

ESG at a Glance

ESG Embedded as a **core business enabler** - supporting long-term value creation for policyholders, shareholders, environment and society



Board approved ESG framework and policies



Multi-tier ESG Governance model



Global reporting alignment – GRI, IR, TCFD, UN-PRI

Climate Risk Assessment conducted

Transitioned to NPS for monitoring customer satisfaction

Third UN-PRI Report submitted

Key Highlights FY26

Environment



Climate Change & Emissions Management

Social



Diversity, Equity and Inclusion



Financial inclusion

Governance



Responsible Investment



Cyber security & Data Privacy

GRI: Global Reporting Initiative
IR: Integrated Report
NPS: Net Promoter Score

TCFD: Taskforce on Climate-related Financial Disclosures
UN-PRI: United Nations-Principles for Responsible Investment

Ratings & Recognition

S&P Global

2025 Score: 50 (76th percentile)

MSCI ESG RATINGS
CCC B BB BBB A AA AAA

AA

2025 Rating: AA (improved from A)

SUSTAINALYTICS

2025 ESG Risk Rating: Low risk

ICG Scorecard

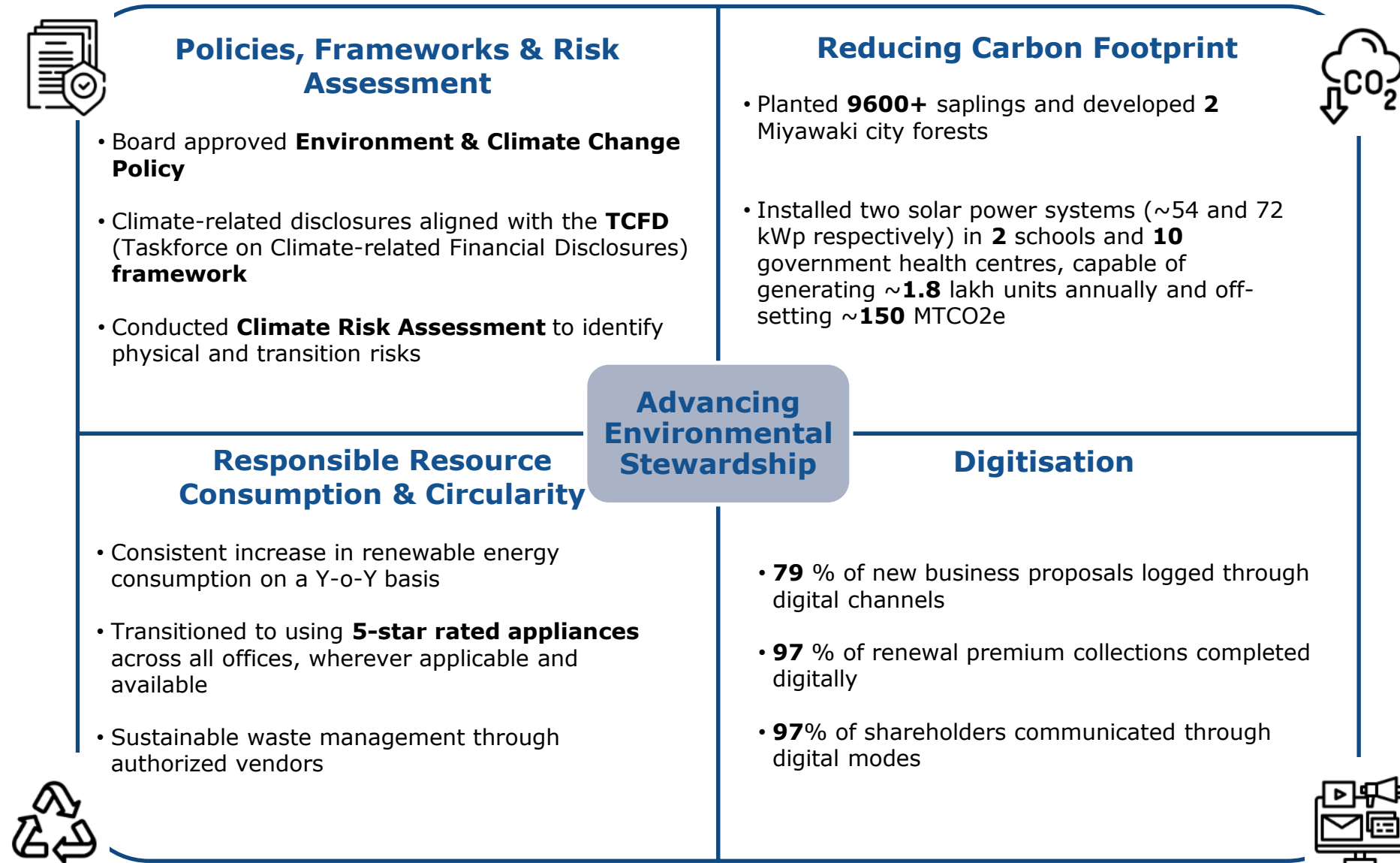
Secured the 'Leadership' category in the Indian Corporate Governance (ICG) Scorecard Assessment

ICSI Green Awards

Runners-up for best financial reporting in the BFSI segment



Environment



Social



Employee Wellbeing & DEI

- **Gender Diversity:** Women represent over **28%** of our workforce
- **Focus on Financial awareness:** Conducted **eight** financial planning workshops for women employees and their women family members
- **Building a supportive ecosystem:** Revised **travel policy** with enhanced benefits for women
- **Building Women Leadership Pipeline** through targeted leadership development and mentoring initiatives
- **Policies for holistic well-being:** Health & Safety and Emotional & Mental Well-being Policy



Customer Centricity

- Customer satisfaction tracked through **Net promoter score (NPS): 72.7**
- **13th month persistency: 85%**
- **Claim settlement ratio (Overall): 99.8%**
- Robust **Grievance Redressal Mechanism**
- **Financial inclusion:** Micro-insurance offerings and vernacular awareness campaigns



Community Development

- Our '**Swabhimaan**' **CSR program** delivered **27** programs across **24** States/UTs, impacting **~8 lakh** lives
- CSR thematic spread across: **Education & Livelihood, Healthcare & Sanitation** and **Environmental Sustainability**
- **Employee Volunteering Program:** **2,200+** employees volunteered through **40+** volunteering opportunities
- Strong focus on **monitoring & evaluation** through periodic program & partner reviews, site visits and **third party Impact Assessments**

Governance



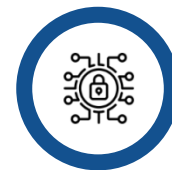
Corporate Governance

- **Robust ESG Governance** through Board and Management Committees
- Board approved **ESG Policy framework**
- **Board Diversity Policy**
- **Independent and Diverse Board** (with two women Directors)
- Mandatory annual **Code of Conduct refresher** for all employees, Directors and KMPs



Risk Management

- **Board-level oversight** of enterprise-wise risk management and business continuity
- **Enterprise Risk Management (ERM)** framework:
 - Three Lines of Defense approach
 - Reviewed and approved by the Board
- **Business Continuity Management (BCM)**: Recovery plan for critical business activities in place
- Risk Awareness through **trainings, mailers, awareness drives**, etc.



Cybersecurity & Data Privacy

- Cyber and Data Privacy risks governed by **Board and specialist committees**
- **Modes of Risk Awareness**: Regular trainings, simulations and policy refreshers
- **Dedicated helpdesk and email id's** for reporting on the breaches
- Cybersecurity Policy and controls modeled in line with:
 - **ISO 27001 standards**
 - IRDAI mandated cyber security guidelines
- Privacy Policy aligned with the **DPDP Act, 2023**



Responsible Investment

- **ESG integrated investment and active stewardship**, guided by the **Responsible Investment & Stewardship Policy**
- As part of our Responsible Investing approach, overseen by the ESG Governance Committee:
 - **Sustainable Equity Fund** grew over XX% in FY26
 - Assigned **ESG ratings** to **96.27%** active listed equity AUM and **69%** of corporate fixed income AUM
 - Submitted **third** UN-PRI Report, building on voluntary reporting initiated in FY23