services	Nurturing a Thriving Workforce > Health Check-Up Camps	53
403-4	Worker participation, consultation, and communication on occupational health and safety	Workers are not applicable to KFL	-
403-5	Worker training on occupational health and safety		
403-6	Promotion of worker health		
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Nurturing a Thriving Workforce > Health & Safety	52
403-8	Workers covered by an occupational health and safety management system	Workers are not applicable to KFL	-
403-9	Work-related injuries	Nurturing a Thriving Workforce > Safety-related incidents (For employees)	54
403-10	Work-related ill health	Not Applicable	
GRI 404: Training and Education			
404-1	Average hours of training per year per employee	Nurturing a Thriving Workforce > No. of training hours	48
		Nurturing a Thriving Workforce > Skill upgradation trainings	48
404-2	Programmes for upgrading employee skills and transition assistance programmes	KFL does not provide transition assistance programmes for employees to facilitate continued employability resulting from retirement or termination of employment	-
404-3	Percentage of employees receiving regular performance and career development reviews	Talent Management > Performance & career progression reviews	48
GRI 405: Diversity and Equal Opportunity			
405-1	Diversity of governance bodies and employees	Nurturing a Thriving Workforce > Board Diversity	47
405-2	Ratio of basic salary and remuneration of women to men	Nurturing a Thriving Workforce > Average Remuneration	52
GRI 406: Non-discrimination			
406-1	Incidents of discrimination and corrective actions taken	No incidents of discrimination were reported in FY 2024-25	-

GRI Std Disclosure	Description	Section	Page
GRI 407: Freedom of Association and Collective Bargaining			
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not Applicable	
GRI 408: Child labour			
408-1	Operations and suppliers at significant risk for incidents of child labour	BRSR Principle 5, Essential Indicator 10	102
		BRSR Principle 5, Leadership Indicator 4	103
GRI 409: Forced or Compulsory Labour			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	BRSR Principle 5, Essential Indicator 10	102
		BRSR Principle 5, Leadership Indicator 4	103
GRI 410: Security Practices			
410-1	Security personnel trained in human rights policies or procedures	Not Disclosed	-
GRI 411: Rights of Indigenous Peoples			
411-1	Incidents of violations involving rights of indigenous people	Not Applicable	-
GRI 413: Local communities			
413-1	Operations with local community engagement, impact assessments, and development programmes	Empowering Community Bonds	62
413-2	Operations with significant actual and potential negative impacts on local communities	No actual or potential negative impact on local communities	-
GRI 414: Supplier Social Assessment			
414-1	New suppliers that were screened using social criteria	Sustainable Supply Chain > Supplier Screening	40
414-2	Negative social impacts in the supply chain and actions taken	No negative social impact on supply chain	-
GRI 415: Public policy			
415-1	Political contributions	KFL refrains from making political contributions to any candidates or parties. This provision is covered in its Anti-Bribery & Anti-Corruption Policy	-
GRI 416: Customer Health and Safety			
416-1	Assessment of the health and safety impacts of product and service categories	Not Applicable	-
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Not Applicable	-
GRI 417: Marketing and Labelling			
417-1	Requirements for product and service information and labelling	Not Applicable	-
417-2	Incidents of non-compliance concerning product and service information and labelling	Not Applicable	-
417-3	Incidents of non-compliance concerning marketing communications	No incidents of non-compliance concerning marketing communications	-
GRI 418: Customer Privacy			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Zero data breaches reported in FY 2024-25	-



UN SDG Alignment



1. KFL has created tailored financial products, including vehicle financing and MSME lending, to promote financial inclusion by serving underserved and economically disadvantaged segments.
2. Kogta Foundation distributed 2000 blankets in Bijainagar, Malpura, and Jaipur, offering relief and support to those in need as part of the company's commitment to community welfare



1. KFL offers a range of employee benefits, including parental leave, bereavement leave, marriage leave, additional paid holidays, PF, gratuity, ESIC, group Mediclaim policy, employee loans, and stock ownership opportunities.
2. KFL organised special programmes on occasions like World Yoga Day, World Book Day, World Chess Day, Mother's Day, Father's Day, and Family Day, along with events such as box cricket, potluck lunches, and chess competitions.
3. In partnership with the Sun to Human Foundation, Kogta Foundation celebrated Mental Health Awareness Week from May 28 to June 02, 2024, with "Mind Awakening Sessions" in Jaipur, focussing on self-transformation and stress-free living.
4. To raise awareness about back pain prevention, KFL invited an expert sports physician to conduct an educational session, addressing the risks of prolonged sitting and providing actionable ergonomic advice.
5. KFL initiated the "No Tobacco Day Challenge," encouraging employees across 100 offices to abstain from tobacco for a day, with about 2,500 participants. KFL maintains a strict No-Smoking Policy on its premises.
6. KFL prioritises employee safety by conducting annual fire safety drills and evacuation training sessions led by specialised external trainers.
7. KFL has taken a progressive step towards menstrual hygiene and inclusivity by equipping offices with significant number of female employees with UPI-enabled sanitary pad vending machines.
8. KFL organised proactive health and fitness campaigns for its employees by organising free health check-up camps in June 2024 & January 2025, in collaboration with leading healthcare companies.
9. Kogta Foundation provided financial assistance to NGO Maan The Value Foundation for organising medical checkup camps aimed at improving Government schools in Jaipur, Rajasthan.
10. An eye checkup camp was conducted by Kogta Foundation in collaboration with NGO Bharat Vikas Parishad at various schools in Bijainagar, Rajasthan.
11. Kogta Foundation enhanced Mahesh Hospital's capacity by supplying essential materials, including medical beds and air conditioners, to serve 100 OPD and 30 IPD patients daily.
12. To celebrate World Yoga Day, Kogta Foundation organised a 21-day online yoga and meditation camp promoting health and wellness among 1,600 participants.
13. Kogta Foundation, in collaboration with the "Sun to Human Foundation," conducted a 6-day meditation camp in Jaipur, impacting 12,000 individuals and promoting self-transformation for better health and relationships.
14. Kogta Foundation facilitated the construction and regular maintenance of water huts at public locations in Jaipur, Bijainagar, and Malpura.
15. Kogta Foundation installed 11 sanitary napkin vending machines in public areas, including railway and metro stations in Jaipur, to promote women's health and hygiene.



1. Kogta Foundation partnered with Round Table India to build Government Senior Secondary Schools in Parasrampura, Sikar (Rajasthan) and Mansarovar, Jaipur.
2. Sheds were constructed by Kogta Foundation at Government School Sathana, Beawar, enhancing the educational experience for 300 students each year.
3. Over 20 deserving students received scholarships from Kogta Foundation for advanced degrees in Engineering and Medicine, along with educational kits for various schools.
4. A collaboration with Ashoka University by Kogta Foundation benefited 2 students and fostered a dynamic learning environment.
5. Kogta Foundation worked with NGO Raginiben Bipinchandra Seva Karya Trust to support around 500 students.
6. Financial assistance was extended by Kogta Foundation to NGO Maan The Value Foundation for improving school interiors and conducting environmental awareness programmes in Jaipur.
7. Smart LED Panels were provided by Kogta Foundation to Saraswati School, Jawahar Nagar, Jaipur, benefiting approximately 300 students annually.
8. Kogta Foundation has planned to launch the “Cyber Support Centre” in collaboration with Jaipur Police and Responsible Netism to educate communities on cyber safety.
9. In partnership with Muskan Foundation, Kogta Foundation conducted a Road Safety programme at Purnima University, Jaipur, to educate young riders on safe practices.



1. KFL has 22.22% Women Directors on Board
2. KFL conducted a POSH certification workshop in June 2024 under the guidance of a renowned specialist in workplace ethics and gender sensitivity. The workshop garnered enthusiastic participation from 4,963 employees, who together dedicated a total of 17,370 hours to their training, with each participant receiving a certificate upon completion.
3. As part of the Sarathi Campaign, Kogta Foundation donated a driving training car to Seva Bharti Driving Training School, providing free driving skills training to empower women from slum areas in Jaipur.
4. Kogta Foundation collaborated with Raginiben Seva Karya Trust in Ahmedabad and extended financial assistance to enhance women’s skill development and livelihood.
5. In partnership with Pure India Trust, Kogta Foundation launched the “Unnati” project to empower 50 women and specially-abled individuals towards financial independence through an incubation programme that includes training in financial literacy, business mentoring, and skill development for launching small businesses.



Kogta Foundation facilitated a project to supply clean drinking water by constructing & maintaining water huts in Regional Women’s Engineering College in Ajmer.



KFL has implemented a talent pool career progression programme that identifies and nurtures top talent within the organisation, creating a clear pathway for high-potential employees to advance in their careers while equipping them with the skills, knowledge, and experiences needed for future leadership roles.



1. In the vehicle vertical, KFL has significantly advanced its offering of vehicle loans by fully transitioning to digital agreements, eliminating the need for physical documents and achieving a high success rate. Currently, 70% of agreements are executed digitally, with refinancing and top-up processes at 100%.
2. In FY 2024-25, KFL launched initiatives to adopt sustainable infrastructure in its offices by researching various green building frameworks, including IGBC, LEED, GRIHA, and Net Zero guidelines. This research led to the creation of a sustainability checklist for office spaces, and KFL plans to convert one office into a model Green Office as a pilot project based on this checklist.



KFL has 5 differently abled employees as part of its workforce



KFL has significantly reduced its paper consumption in operations, achieving an average of 60 reams per office in FY 2024-25, down from 62 reams per office in FY 2023-24, due to digitalised processes and increased awareness of emission savings.



1. KFL has implemented an ESG Policy that includes an Environment Policy, Waste Management Policy, Procurement Policy, Employee Health & Safety Policy, Code of Responsible Investing, and a Stakeholder Engagement Plan.
2. KFL has introduced various energy-saving initiatives, such as regular maintenance of air conditioning units, promoting the use of curtains and blinds to reduce heat, and optimising the use of fans alongside AC units.
3. Scope 3 emissions have been assessed across four categories: Category 1 (Purchased Goods & Services), Category 2 (Capital Goods), Category 6 (Business Travel), and Category 7 (Employee Commute).
4. Kogta Foundation has provided financial support for tree plantation and maintenance activities in Jaipur, Bijainagar, and Malpura, contributing to the environmental sustainability of these areas.
5. In FY 2024-25, a total of ~5700 hardwood trees were planted, resulting in the sequestration of ~400 tonnes of CO₂.



1. Kogta Foundation provided financial support to Sri Krishna Balram Seva Trust to assist in the welfare of cows.
2. Financial assistance was given by Kogta Foundation to Shri Krishna Gopal Gaushala, contributing to the care and well-being of cows.

3. Kogta Foundation supported Sanatan Gau Sanskriti Trust Gaushala with financial aid for providing food and shade facilities for cows.
4. On World Earth Day, KFL volunteers took the initiative to place and maintain water bowls for birds and stray animals, ensuring they stay hydrated during hot weather.
5. Aided in the construction of a 56-foot bird house called "Pakshi Villa," Kogta Foundation in collaboration with Vigya Jyoti Sewa Samiti in Tonk, Rajasthan



1. At KFL, there have been no incidents of non-compliance, fines, penalties, bribery and corruption, money laundering, or conflicts of interest.
2. KFL has established policies addressing anti-bribery, anti-corruption, anti-money laundering, whistle-blower protection, and grievance redressal.
3. KFL is dedicated to maintaining high standards of corporate governance, ensuring transparency, accountability, and ethical business practices.
4. KFL is committed to enforcing ethical labour standards and strictly prohibits all forms of child labour.

Abbreviations

S.No.	Abbreviations	Full Form
1	AC	Air Conditioner
2	AI	Artificial Intelligence
3	AML	Anti-Money Laundering
4	API	Application Programming Interface
5	AUM	Assets Under Management
6	AWS	Amazon Web Services
7	BoD	Board of Directors
9	CCO	Chief Compliance Officer
10	CDN	Content Delivery Network
11	CEA	Central Electricity Authority
12	CO ₂	Carbon Dioxide
13	CPO	Chief People Officer
14	CRM	Customer Relationship Management
15	CSAT	Customer Satisfaction
16	CSR	Corporate Social Responsibility
17	DE&I	Diversity, Equity & Inclusion
18	DJSI	Dow Jones Sustainability Indices
19	E&S	Environment & Social
20	EDCR	Electronic Deposit Collection Report
21	EDP	Entrepreneurship Development Programme
22	EMI	Equated Monthly Instalment
23	ESG	Environment, Social, Governance
24	ESIC	Employees' State Insurance Corporation
25	ESMS	Environment, Social & Governance Risk Management System
26	FMC	Fraud Management Committee
27	FOIR	Fixed Obligation to Income Ratio
28	FPC	Fair Practices Code
29	GHG	Greenhouse Gas
30	GJ	Giga Joules
31	GRI	Global Reporting Initiative
32	GRIHA	Green Rating for Integrated Habitat Assessment
33	HR	Human Resources
34	ICAAP	Internal Capital Adequacy Assessment Process
35	IGBC	Indian Green Building Council
36	INR	Indian Rupee
37	IPCC	Intergovernmental Panel on Climate Change
38	IPD	In-Patient Department
39	ISMS	Information Security Management System
40	ISO	The International Organisation for Standardisation
41	IT	Information Security
42	IUCN	The International Union for Conservation of Nature
43	KF	Kogta Foundation



S.No.	Abbreviations	Full Form
44	KFL	Kogta Financial (India) Limited
45	KFS	Key Fact Statement
46	KMP	Key Management Personnel
47	KYC	Know Your Customer
48	L&D	Learning & Development
49	LAP	Loan Against Property
50	LED	Light-Emitting diode
51	LEED	Leadership in Energy and Environmental Design
52	LODR	Listing obligations and Disclosure Requirements
53	LOS	Loan Origination System
54	LTIFR	Lost Time Injury Frequency Rate
55	LTV	Loan-To-Value
56	MFA	Multi Factor Authentication
57	MSME	Micro, Small and Medium Enterprises
58	MT	Metric Tonnes
59	NA	Not Applicable
60	NBFC	Non-Banking Financial Company
61	NGO	Non-Governmental Organisation
62	NOx	Oxides of Nitrogen
63	NRC	Nomination and Remuneration Committee
64	ODS	Ozone Depleting Substances
65	OPD	Out-Patient Department
66	OTP	One Time Password
67	PF	Provident Fund
68	PII	Personally Identifiable Information
69	POSH	Prevention of Sexual Harassment
70	RBI	Reserve Bank of India
71	RCU	Risk Containment Unit
72	RMC	Risk Management Committee
73	SCN	Show Cause Notice
74	SEBI	Securities and Exchanges Board of India
75	SIEM	Security Information & Event Management
76	SME	Small and Medium Enterprises
77	SMP	Senior Management Personnel
78	SOP	Standard Operating Procedure
79	SOx	Oxides of Sulphur
80	TLS	Transport Layer Security
81	UAT	User Acceptance Testing
82	UN SDG	United Nations Sustainable Development Goals
83	VPN	Virtual Private Network
84	WAF	Web Application Firewall
85	ZTNA	Zero Trust Network Assess

Business Responsibility & Sustainability Reporting (BRSR)

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	U67120RJ1996PLC011406
2.	Name of the Listed Entity	KOGTA FINANCIAL (INDIA) LIMITED (KFL)
3.	Year of incorporation	1996
4.	Registered office address	'KOGTA HOUSE' Azad Mohalla, near railway station, Bijainagar, Rajasthan, India, 305624
5.	Corporate address	S-1, Gopal Bari, Near Ajmer Pulia, Opposite Metro Pillar No. 143, Jaipur, Rajasthan, India, 302001
6.	E-mail	compliance@kogta.in
7.	Telephone	0141-6767067 / 0141-6767000
8.	Website	https://kogta.in/
9.	Financial year for which reporting is being done	2024-25
10.	Name of the Stock Exchange(s) where shares are listed	-
11.	Paid-up Capital	₹ 1,33,18,21,713.04
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Vikram Goyal (ESG Compliance Officer) 0141-6767000 esg@kogta.in
13.	Reporting boundary Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis
14.	Name of assurance provider	-
15.	Type of assurance obtained	-

II. Products/services

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

S. No.	Description of main activity	Description of business activity	% of turnover of the entity
1	Financial services	KFL offer loans against the commercial vehicles, Consumer Vehicles, Construction Equipment and tractors in the vehicle financing segment and Loan Against Property (LAP) and Secured Business Loans to the MSME segment	100%

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

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Non-Banking Financial Company engaged in retail lending and allied activities	64920	100 %



III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	262	262
International	0	0	0

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States/UTs)	10 States & 2 UTs
International (No. of Countries)	0

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

Since, the Company is a Non-Banking Financial Company (NBFC) engaged into retail lending activities, the concept of exports is not applicable to the operations of the Company.

c. A brief on types of customers

Kogta Financial (India) Limited primarily serves semi-urban and rural customer segments. Its wide-ranging customer base consists of individuals and Micro, Small, and Medium Enterprises (MSMEs) from urban, semi-urban, and rural markets. The borrower profiles are diverse, including agriculture-based customers, small road transporters, taxi operators, commercial vehicle owners, rural passenger vehicle operators, first-time borrowers, small-scale industries, retail traders, and other underserved groups seeking access to the formal financial sector.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and Workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	6,139	5,875	95.7	264	4.3
2.	Other than Permanent (E)	NA	NA	NA	NA	NA
3.	Total employees (D + E)	6,139	5,875	95.7	264	4.3
WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA

b. Differently abled Employees and Workers

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	5	5	100	-	-
2.	Other than Permanent (E)	NA	NA	NA	NA	NA
3.	Total differently abled employees (D + E)	5	5	100	-	-
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22%
Key Management Personnel	3	0	0%

22. Turnover rate for permanent employees and workers

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)			FY 2022-23 (year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	53.1%	1.6%	54.7%	51.99%	2.03%	54.02%	54.77%	1.52%	56.29%
Permanent Workers	-	-	-	-	-	-	-	-	-

V. Holding, Subsidiary and Associate Companies (including joint ventures)
23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed Entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	NA	NA	NA	NA

VI. CSR Details

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

(ii) Turnover (in ₹) 1,00,207.34 lakhs

(iii) Net worth (in ₹) 2,05,801.66 lakhs

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No)	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Investors (other than shareholders)	Yes	0	0	NA	0	0	N/A
Communities	Yes	0	0	NA	0	0	N/A
Shareholders	Yes	0	0	NA	0	0	N/A
Employees and workers	Yes	0	0	NA	3	0	N/A
Customers	Yes	137	12	NA	131	0	N/A
Value Chain Partners	Yes	0	0	NA	0	0	N/A
Others	Yes	0	0	NA	0	0	N/A



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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Governance & Business Ethics	Opportunity	Strong governance and business ethics enhance stakeholder trust, reduce regulatory and reputational risks, and attract long-term investors. They also drive sustainable growth by fostering a transparent and accountable environment.	-	Positive
2.	Consumer financial protection	Risk	Failing to safeguard consumer's financial interests or mis-selling financial products may result in loss of trust, customer dissatisfaction and ultimately financial repercussions for the business.	Implementing robust protection measures such as data encryption, raising awareness, transparency in lending practices etc.	Negative
		Opportunity	Build customer trust and loyalty by ensuring fair treatment, transparency, and responsible lending. It also helps expand market reach by including underserved segments through ethical financial practices.	-	Positive
3.	Access to finance	Opportunity	Inclusive finance promotes economic empowerment and enables small businesses and entrepreneurs to access resources for growth and development.	-	Positive
4.	Customer relationship management	Opportunity	Understanding customer needs and providing services as per customer segment helps in building trust and increase customer retention rate. KFL focusses on varied needs of businesses with doorstep services, Transparent & Simple processing, Faster Turn Around Time etc.	-	Positive
5.	Digital transformation	Opportunity	Digitalisation of operational processes provides opportunities to improve efficiency, enhance customer experience, expand market reach, and offers competitive advantage.	-	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6.	Transparency & disclosures	Opportunity	Transparency contributes to a positive reputation and reinforces trust. Disclosing appropriate information demonstrates accountability to stakeholders.	-	Positive
		Risk	Inadequate reporting or disclosures may undermine investor confidence, lead to legal implications, and may harm the financial performance of the organisation	Transparent governance system with policies and procedures in place. Reporting and disclosing relevant information in alignment with global frameworks like GRI/TCFD/IIRC.	Negative
7.	Regulatory compliance	Risk	Failure to comply with the regulatory requirement or industry standards may lead to legal consequences, fines, reputation damage etc.	Establishing robust compliance framework and staying updated about the changes in laws is crucial for mitigating regulatory compliance risk.	Negative
8.	Stakeholder engagement	Opportunity	Actively engaging with the stakeholders promotes trust and loyalty. It helps in understanding the needs and expectations of the customers, investors, employees, communities, regulators etc. It enables customisation of services to align with stakeholder requirement.	-	Positive
9.	Cybersecurity & data privacy	Risk	Cyber-attack may result in threatening organisation's data, assets, systems, or networks. It can have a significant impact on the operations and financial stability.	Implementing adequate security measures with defined policy and procedures. Regularly updating the system and raising awareness among employees. Conducting IS audit and VAPT assessment to ensure higher degree of cyber security & data privacy. Internal audits to ensure alignment with global standards like ISO 27001.	Negative



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10.	Risk management	Opportunity	Identification and understanding risks to make informed decisions, strategic planning and adapting to changing environment can foster resilience and drive long-term success.	-	Positive
		Risk	Failure to identify and address risks can lead to operational disruptions, increased vulnerability to unforeseen events and regulatory non-compliance.	Effective risk management framework along with ESG and climate risks integrated in the risk assessment process. Continuous monitoring and review of risk management strategies and controls.	Negative
11.	Human capital development	Opportunity	Enhancing the workforce skills improves individual performance, increased efficiency and capability contributing to overall organisation's success	-	Positive
12.	Employee wellbeing	Opportunity	Prioritising employee wellbeing and health & safety fosters positive work environment and improved overall productivity. It attracts talent and reduces employee turnover rate. It reduces the accidents and inculcate a culture of security.	-	Positive
13.	Workplace health & safety	Opportunity	Prioritising employee wellbeing and health & safety fosters positive work environment and improved overall productivity. It attracts talent and reduces employee turnover rate. It reduces the accidents and inculcate a culture of security.	-	Positive
14.	Energy & emission management	Opportunity	Implementing energy efficiency practices lowers operational expenses & enhance sustainability performance. Integrating energy & emission management into business strategies can lead to long term gains.	-	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements. The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1 Ethics & Transparency	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.
P2 Product Responsibility	Businesses should provide goods and services in a manner that is sustainable and safe.
P3 Human Resources	Businesses should respect and promote the well-being of all employees, including those in their value chains.
P4 Responsiveness to Stakeholders	Businesses should respect the interests of and be responsive to all its stakeholders.
P5 Respect for Human Rights	Businesses should respect and promote human rights.
P6 Responsible Lending	Businesses should respect and make efforts to protect and restore the environment.
P7 Public policy Advocacy	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
P8 Inclusive Growth	Businesses should promote inclusive growth and equitable development.
P9 Customer Engagement	Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
c. Web Link of the Policies, if available	Anti-Bribery and Anti-Corruption Policy	ESG Policy (Procurement policy, Code of responsible investing, List of prohibited activities)	ESG Policy (Employee health and safety policy)	ESG Policy (Stakeholder Engagement plan)	Prevention Of Sexual Harassment at the Workplace Policy , *Human resource Grievance Redressal Policy	ESG Policy (Environment Policy, Waste management policy)	-	Corporate Social Responsibility (CSR) Policy	*Cybersecurity policy

ESG policy Comprises: On site Emergency Policy, Environment Policy, Employee health and safety policy, Waste Management Policy, Policy on prohibited activities, Procurement Policy, Stakeholder Engagement plan, Code of responsible investing.

*Policies not disclosed publicly

Other policies of KFL can be accessed through the link: www.kogta.in/investor/policy/



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes, the company has successfully translated the policy into clear and actionable procedures, ensuring effective implementation and alignment with its goals and objectives. Standard Operating Procedures (SOPs) have been formulated for each process and are implemented by the respective departments/functions within the company.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes								
4. Name of the national and international codes/certifications/ labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	No								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>KFL has defined its sustainability strategy with goals and targets for 2030.</p> <p>Key objectives include:</p> <ul style="list-style-type: none"> • 25% reduction in carbon emission intensity • Engaging 60% of customers for feedback • Establishing a 10% gender diversity ratio • Achieving 90% digitalisation in business processes • Ensuring 0% data breaches in customer data protection • Establishing a prominent presence in education and skill development programs to foster employment and livelihood. <p>These focused efforts demonstrate a strong commitment to progress in its sustainability journey.</p>								
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	<ul style="list-style-type: none"> • 3% reduction in Scope 2 emission intensity • Applicable categories of Scope 3 emissions have been identified, and measured • KFL has identified energy consumption trends across offices and implemented activities to reduce the same • Achieved 60% digitalisation in business processes • Gender diversity at 4.3% (17.3 % in non-field roles) • Technological solutions (AML tool, Aadhaar digitalisation) and training are being implemented • Nil data breaches in customer data protection • DEI Policy has been rolled out in accordance with global standards • Education support is being continued for deserving community students 								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>Kogta Financial (India) Limited is pleased to present its second BRSR, which outlines the company's commitment to Environmental, Social, and Governance (ESG) principles. KFL has set ambitious targets under its ESG strategy for 2030, focusing on enhancing environmental sustainability, improving social impact, and maintaining strong governance practices.</p> <p>In line with the sustainability goals, the company has identified key areas for reducing energy consumption and implemented initiatives across its offices. KFL has also initiated the tracking of Scope 3 emissions for applicable categories, which marks an important step in its efforts to understand and mitigate the environmental impact. Furthermore, the company is actively implementing digital processes to improve operational efficiency. KFL remains committed to continuous progress and look forward to sharing its journey in future reports.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	<p>Mr. Arun Kogta Managing Director & Chief Executive Officer</p>								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, KFL has established a robust Sustainability Governance structure, consisting of the Board of Directors, Sustainability Committee, ESG Steering Group, and ESG Implementation Team. The Sustainability Committee plays a key role in overseeing and managing risks, as well as monitoring the overall ESG agenda. Additionally, the Committee supports and advises the Board on the company's policies, ESG risks, strategies, and programs related to various ESG aspects, ensuring a comprehensive approach to sustainability across the organisation.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Performance against above policies and follow up action	The relevant Committee/Board of the company conducts a periodic review of all policies at least on an annual basis. Necessary updates and changes are made to the policies and processes as required, ensuring they remain aligned with regulatory changes, evolving needs and best practices.																
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	All the requirements under NGRBC are complied by KFL and it is ensured that business operations are conducted ethically with integrity and transparency in all dealings with stakeholders including customers, employees, suppliers and communities. The company complies with all the applicable laws and regulations, including those issued by the SEBI and the RBI. KFL has implemented an Anti-Bribery and Anti-Corruption Policy, along with a Whistle Blower Policy, to promote transparency, accountability, and ethical conduct. These policies provide a framework for preventing unethical practices and offer a safe and confidential channel for reporting any concerns related to bribery, corruption, or misconduct. The company is in compliance with the requirements of the Companies Act, 2013.																	
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	No								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	The policies established by KFL does not cover Principle 7 as the company is not a part of any trade and industry chambers/associations which is engaged in influencing public and regulatory policy.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	Not applicable								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not applicable								
It is planned to be done in the next financial year (Yes/No)	Not applicable								
Any other reason (please specify)	Not applicable								



SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentages of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	-	--	-
Key Managerial Personnel (KMPs)	-	<ul style="list-style-type: none"> • Code of Conduct • Fair Practice Code • POSH (Prevention of Sexual Harassment) at the workplace • Whistleblower Policy • Grievance Redressal Mechanism • Know Your Customer (KYC) norms • Outsourcing of financial activities • Compliance requirements for all branches • Charge creation of assets • Release of property documents to customers • ESG (Environmental, Social, and Governance) Awareness • No discrimination policy • Fire Safety Training • Cyber Safety & Scam Awareness • Mental Health Awareness • Awareness on healthy food habits • Road Safety Training • Awareness on Good Ergonomics 	100%
Employees other than BoD and KMPs	-	<ul style="list-style-type: none"> • Code of Conduct • Fair Practice Code • POSH (Prevention of Sexual Harassment) at the Workplace • Whistleblower Policy • Grievance Redressal Mechanism • Know Your Customer (KYC) Norms • Outsourcing of Financial Activities • Compliance Requirements for All Branches • Charge Creation of Assets • Release of Property Documents to Customers • ESG (Environmental, Social, and Governance) Awareness • No Discrimination Policy • Fire Safety Training • Cyber Safety and Scam Awareness • Mental Health Awareness • Awareness on healthy food habits • Road Safety Training • Awareness on Good Ergonomics 	100%
Workers	NA	NA	NA

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

Monetary					
	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
a. Monetary					
Penalty/ Fine	-	-	0	N/A	N/A
Settlement	-	-	0	N/A	N/A
Compounding fee	-	-	0	N/A	N/A
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	-	-	N/A	N/A	
Punishment	-	-	N/A	N/A	

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	NA

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

Yes, KFL upholds a stringent Anti-Bribery and Anti-Corruption Policy, which has been approved by its Board. This policy underscores the importance of ethical conduct and serves as a guide for employees, executives, and stakeholders in making ethical decisions. The policy ensures adherence to relevant laws, helping to mitigate legal and reputational risks. Additionally, the company provides training to employees on recognising and preventing corruption, trade-associated money laundering, and complying with Know Your Customer (KYC)/ Anti-Money Laundering (AML) guidelines set by RBI. The **policy** is publicly accessible on the company's website.

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	NA	NA

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

	FY 2024-25 Current Financial Year		FY 2023-24 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	N/A
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	N/A



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

Not Applicable

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Number of days of accounts payables	8 days	28 Days

9. Open-ness of business

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

Parameter	Metrics	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributor		
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	NA	NA
	b. Sales (Sales to related parties / Total Sales)		
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)		
	d. Investments (Investments in related parties / Total Investments made)		

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
		Nil

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

Yes, KFL has implemented a Code of Conduct to manage and address conflicts of interest, which applies to all stakeholders. Company representatives are expected to make business decisions and take actions based on the best interests of the company. Directors, Key Managerial Personnel (KMPs), Senior Management Personnel (SMPs), and other managerial employees are expected to foster honest and ethical conduct, including the proper handling of actual or perceived conflicts of interest between personal and professional relationships. This Code is in line with the company's corporate governance philosophy, which emphasises independence and accountability. With 3 out of nine directors being independent, the company minimises potential influence and effectively mitigates conflicts of interest.

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

Essential Indicators

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	NA	NA	NA

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

Yes, the company follows a procurement policy that emphasises efficiency, ethical standards, and transparency throughout its supply chain. It is aligned with the company's broader Environmental, Social, and Governance (ESG) strategy, ensuring that procurement decisions not only support business objectives but also contribute positively to the environment and society. By integrating these principles into the procurement processes, the company strives to foster responsible sourcing, reduce environmental impact, and support ethical practices within its supply chain. This policy is a part of KFL's ESG policy, which can be accessed at [ESG Policy.pdf \(kogta.in\)](#).

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

KFL is a Non-Banking Financial Company (NBFC), and its services are primarily within the financial sector. The company's procurement activities are focused on acquiring goods and services that support its operations. All purchases are made in accordance with the procurement policy, which aims to optimise both value for money and the environmental sustainability of the company's operations.

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

- Not applicable

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

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same. -Not applicable

Leadership Indicators

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

NIC Code	Name of Product /Service	% Of total Turnover Contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	If yes, provide the web link
Not applicable						

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

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



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

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

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tons) reused, recycled, and safely disposed of.

	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						
Other waste						

Not applicable

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not applicable

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	5,875	5,875	100%	5,875	100%	NA	NA	5,875	100%	NA	NA
Female	264	264	100%	264	100%	264	100%	NA	NA	NA	NA
Total	6,139	6,139	100%	6,139	100%	264	100%	5,875	100%	NA	NA
Other than Permanent employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Cost incurred on wellbeing measures as a % of total revenue of the company	0.5%	0.5%

2. Details of retirement benefits.

Benefits	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers Covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	100%	NA	Y	100%	NA	Y
Other	-	-	-	-	-	-

3. Accessibility of workplaces

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

Yes, the offices of KFL are accessible to differently-abled employees, ensuring an inclusive and supportive environment for all. The company ensures necessary accommodations to support the mobility and comfort of differently-abled individuals in the workplace.

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

KFL follows a comprehensive HR policy that incorporates the principles set out in the Rights of Persons with Disabilities Act, 2016. Inclusivity and equal treatment of individuals with disabilities are fundamental elements of the HR policy. The company is an equal opportunities employer and treats all individuals equally in all areas of employment, including hiring, compensation, promotions, discipline, and access to benefits and training. KFL is committed to upholding the rights of persons with disabilities, ensuring their equality, dignity, and respect are preserved in every aspect of the operations.



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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	75%*	75%	NA	NA
Total	96%	94%	NA	NA

* Out of the 6 females that took parental leave in 2023-24, 4 returned to work in the same year however 2 females returned in FY 2024-25.

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

	Yes/No	(If Yes, then give details of the mechanism in brief)
Permanent Workers	-	-
Other than Permanent Workers	-	-
Permanent Employees	Yes	<p>KFL has implemented a <u>Grievance Redressal Policy</u> to ensure timely and effective resolution of stakeholder concerns. This policy provides a streamlined process through which employees can voice their concerns including email submission and involvement of relevant HR partners.</p> <p>This policy aims to:</p> <ul style="list-style-type: none"> • Provide a well-defined mechanism for receiving and addressing stakeholder concerns. • Foster an open culture of communication. • Ensure prompt and efficient resolution of employee grievances.
Other than Permanent Employees	Yes	The <u>Grievance redressal policy</u> also covers third party service providers which ensures a comprehensive approach to handling complains and grievances. This emphasises KFL's commitment to resolving issues across all categories of employees.

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	NA			NA		
Male						
Female						
Total Permanent Workers	NA			NA		
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total	On Health and safety measures		Total	On Health and safety measures	
		No.	%		No.	%
Permanent Employees						
Total	6,139	5,869	95.6%	4,729	4,363	92.2%

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total	On Skill upgradation		Total	On Skill upgradation	
		No.	%		No.	%
Permanent Employees						
Male	5,875	4,484	76.3%	4,527	4,476	98.8%
Female	264	10	3.8%	202	192	95.0%
Total	6,139	4,494	73.2%	4,729	4,668	98.7%

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Permanent Employees						
Male	5,875	557	9%	4,527	432	10%
Female	264	34	13%	202	30	15%
Total	6,139	591	10%	4,729	462	10%
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

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

KFL has a health & safety risk management procedure integrated within its broader Environmental & Social Management System. This system addresses identified risks through procedures encompassing all operations. Key elements include:

- Risk Mitigation: Procedures for addressing Health & Safety risks identified during risk assessments.
- Employee Well-being:
 - o Medical check-ups, first-aid facilities, and safety training.
 - o Mental Health Awareness sessions focusing on overall well-being.
- Safety Measures: Emergency escape procedures, office safety assessments, and an On-site Emergency Plan.
- Internal Assessments: Regular internal assessments of safety systems across the offices using the E&S risk checklist.
- Supporting Documentation: A Health & Safety Policy, E&S Risk checklist, SOP for Accident/Incident Handling, and a Health & Safety Risk assessment framework.



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

KFL proactively identifies and assesses potential risks, including those related to health, safety, workplace, and operations. The company has established an employee health and safety policy that guides the assessment and mitigation of health & safety risks arising from operational activities. HR & Admin team of the company is primarily responsible for assessment of health and safety risks arising from work activities and take appropriate actions to eliminate or reduce the risks. SOP for Accident/Incident Handling and Health & Safety Risk assessment ensures that accidents and incidents are handled effectively, and health & safety risks are proactively assessed and managed. KFL also conducts comprehensive safety training programs for work-related risks, including fire safety, road safety, emergency evacuation drills, and basic first-aid.

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

No workers are involved in the KFL business operations, however KFL has a Standard operating procedure on handling, investigation & reporting of incidents and accidents for its employees. It details the protocol for responding to work-related incidents and accidents, including road accidents during employee commute.

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

KFL offers a range of benefits to its employees, including insurance coverage such as Medclaim, accident, and term plans. This includes a Group Medclaim Policy for employees and their families, as well as a Group Personal Accident Cover. To further promote safety and well-being, the company organises awareness sessions on road safety and regularly distributes communications about road safety regulations.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	2.5	1.40
	Workers	NA	NA
Total recordable work-related injuries	Employees	29	13
	Workers	NA	NA
No. of fatalities	Employees	0	1
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NA	NA
	Workers	NA	NA

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

KFL prioritises employee safety and well-being. Comprehensive safety measures are implemented across all offices, and regular health check-ups, including sponsored annual full-body assessments, are conducted.

To further enhance employee well-being, KFL offers:

- **Health & Safety risk assessment:** Systematic and regular risk identification and assessment process in place to identify potential risks
- **Internal Safety Assessment:** Regular internal assessments through the E&S risk checklist are conducted covering aspects such as Environment & Social Aspects, emergency preparedness, building compliances, notice board display compliances, etc.
- **Holistic Wellness Programs:** Yoga sessions, meditation sessions, fitness challenges, and Mental Health Awareness sessions focusing on stress reduction and overall well-being
- **Raising Awareness:** Safety trainings are organised to address work-related risks, including fire safety and emergency evacuation drills, basic first-aid training, road safety awareness, and guidance on safe driving techniques

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

	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	36% offices assessed by KFL on working conditions and health & safety practices
Working Conditions	

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

KFL has undertaken proactive measures to address safety-related concerns. Regular awareness campaigns have been disseminated to all employees through email, covering essential aspects such as the importance of wearing helmets, safe driving practices, and protocols for handling medical emergencies at workplace. Additionally, to mitigate fire hazards, regular filling of fire extinguishers is diligently carried out. The commitment to safety extends to maintaining work hygiene, providing First Aid Facilities, and conducting Emergency Evacuation Drills, all contributing to the overall safety and well-being of the workforce.

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

In cases of accidental death, it offers a comprehensive accidental insurance policy that provides the family with a compensation amount equivalent to 72 times the gross salary of the employee.

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

KFL has initiated a vendor screening process through which it reviews the compliance of value chain partners with statutory regulations, ensuring all required deductions are made and dues are deposited within the stipulated timelines. Clear contractual terms are established with value chain partners, outlining their responsibility to comply with applicable tax, labor, and regulatory requirements, including the timely payment of statutory dues such as taxes, provident fund, and insurance.

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

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



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

No, KFL does not provide transition assistance programs for employees to facilitate continued employability resulting from retirement or termination of employment.

5. Details on assessment of value chain partners:

No assessment of value chain partners has been carried out for the reporting year.

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	NIL
Working conditions	NIL

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

Not applicable

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

Essential Indicators

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

Identifying key stakeholder groups is a critical process for understanding their perspectives and potential impact on the organisation's sustainability journey. The first step in the process is to identify all stakeholders involved in the company's operations, regardless of their immediate impact or interest in the company's ESG outcomes. Next, it is essential to understand the roles, responsibilities, and expectations of each stakeholder group. By mapping their interests and influence, KFL has developed a targeted sustainability strategy. This knowledge enables more effective communication, collaboration, and decision-making, ensuring that the needs and concerns of key stakeholders are addressed while aligning with the company's sustainability goals.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors/ Shareholders	No	<ul style="list-style-type: none"> • Updates through Meetings • E-mails • Telephones • Conferences 	<ul style="list-style-type: none"> • Monthly/ Quarterly updates to all Investors. • On need basis 	<ul style="list-style-type: none"> • Effective governance framework with enhanced disclosures and transparency • Short-term gain and long-term business value • Protection of minority shareholders' rights • Enhance shareholder sustainable returns • Sustainability initiatives and strategy

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customer	No	<ul style="list-style-type: none"> Email & Telephonic communication One-to-one meetings Grievance redressal mechanism 	<ul style="list-style-type: none"> Monthly/Regular face to face interaction with customers by business and collection verticals 	<ul style="list-style-type: none"> Innovative products Excellent customer service experience Timely response on queries and end-to-end solutions Adequacy of risk coverage & efficient claims settlement Competitive pricing Website performance Data privacy Sustainability initiatives and awareness
Employees	No	<ul style="list-style-type: none"> Email Direct interaction with HR Display of notices / policies Training and programmes 	<ul style="list-style-type: none"> Interaction/ feedback session between HR and Employee on ongoing basis 	<ul style="list-style-type: none"> Proper training, learning and development Job security Fair and timely payment of salaries Employee benefits Feedback and recognition from higher authorities Career development Safe and diverse work culture Work-life balance Employee well-being ESG programs and awareness
Communities	No	<ul style="list-style-type: none"> Awareness Programmes 	<ul style="list-style-type: none"> On need basis 	<ul style="list-style-type: none"> Responsible engagement process to mitigate social and environmental related issues Contribution to CSR initiatives and community welfare Promote education
Suppliers/ Vendor	No	<ul style="list-style-type: none"> Emails & Telephonic communications Regular one to one Vendor meetings Due diligence while engagement with suppliers 	<ul style="list-style-type: none"> On need basis 	<ul style="list-style-type: none"> On-time settlements of invoices Fair Service-Level Agreements (SLAs) and procurement policy framework Information-Sharing on priorities and requirements Sustained business opportunities Sustainable practices
Media		<ul style="list-style-type: none"> Emails & Telephonic communication Display on websites Social media channels 	<ul style="list-style-type: none"> On need basis 	<ul style="list-style-type: none"> Enhanced disclosure and transparency Publicly available statements regarding leadership approach towards the underlying ESG themes Approachability for comments and verification
Government and Regulators		<ul style="list-style-type: none"> Emails and telephonic communication 	<ul style="list-style-type: none"> On need basis 	<ul style="list-style-type: none"> Internal controls and accountability Data integrity and transparency in disclosures Statutory and legal compliance Timely tax payment Supporting regulation guidelines, policies and responsible finance ESG disclosures



Leadership Indicators

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

The consultation process between stakeholders and the board centers around feedback received from diverse communication channels as detailed in the Stakeholder Engagement Plan (SEP). This feedback undergoes thorough review by the Stakeholder Relationship Committee, which then presents key concerns to the board during board meetings for further discussion and action. Specialised committees address specific issues:

- Audit Committee: Ensures regulatory compliance.
- CSR Committee: Addresses community concerns and engages in relevant initiatives.
- Sustainability Committee: Supports and advises the Board on the Company's policies, ESG risks, strategies, and programs related to ESG aspects.

Importantly, these committees furnish the board with summarised reports of stakeholder concerns, actions taken, and proposals for future steps. This comprehensive, structured, and responsive consultation process ensures effective consideration of stakeholder input in areas of economic, environmental, and social impact

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

Stakeholder consultation is an essential process for gathering valuable insights on environmental and social issues. To develop its ESG strategy, KFL actively engaged both internal stakeholders (including employees, leadership, and senior management) and external stakeholders (such as investors, NGOs, customers, and suppliers) to understand the significance of key ESG concerns. The feedback from stakeholders was weighted based on their influence on KFL's operations, helping to identify material issues. These issues were prioritised as low, medium, or high and structured around three core pillars to form KFL's ESG framework. Based on these material issues, KFL has set its goals and targets for 2030.

In FY 2024-25, the company actively engaged with stakeholders to gather valuable input on its Diversity, Equity, and Inclusion (DE&I) policy. Based on this feedback, the policy was carefully drafted and implemented to ensure alignment with stakeholder expectations and industry best practices. The policy was rolled out to streamline processes, promote an inclusive workplace, and uphold human rights.

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

KFL's initiatives help marginalised communities like farmers, small road transporters, and taxi operators secure loans, supporting them to grow their businesses. The company provides affordable financial products to the economically weaker and small-scale entrepreneurs to foster development. Additionally, KFL is committed to bolstering retail traders through its MSME product policies that aid in expanding their businesses. In essence, the company's engagement and actions actively address the needs of marginalised stakeholders, fostering economic growth and sustainable futures.

The company's CSR initiatives aims to empower communities by making meaningful contributions that address their social, economic, and financial challenges. KFL focusses on supporting the fundamental needs of communities, striving to create a lasting impact for the beneficiaries.

Principle 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	6,139	4,963	80%	4,729	4,320	91.35%
Other than permanent	NA	NA	NA	NA	NA	NA
Total employees	6,139	4,963	80%	4,729	4,320	91.35%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total workers	NA	NA	NA	NA	NA	NA

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

Category	FY 2024-25 Current Financial Year					FY 2023-24 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	5,875	85	1.45%	5,790	98.55%	4,527	301	6.65%	4,226	93.35%
Female	264	2	0.76%	262	98.24%	202	19	9.41%	183	90.59%
Other than Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Workers										
Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA



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

a. Median remuneration / wages:

	Gender	Total Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	Male	2	236.8 lakhs
	Female	-	-
Key Managerial Personnel	Male	3	79.9 lakhs
	Female	-	-
Employees other than BoD and KMP	Male	5,870	4.2 lakhs
	Female	264	3.8 lakhs
Workers	Male	NA	NA
	Female	NA	NA

BoD – The count is 9 which includes 2 executive directors. The remuneration of 2 executive directors is considered for the calculation of median.

KMP count is 5 which includes 2 executive directors as well. Remuneration data is considered for KMPs other than 2 executive directors.

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Gross wages paid to females as % of total wages	4%	4%

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

Yes, the company has a dedicated HR team that is primarily responsible for assessing Human & Labor rights issues within the organisation and taking appropriate actions to eliminate or reduce such risks. The organisation has an Internal Complaints Committee (ICC) for addressing workplace sexual harassment issues as per the 2013 Act. The ICC investigates complaints, recommends action, and prepares an annual report on its work.

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

To address grievances related to human rights issues, KFL has established a structured and confidential process. Individuals can submit their concerns through email, and the company has designated a specific email ID dedicated to handling such matters. This approach ensures a discrete and secure channel for reporting and redressing human rights related grievances.

The Grievance Redressal Policy of KFL establishes a clear and efficient process for employees to voice their concerns, ensuring their issues are addressed promptly and fairly. Employees can submit grievances through various channels, including email, with the assurance that their concerns will be reviewed and acted upon by the relevant HR partners.

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

	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Filed during the year	Pending Resolution at the end of year	Remarks	Filed during the year	Pending Resolution at the end of year	Remarks
Sexual Harassment	0	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	3	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

To proactively address and prevent consequences in discrimination and harassment cases, KFL has implemented a multifaceted approach. It conducts POSH (Prevention of Sexual Harassment) training for all employees, fostering awareness and understanding of appropriate workplace behavior. Regular awareness mailers are disseminated to reinforce the organisation's commitment to an inclusive and respectful workplace. Employees are actively encouraged to report any instances of discrimination they face, and a clear mechanism is in place to ensure fair and corrective action is taken promptly.

Moreover, the sexual harassment policy is communicated during company orientation sessions for new joiners. To provide a confidential avenue for reporting, KFL has a dedicated email ID specifically for discrimination and harassment complaints, ensuring that every concern is heard, addressed, and resolved fairly and transparently. Importantly, the company also ensures that the received complaint is handled with the utmost confidentiality by committee members. KFL does not disclose the details of the complaint with anyone outside the necessary investigative and resolution process, maintaining the privacy and security of all involved parties.

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

Yes, the company ensures that human rights requirements, including minimum wages, earned leaves and the prohibition of child labor, forced labor, and human trafficking, are integral parts of its business agreements and contracts.

10. Assessments of the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	
Forced/involuntary labour	
Sexual harassment	36% assessed by KFL
Discrimination at workplace	
Wages	

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

No such instances have been reported or risks identified during the assessment. However, KFL takes proactive measures to mitigate potential risks and ensure ongoing compliance with human rights standards. This includes continuous monitoring/safety assessments, stakeholder engagement, training and capacity building, grievance redressal mechanism and transparency in reporting.

Leadership Indicators

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

None



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

KFL conducts an internal assessment of its offices on an annual basis through E&S risk checklist covering aspects on Human Rights, Emergency preparedness, building safety related compliance, Notice board display, compliances, Environment & Social Aspects, Facility Details etc. This assessment is performed to verify the compliance as per requirements. KFL always strives to provide safe, reasonable working conditions including for those in remote locations.

Also, KFL strongly prohibits any form of child labor, forced labor, or other types of mandatory labor in its activities. It also strives to ensure that its vendors and suppliers uphold human rights and labor laws, including the prohibition of child/forced labor, through a duly signed ESG declaration from them.

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

Most of the KFL offices are located in commercial complexes which are equipped to cater to the needs of differently abled visitors. Accessibility features such as lifts and elevators ensure that those reliant on mobility aids can navigate the premises easily

4. Details on assessment of value chain partners:

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

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

Nil

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

Essential Indicators

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

Parameter	FY 2024-25 Current financial year	FY 2023-24 Previous financial Year
From renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	5,618.71 GJ	4,453.04 GJ
Total fuel consumption (E)	0	0
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	5,618.71 GJ	4,453.04 GJ
Total energy consumed (A+B+C+D+E+F)	5,618.71 GJ	4,453.04 GJ

Parameter	FY 2024-25 Current financial year	FY 2023-24 Previous financial Year
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	5.6 GJ/Cr	5.8 GJ/Cr
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

- Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any. – Not applicable
- Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2024-25 Current financial year	FY 2023-24 Previous financial Year
Water withdrawal by source (in kilolitres)		
4 (i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water (Municipal water supplies)	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others (Rainwater storage)	NA	NA
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	NA	NA
Total volume of water consumption (in kiloliters) *	64,800.45 kiloliters	52,004.92 kiloliters
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	64.66 KL/Cr	67.5 KL/Cr
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	NA	NA
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

*Estimated calculation @45 litres per person per day as per National Building Code rules

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



4. Provide the following details related to water discharged:

Parameter	FY 2024-25 Current financial year	FY 2023-24 Previous financial Year
Water discharge by destination and level of treatment (in kilo liters)		
(i) To Surface water	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(ii) To Groundwater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iii) To Seawater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third parties	NA	NA
- No treatment (Water sent for treatment to Central Effluent Treatment Plant) *	NA	NA
- With treatment – please specify level of treatment	NA	NA
(v) Others	NA	NA
- No treatment	NA	NA
- With treatment – Tertiary treatment	NA	NA
Total water discharged (in kilo liters)	NA	NA

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

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation. – Not applicable

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format *: Not applicable

Parameter	Please specify unit	FY 2024-25 Current financial year	FY 2023-24 Previous financial Year
NOx	Kg	-	-
SOx	Kg	-	-
Particulate matter (PM2.5)	Kg	-	-
Particulate matter (PM10)	Kg	-	-
Persistent organic pollutants (POP)	Kg	-	-
Volatile organic compounds (VOC)	Kg	-	-
Hazardous air pollutants (HAP)	Kg	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency- Not applicable

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

Parameter	Unit	FY 2024-25 Current financial year	FY 2023-24 Previous financial Year
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tons of CO2 equivalent	NA	NA
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tons of CO2 equivalent	1,134.66	899.27
Total Scope 1 and Scope 2 emissions	Metric tons of CO2 equivalent	1,134.66	899.27
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tons of CO2 equivalent/ turnover in crores	1.13	1.17
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		NA	NA
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

*The data for FY 2023-24 has been revised considering the updated emission factor i.e. 0.727 as per the CEA guidelines and same is used for FY 2024-25 as well.

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

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

KFL has undertaken a comprehensive approach to energy conservation and greenhouse gas (GHG) reduction, which includes analysing energy consumption trends and usage patterns across various offices, locations, and employee numbers. The company has implemented targeted actions to lower energy use, such as powering down equipment when not in use, optimising air conditioning settings, and maximising the use of natural daylight.

In pursuit of creating greener office spaces, KFL has identified key requirements from sustainability standards like IGBC, LEED, GRIHA, and Net Zero, and has distilled these into 32 actionable points. Additionally, KFL has pin down applicable categories within Scope 3 emissions, establishing methodologies and data templates for accurate tracking and management.

Reinforcing its environmental commitment, KFL, through the Kogta Foundation, has initiated widespread tree planting initiatives across India as part of its CSR activities. The company has ensured the protection of these saplings by installing tree guards, thereby enhancing their survival rate. Collaborating with NGOs, KFL has extended its plantation drives across several states, including Rajasthan, Delhi, Gujarat, Madhya Pradesh, Punjab, Haryana, and Maharashtra.

These efforts have actively involved employees, customers, and local communities, fostering a collective spirit of environmental stewardship. With around 5723 trees planted, the company has not only demonstrated exceptional teamwork but also calculated the annual carbon sequestration potential of these trees, projecting a positive environmental impact for years to come.



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

Parameter	FY 2024-25 Current financial year	FY 2023-24 Previous financial Year
Total Waste generated (in metric tons)		
Plastic waste (A)	0	0
E-waste (B)	0.63	0.44
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Haz. Waste from process + Haz. Waste from pollution control equipment's, + Filter bed sand+ Filter bags etc. (G)	0	0
Other Non-hazardous waste generated (H). MS Scrap + Aluminum scrap (Break-up by composition i.e., by materials relevant to the sector)	0	0
Total (A+B + C + D + E + F + G + H)	0.63	0.44
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.00063 MT/Cr	0.00057 MT/Cr
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	NA	NA
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)

Category of waste		
(i) Recycled	0.63	0.44
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0.63	0.44

For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)

Category of waste*		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	0	0

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

The services provided by KFL do not generate any hazardous or toxic chemical waste. However, KFL has established a waste management policy which outlines the arrangements to minimise waste production, improving waste segregation, and management aspects of all types of waste (including e-waste). The company adopts a comprehensive waste management approach focused on reducing, reusing, and recycling.

All type of waste generated in the premises of the company are managed and handled in accordance with the compliance criteria and the procedure laid down in the solid waste management rules and e-waste management rules notified by Government of India Ministry of Environment, Forest and Climate change as amended from time to time.

KFL has also implemented initiatives to minimise paper use by promoting digital initiatives and communication. E-waste is managed through certified disposal partners to ensure proper recycling. Regular trainings or awareness sessions are provided to employees on waste management practices to ensure they are informed and engaged in the company's sustainability initiatives.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not applicable			

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

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

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

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

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilo liters):

For each facility / plant located in areas of water stress, provide the following information: Not applicable.

- (i) Name of the area:
- (ii) Nature of operations:
- (iii) Water withdrawal, consumption, and discharge in the following format:



Parameter	FY 2024-25 Current financial year	FY 2023-24 Previous financial Year
Water withdrawal by source (in kilolitres) - Not applicable		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres) *- Not applicable		
(i) Into Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

2. Please provide details of total Scope 3 emissions & its intensity, in the following format: KFL has initiated Scope 3 emission monitoring from the current FY i.e. 2024-25 as per identified categories. Details are provided in table below:

Parameter	Unit	FY 2024-25 Current financial year	FY 2023-24 Previous financial Year
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	5752.94*	-
Total Scope 3 emissions per crore of turnover	Metric tonnes of CO ₂ /Cr of turnover	5.74	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

*Currently KFL is monitoring Category 1 (Purchased goods and services), Category 2 (Capital goods), Category 6 (Business travel) & Category 7 (Employee Commute) under Scope 3 emissions as per GHG Protocol.

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

3. **With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities. – Not Applicable**
4. **If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Plantation Drive	KFL launched a week-long Plantation Drive campaign on the week of World Environment Day. Scheduled from 3rd to 8th June 2024, the campaign pledged to plant one tree for every file disbursed by the sales team within this tenure. The initiative was strategically planned to ensure that the tree planting activities would be conducted during a season with optimal weather conditions.	Around 5723 trees were planted
2.	No Tissues Week	KFL launched a week-long “No Tissues Week” campaign during the World Environment Day 2024 week to address the environmental impact of tissue paper usage within the company. The campaign targeted all areas of tissue paper use, from restrooms to office spaces, highlighting how quickly tissue paper waste accumulates. Employees were actively encouraged to shift towards more sustainable practices by adopting alternatives such as personal reusable handkerchiefs, cloth towels, or utilising hand dryers in restrooms.	Awareness on paper saving

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

Yes, KFL has a robust Disaster Recovery (DR) plan and Business Continuity Plan (BCP) in place. These plans are designed to ensure seamless continuity of operations, including services to customers, when encountered with any adverse events. The company also provides flexible working options to its employees as part of its operational and business continuity in any disaster management situation. The Business Continuity Policy of the KFL is designed to manage risks and ensure resilience in disaster situations. The policy includes operational and business continuity measures, which involve classifying branches and offices into different stages based on the severity of the situation and implementing strategies accordingly. These strategies range from regular functioning to complete lockdown, with provisions for work from home and digital modes of payment. The policy also includes a Disaster Recovery Policy, which is part of business continuity planning. The policy is reviewed and enforced by the Risk Management Committee.

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

There has been no adverse impact arising from the value chain of KFL. The company has limited suppliers related to stationery and office consumables and it also obtains a formal declaration (ESG declaration) from suppliers and vendors, as an acknowledgement and commitment to meeting its ESG criteria outlined in the ESG policy.

Additionally, KFL has implemented a structured vendor screening process to ensure all potential suppliers align with its Environmental, Social, and Governance (ESG) standards. This process is guided by a due diligence checklist that evaluates vendors on key criteria, including compliance with environmental laws, adherence to workplace health and safety regulations, and possession of all necessary approvals and licenses under labour laws and other applicable regulatory frameworks. Beyond operational and legal compliance, the checklist also investigates any links to criminal activities such as bribery, corruption, money laundering, and terrorism. Through this rigorous evaluation, the company aims to ensure that its suppliers align with its sustainability values and meet the required ESG standards.

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

While no specific value chain partners have been assessed for environmental impacts, the company ensures that all goods and services are procured in accordance with its procurement policy, which takes into account both environmental and social considerations.



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

Essential Indicators

1. a. Number of affiliations with and industry chambers/ associations.
None
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1		
2		

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities. - None

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link

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

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

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

KFL has implemented a robust grievance redressal mechanism designed to effectively address and resolve the concerns of stakeholders, including customers, employees, investors, and the community at large. Governed by company's comprehensive Grievance Redressal Policy, this framework operates under the vigilant oversight of the Stakeholders Relationship Committee, which comprises an Independent Director alongside two executive directors.

Stakeholders are encouraged to communicate their issues directly to the Grievance Redressal Officer or through a dedicated portal on the company's website. KFL is committed to ensuring a prompt and effective resolution of all grievances. Moreover, the company maintains transparency by disclosing summaries of complaints from investors and customers in the Corporate Governance section of the Board Report along with BRSR & Sustainability Report.

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

Parameter	FY 2024-25 Current financial year	FY 2023-24 Previous financial Year
Directly sourced from MSMEs/ small producers	1.54%	3.2%
Directly from within India	100%	100%

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

Location	FY 2024-25 Current financial year	FY 2023-24 Previous financial Year
Rural	1.42%	0.89 %
Semi-urban	4.24%	5.41 %
Urban	58.97%	59.25 %
Metropolitan	35.38%	34.45 %

*(Place to be categorised as per RBI Classification System - rural / semi-urban / urban / metropolitan)

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

State	Aspirational District	Amount Spent (In ₹)
-		

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

No, KFL has procurement policy which indicates that preference is given to goods, works and services certified to internationally recognised principles of environmentally and/or socially sustainable management. KFL also reviews the environmental and social sustainability of suppliers of goods, works and services in its evaluation of bids and offers.

(b) From which marginalised /vulnerable groups do you procure?

-

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

-

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
-				



5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the Case	Corrective action taken
-		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Projects	No. of persons benefited from CSR Projects 2024-25	% of beneficiaries from vulnerable and marginalised groups
Health & Wellbeing			
1.	Conducted a 6-day meditation camp in collaboration with Sun to Human Foundation	12,000 individuals	
2.	Distributed blankets in Bijainagar, Malpura, and Jaipur (Rajasthan)	2,000 individuals	
3.	Organised a 21-day online yoga and meditation camp	1,600 participants	
4.	Distributed 660 helmets to promote road safety awareness	660 persons	
5.	Distributed 600 reflective jackets to traffic police in Indore and Bhopal (Madhya Pradesh)	600 persons	
6.	Contributed essential materials to Mahesh Hospital, Chandpole Jaipur (Rajasthan)	100 OPD patients and 30 IPD patients	
7.	Facilitated construction and regular maintenance of water huts at public spots in Jaipur (Rajasthan)	-	
8.	Installed 11 sanitary napkin machines in public places, including railway and metro stations in Jaipur (Rajasthan)	-	
9.	Blood donation camps were organised in Bhilwara, Rajasthan	Collection of 55 units of blood	
Education			
10.	Collaborated with NGO Raginiben Bipinchandra Seva Karya Trust and financially contributed to support students	500 students	
11.	Facilitate the construction of Government Senior Secondary School in Parasrampura, Sikar (Rajasthan) in partnership with Round Table India	300 students	
12.	Constructed sheds in Government School Sathana, Beawar (Rajasthan)	300 students	
13.	Provided Smart LED Panels to Saraswati School, Jawahar Nagar, Jaipur (Rajasthan)	300 students	
14.	Granted scholarships to deserving students pursuing advanced degrees in IIT & Medical institutions	Over 20 students	
15.	Collaborated with Ashoka University and contributed towards scholarships	2 students	
16.	Extended financial assistance to NGO Maan The Value Foundation for betterment of Government schools in Jaipur Rajasthan	-	
17.	Conducted eye checkup camp in collaboration with NGO Bharat Vikas Parishad at different schools in Bijainagar, Rajasthan	-	

S. No.	CSR Projects	No. of persons benefited from CSR Projects 2024-25	% of beneficiaries from vulnerable and marginalised groups
Empowering Women & Differently-abled Persons			
18.	Initiated the “Unnati” project to empower women and disabled persons, aiding them on their journey to financial independence	50 individuals	
19.	“Sarathi Campaign,” - Donated a driving training car to Seva Bharti Driving Training School to empower women from slum areas by providing them with free driving skills training	-	
20.	Collaborated with Raginiben Seva Karya Trust, Ahmedabad, and extended financial assistance to enhance women skill development	-	
Environment Management			
21.	Tree plantation and maintenance activities in Jaipur, Bijainagar, and Malpura	-	
Animal Welfare			
22.	Supported Shri Krishna Gopal Gaushala for care and well-being of cows		
23.	Supported Sri Krishna Balram Seva Trust to aid in the welfare of cows		
24.	Supported Sanatan Gau Sanskriti Trust Gaushala by providing financial assistance to provide animal food and shade facilities		
25.	Facilitated the construction of a 56 feet bird villa “Pakshi Villa” in collaboration with Vigya Jyoti Sewa Samiti, Tonk Rajasthan.	-	

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

Essential Indicators

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

KFL has established Grievance Redressal mechanism to handle concerns and complaints from various stakeholders, including customers, employees, investors, and communities. Stakeholders can easily get in touch with the Grievance Redressal Officer as per the policy or submit their concerns directly on KFL's website. (<http://www.kogta.in/pages/contact-us/>).

The company has also developed a structured framework for grievance redressal that incorporates a review mechanism for customer queries or concerns relating to its products. Furthermore, KFL has a dedicated team & a helpline number for customer care that exclusively handles customer feedback and addresses grievances. This team ensures that every concern raised is analysed thoroughly and help is extended promptly and efficiently. 88.9% customeres were reached out by the team during the reporting year to gather feedback. Also, status of stakeholder's complaints is updated to Stakeholder Relationship Committee on quarterly basis. KFL believes that this mechanism enables better communication, fosters a sense of trust, and ultimately improves its products and services.

In FY 2024-25, KFL has rolled out a customer satisfaction survey to assess and understand the satisfaction levels of its customers. This survey aims to gather valuable feedback, which will help identify areas of improvement and enhance the overall customer experience.



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

Parameter	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	NA
Recycling and/or safe disposal	

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

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	N/A	0	0	N/A
Advertising	0	0	N/A	0	0	N/A
Cyber-security	0	0	N/A	0	0	N/A
Delivery of essential services	0	0	N/A	0	0	N/A
Restrictive Trade Practices	0	0	N/A	0	0	N/A
Unfair Trade Practices	0	0	N/A	0	0	N/A
Other	137	12	N/A	131	0	N/A

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

	Number	Reasons for recall
Voluntary recalls		Not applicable
Forced recalls		Not applicable

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

Yes, the framework and regulations set in place by KFL cover cybersecurity, as well as risks associated with data privacy. A robust governance structure has been implemented for the secure handling of information and data protection. This is achieved through an Information Technology Strategy Committee, IT Steering Committee, the Board-approved Information Technology Policy, as well as a Risk Management Committee at a board level. The IT policy is accessible internally and has been relayed throughout the organisation. The entity also follows Cert-in & ReBIT advisories to protect against global cybersecurity threats. Privacy Policy can be accessed on its website at <https://www.kogta.in/pages/privacy-policy/>.

Furthermore, the IT Policy has been updated in line with the RBI guidelines, and an annual Information System (IS) audit is carried out to identify any gaps and risks, followed by the implementation of suitable mitigation strategies. The organisation also conducts awareness and training programs to enhance employee knowledge and practices regarding information and cybersecurity.

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

No such instances of faulty advertising, data breaches, penalties were observed for the reporting financial year. However, in the event of such instances, KFL possesses a robust compliance system to effectively address these matters.

The company strictly adheres to the Fair Practices Code (FPC) established as per Reserve Bank of India (RBI) guidelines, ensuring ethical business practices, transparency, and fairness in all its operations. This code emphasises the importance of fair and honest advertising and marketing of loan products, ensuring that customers are provided with accurate, clear, and truthful information.

This policy can be accessed at https://kogta.in/admin/public/uploads/media/1718429001_Fair%20Practices%20Code.pdf

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches - Nil
- b. Percentage of data breaches involving personally identifiable information of customers- Nil
- c. Impact, if any, of the data breaches – NA

Leadership Indicators

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

Details about all the products and services offered by the company can be found on its website at [Apply For MSME Loans, Loan Against Property & Vehicle Loans Online \(kogta.in\)](#)

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

KFL utilises its social media channels to distribute easy-to-understand infographics in native languages to convey financial awareness information. The website also has a dedicated page for sharing blogs in understandable language and simplified terminologies on an array of finance-related subjects. Majority of the social media posts are created to inform & educate customers on critical financial skills and concepts, financial fraud awareness, cybersecurity and smarter financial decision making. These posts are structured in interactive formats such as quiz, puzzles, surveys etc. to keep the information interesting, engaging & captivating for customers. The primary goals of these efforts are to improve customers' financial literacy, enable them to make well-informed financial decisions, and assist them in reaching their financial objectives.

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

KFL has developed a Disaster Recovery (DR) plan and Business Continuity Plan (BCP) to guarantee uninterrupted operations and customer services in the event of unexpected adversities. KFL employs strategies to handle and lessen the risks associated with disruptions or interruptions of crucial services.

In the event of any disruption or discontinuation of essential services, communication with customers is managed directly by the respective business units. This communication is promptly initiated through SMS or email to ensure customers are informed in a timely and effective manner.

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

KFL is offering asset backed financial services therefore displaying product information on products is not applicable. However, it complies with the disclosure requirements and communicates information about its offerings such as schedule of charges, duties & fees through company website. Additionally, customers and other stakeholders are informed through product brochures, social media, branch display, etc. KFL communicates its Fair Practice Code to customers in various vernacular languages as per location of business operations. Additionally, it actively seeks and monitors customer feedback to ensure high levels of customer satisfaction and continuous improvement. A dedicated team is overseeing this process to gauge customer satisfaction levels. 88.9% customeres were reached out by the team during the reporting year to gather feedback. In FY 2024-25, KFL has rolled out a customer satisfaction survey to assess and understand the satisfaction levels of its customers. This survey aims to gather valuable feedback, which will help identify areas of improvement and enhance the overall customer experience.



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