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

ESG Key Focus Areas

Environment	Social	Governance
Climate Change & Emissions Management	Diversity, Equity and Inclusion	Responsible Investment
	Financial inclusion	Cyber security & Data Privacy

Key Highlights FY26

- Climate Risk Assessment conducted
- Transitioned to NPS for monitoring customer satisfaction
- Third UN-PRI Report submitted

Ratings & Recognition

S&P Global	MSCI ESG Ratings	Sustainalytics
2025 Score: 50 (76th percentile)	**2025 Rating: AA (improved from A)**	**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

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

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Environment

Policies, Frameworks & Risk Assessment

- Board approved **Environment & Climate Change Policy**
- Climate-related disclosures aligned with the **TCFD** (Taskforce on Climate-related Financial Disclosures) **framework**
- Conducted **Climate Risk Assessment** to identify physical and transition risks

Reducing Carbon Footprint

- Planted **9600+** saplings and developed **2** Miyawaki city forests
- Installed two solar power systems (~54 and 72 kWp respectively) in **2** schools and **10** government health centres, capable of generating ~**1.8** lakh units annually and off-setting ~**150** MTCO2e

Advancing Environmental Stewardship

Responsible Resource Consumption & Circularity

- Consistent increase in renewable energy consumption on a Y-o-Y basis
- Transitioned to using **5-star rated appliances** across all offices, wherever applicable and available
- Sustainable waste management through authorized vendors

Digitisation

- **79** % of new business proposals logged through digital channels
- **97** % of renewal premium collections completed digitally
- **97**% of shareholders communicated through digital modes

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**

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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

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