



Jio

Jio Financial Services Limited



**BUSINESS  
RESPONSIBILITY  
and  
SUSTAINABILITY  
REPORT**

FY 2024-25

## Section A: General disclosures

### I. Details of the listed entity

#### 1. Corporate Identity Number (CIN) of the Listed Entity

L65990MH1999PLC120918

#### 2. Name of the Entity

Jio Financial Services Limited

#### 3. Year of Incorporation

1999

#### 4. Registered office address

1st Floor, Building 4NA, Maker Maxity, Bandra Kurla Complex, Bandra (East), Mumbai, Maharashtra, India 400 051

#### 5. Corporate address

1st Floor, Building 4NA, Maker Maxity, Bandra Kurla Complex, Bandra (East), Mumbai, Maharashtra, India 400 051

#### 6. E-mail

[investor.relations@jfs.in](mailto:investor.relations@jfs.in)

#### 7. Telephone

022 3555 4094

#### 8. Website

<http://www.jfs.in/>

#### 9. Financial year for which reporting is being done

April 01, 2024 to March 31, 2025

#### 10. Name of the Stock Exchange(s) where shares are listed

1. National Stock Exchange of India Limited (NSE)
2. BSE Limited

#### 11. Paid-up Capital

₹6353.14 crore (As on March 31, 2025)

#### 12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report

Name: R. Aditya Subramanyam  
Telephone: +91 22 3555 4094  
E-mail id: [jfs.esg@jfs.in](mailto:jfs.esg@jfs.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).**

The disclosures in this report are made on a Standalone basis, unless otherwise stated. JFSL is a Core Investment Company (CIC). The ESG governance structure, including policies and strategic initiatives, is driven at the group level by its holding company, JFSL (CIC). All policies and initiatives mentioned in this report apply to the subsidiaries.

#### 14. Name of assurance provider

Lodha & Co LLP.

#### 15. Type of assurance obtained

Reasonable Assurance on core indicators only

## II. Products/services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the entity (FY25)
1.	Financial and Insurance Service	Other financial activities	100

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Investment and Lending Activities as a Non - Banking Financial Company	64990	100

## III. Operations

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

Location	Number of operational locations	Number of offices	Total
National	-	2	2
International	-	0	0

### 19. Markets served by the entity:

#### a. Number of locations

Locations	Number
National (No. of States)	1
International (No. of Countries)	0

**Note:** JFSL's business activities are restricted only to investments in other companies and it is done digitally. Hence, the mapping of locations through geographic coverage may not be the best representation of such business activity.

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

Nil

#### c. A brief on types of customers

JFSL is a non-deposit taking, systematically important non-banking financial company - Core Investment Company (NBFC – ND – SI - CIC) registered with the Reserve Bank of India (RBI) and conducts business through its customer-facing entities. Hence, JFSL does not and would continue to not have any direct interface/exposure to retail customers. Customer-facing activities are undertaken by its subsidiaries/joint ventures.

## IV. Employees

### 20. Details as at the end of Financial Year:

#### a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	93	63	67.74%	30	32.26%
2.	Other than Permanent (E)	4	1	25%	3	75%
3.	<b>Total employees (D + E)</b>	<b>97</b>	<b>64</b>	<b>65.98%</b>	<b>33</b>	<b>34.02%</b>
<b>WORKERS*</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)					NA
6.	<b>Total workers (F + G)</b>					

Note: \*JFSL does not employ any workers considering the nature of business operations.

#### b. Differently-abled Employees:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	0	0	0%	0	0%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	<b>Total employees (D + E)</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

**c. Differently-abled Workers\*:**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Total (A)</b>	<b>Male</b>		<b>Female</b>	
			<b>No. (B)</b>	<b>% (B/A)</b>	<b>No. (C)</b>	<b>% (C/A)</b>
<b>WORKERS</b>						
1.	Permanent (D)				NA	
2.	Other than Permanent (E)					
3.	Total employees (D + E)					

Note: \*JFSL does not employ any workers considering the nature of business operations.

**21. Participation/Inclusion/Representation of women**

<b>Category</b>	<b>Total (A)</b>	<b>No. and percentage of Females</b>	
		<b>No. (B)</b>	<b>% (B/A)</b>
Board of Directors	8	2	25.00%
Key Management Personnel (KMP)*	3	1	33.33%

Note: \*Key Management Personnel includes the Managing Director & Chief Executive Officer, the Chief Financial Officer & the Company Secretary

**22. Turnover rate for permanent employees and workers**

<b>Category</b>	<b>FY25</b>			<b>FY24</b>			<b>FY23</b>		
	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
Permanent Employees	4.04%	23.08%	10.60%	0	0	0	0	0	0
Permanent Workers*					NA				

Note: \*JFSL does not employ any workers considering the nature of business operations.

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

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

<b>Sr. No.</b>	<b>Name of the holding/ subsidiary/associate companies/joint ventures (A)</b>	<b>Indicate whether holding/Subsidiary/ Associate/Joint Venture</b>	<b>% of shares held by listed entity</b>	<b>Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)</b>
1	Jio Finance Limited	Subsidiary	100	Yes
2	Jio Insurance Broking Limited	Subsidiary	100	Yes
3	Jio Leasing Services Limited	Subsidiary	100	Yes
4	Jio Payment Solutions Limited	Subsidiary	100	Yes
5	Reliance Industrial Investments & Holdings Limited	Subsidiary	100	Yes
6	Jio Finance Platform and Service Limited	Subsidiary	100	Yes
7	Jio Payments Bank Limited	Joint Venture	85.04	Yes
8	Reliance International Leasing IFSC Limited*	Joint Venture	50	No
9	Jio BlackRock Investment Advisers Private Limited	Joint Venture	50	No
10	Jio BlackRock Asset Management Private Limited	Joint Venture	50	No
11	Jio BlackRock Trustee Private Limited	Joint Venture	50	No
12	Reliance Services and Holdings Limited	Associate	50	Yes

Note:

- (a) \*As per Ind- AS.
- (b) ESG policies and initiatives are overseen by the CIC, JFSL. Therefore, the entities marked 'Yes' in the table above are subject to these policies and initiatives and participate in BRSR activities. The Board of Directors of the respective entities have also reviewed and adopted the said policies.

**VI. CSR Details**

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

**(ii) Turnover (in ₹):** 805.56 crore

**(iii) Net worth (in ₹):** 24985.46 crore

## 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)	FY25			FY24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes*	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes*	0	0	NA	0	0	NA
Shareholders	Yes**	80	0	NA	52	0	NA
Employees and workers	Yes*	0	0	NA	0	0	NA
Customers	NA	NA	NA	NA	NA	NA	NA
Value Chain Partners	Yes*	0	0	NA	0	0	NA
Others (please specify)	NA	0	0	NA	0	0	NA

Note: Yes\*: Vigil Mechanism and Whistle Blower Policy - <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/vigil-mechanism-and-whistle-blower-policy.pdf>

Yes\*\*: Grievance mechanism - <https://www.jfs.in/grievance-mechanism/>

### 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:

Sr. No.	Material issues identified	Indicate Risk/ Opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
1	Financial Inclusion	Opportunity	JFSL regards financial inclusion as an essential pillar for the socio-economic development of the country. JFSL is committed to bridging the gap between underserved communities and essential financial services, enabling individuals—particularly those historically excluded from the formal financial system—to participate more actively in the economy.  By providing accessible, affordable and tailored financial solutions, alongside initiatives to strengthen financial literacy, JFSL empowers people to make informed financial decisions. The Company's initiatives (through its Group entities) under Financial Inclusion aims to contribute towards broader economic development, enabling economic resilience, reducing poverty and income inequality and promoting long-term financial well-being for communities at large.	NA	Positive

Sr. No.	Material issues identified	Indicate Risk/ Opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
2	Digitalisation	Opportunity	JFSL is committed to leveraging technology and integrated data systems to achieve strategic goals, thereby furthering financial inclusion and sustainable growth. By prioritising operational excellence and fostering a culture of innovation, JFSL (through its Group entities) utilises digital solutions to enhance efficiency, streamline processes, reduce costs and accelerate innovation, benefiting all stakeholders. This strategy offers personalised, seamless interactions, ultimately raising service standards. Through these efforts, JFSL is enabling enhanced inclusivity, access and overall customer experience.	NA	Positive
3	Data Privacy and Security	Risk	JFSL recognises the evolving cybersecurity landscape and prioritises strong defences to protect data and mitigate cyberattacks. These threats can lead to significant financial, legal and reputational risks, undermining stakeholder trust and resulting in penalties for non-compliance with data protection regulations. As a responsible financial services provider, JFSL is enabling enhanced inclusivity, access and overall customer experience.	JFSL prioritises data security as a cornerstone of trust and compliance. It implements industry-leading safeguards to protect sensitive information, minimising legal and reputational risks associated with data breaches. JFSL's unwavering commitment to data protection regulations and transparency fosters an environment where its stakeholders can trust the Company with their financial information.	Negative
		Opportunity	JFSL is dedicated to safeguarding data and maximising its value through advanced security technologies. This commitment is demonstrated by strategic investments in cutting-edge solutions that enhance data protection, including encryption, threat detection and access controls. Beyond security, JFSL prioritises adherence to evolving regulations, ensuring robust data governance and proactive compliance. By exceeding legal and regulatory requirements, JFSL builds trust among stakeholders and mitigates compliance risks. This comprehensive approach not only ensures a secure environment but also facilitates responsible data utilisation, unlocking its full potential. JFSL's focus on advanced security measures and regulatory compliance underscores its commitment to maintaining high standards, building stakeholder confidence and promoting a trustworthy data environment for sustainable growth and innovation.	NA	Positive

Sr. No.	Material issues identified	Indicate Risk/ Opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
4	Governance and Transparency	Risk	JFSL views strong corporate governance as essential for sustainable success, beyond regulatory obligations. Robust governance prevents fraud, mismanagement and missed opportunities, which can cause financial losses and erode shareholder confidence. Companies with weak governance are more vulnerable, hindering growth. Failing to meet ethical standards may lead to legal issues and damage reputations, compromising stakeholder trust. Prioritising governance strengthens resilience and supports long-term growth and stakeholder relationships.	JFSL prioritises a robust governance framework with clearly defined roles, responsibilities and reporting lines for all stakeholders, including Board members, Management and employees. Dedicated committees specialising in audit, risk management and ethics foster a culture of compliance and proactive risk mitigation. Regular assessments ensure continuous improvement and alignment with evolving regulations and industry best practices.	Negative
		Opportunity	JFSL emphasises robust corporate governance and transparency as key drivers of trust and sustainable success. By adhering to strict governance standards, JFSL boosts investor confidence, ensuring steady access to capital and financial stability. The company values clear communication and proactive stakeholder engagement, which builds trust and enhances brand reputation. JFSL's commitment to ethical leadership and responsible decision-making builds a culture that attracts and retains top talent, aligning the workforce with the company's values. This strategic focus empowers JFSL to achieve its long-term goals.	Additionally, comprehensive training programmes, clear communication and consistent policy enforcement cultivate an environment where ethical behaviour is deeply ingrained. Robust internal controls further safeguard against potential fraud, mismanagement and irregularities. Proactive risk identification, assessment and mitigation strategies guarantee the long-term success and sustainability of JFSL's operations.	NA Positive
5	Climate Change	Risk	JFSL acknowledges that climate change presents significant threats to its assets and operations, including physical damage from extreme weather and transition challenges like regulatory shifts and technological disruptions. These risks can lead to considerable losses and potential legal penalties, jeopardising market standing. Meeting climate expectations is vital for maintaining the confidence of its stakeholders.	JFSL prioritises identifying assets vulnerable to extreme weather (e.g., floods, droughts, wildfires) and invests in infrastructure resilience, relocation and natural flood defences. Ensuring operations continue after such events, staying informed about climate regulations and adopting renewable energy and sustainable practices are key to long-term resilience and environmental responsibility. Tracking progress on emissions reduction and collaborating with policymakers, investors and customers for climate-friendly solutions is crucial. Proactive communication of climate risks and mitigation strategies to stakeholders is a priority	Negative

Sr. No.	Material issues identified	Indicate Risk/ Opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
	Opportunity	JFSL acknowledges the vital impact of climate change on business and global well-being. To reinforce its commitment, JFSL is integrating sustainability across its operations, including investment strategies, resource management and employee engagement. JFSL prioritises responsible resource management, carefully conserving natural resources and optimising wastewater treatment. Through strategic initiatives, the Company reduces its overall carbon footprint while enhancing operational efficiency. The Company (through its Group entities) aims to expand its portfolio of low-carbon financial products and services. JFSL (through its Group entities) leverages its expertise in innovative financing and technology to deliver financial products and services, driving positive climate impact. Furthermore, JFSL advocates for effective climate change policies and regulations, working collaboratively with stakeholders to foster a sustainable future. The company is dedicated to continuous learning and improvement, regularly reassessing strategies and adopting best practices to enhance its environmental and social impact. Through these efforts, JFSL positions itself as a proactive leader in sustainability, committed to achieving long-term positive outcomes for both the environment and society.	NA	Positive	
6	Diversity and Inclusion	Opportunity	JFSL envisions a future driven by diversity and inclusion, recognising their significant benefits. By embracing inclusive practices, JFSL attracts a diverse talent pool, enriching its workforce and enhancing employee engagement. This approach boosts efficiency and positions JFSL as an employer of choice. It also supports a customer-centric strategy, enabling the company to meet diverse needs, increase satisfaction, loyalty and drive revenue growth. Beyond talent acquisition, JFSL's commitment to inclusion reflects a deep understanding of its markets. Diverse representation allows JFSL to develop products and services that resonate with a broad audience, delivering relevant experiences. Additionally, a diverse and inclusive workforce fosters innovation and creativity, essential for developing new offerings and maximising profitability. JFSL remains dedicated to leveraging diversity and inclusion as a catalyst for sustained success and meaningful societal impact. Through these efforts, JFSL aims to build a future where diversity and inclusion are not just values but integral to organisational success.	NA	Positive

**Note:** Last year, a materiality assessment was conducted through engagement with internal stakeholders and the identified topics remain relevant for this year. JFSL will undertake a review of its material topics annually.

## Section B: Management and process disclosures

This section is aimed at helping business demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

The Company has put in place structures, policies and processes conforming to below mentioned National Guidelines on Responsible Business Conduct (NGRBC) Principles:

Sr. No.	Principle Description	Reference for JFSL Policies/Procedure/Standard
1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.	<ul style="list-style-type: none"> <li>Business Responsibility and Sustainability Reporting Policy</li> <li>Remuneration Policy for Directors, KMP and other employees</li> <li>Code of Ethics and Conduct</li> <li>Vigil Mechanism and Whistle-blower Policy</li> <li>Anti-Bribery and Anti-Corruption Policy</li> <li>Internal guidelines for Corporate Governance</li> <li>Policy on Materiality of RPT and on dealing with RPTs</li> <li>Code of practices and procedures for Fair Disclosure of UPSI</li> <li>Operational Risk Management Framework</li> <li>Policy for Selection of Directors and determining Directors' Independence</li> <li>Policy on determination and disclosure of Materiality of Events and Information</li> <li>Dividend Distribution Policy</li> <li>Policy for Selection of Directors and determining Directors' Independence</li> <li>Terms and conditions of appointment of independent director</li> <li>Diversity, Equity and Inclusion Policy</li> <li>Policy on Appointment of Statutory Auditors</li> <li>Tax Policy</li> </ul>
2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	<ul style="list-style-type: none"> <li>Environmental, Social &amp; Governance (ESG) Policy</li> <li>Supplier Code of Conduct</li> </ul>
3	Businesses should promote the well-being of all employees.	<ul style="list-style-type: none"> <li>Vigil Mechanism and Whistle-blower Policy</li> <li>Occupation Health and Safety Policy</li> </ul>
4	Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.	<ul style="list-style-type: none"> <li>Corporate Social Responsibility (CSR) Policy</li> <li>Stakeholder Engagement Policy</li> </ul>
5	Businesses should respect and promote human rights.	<ul style="list-style-type: none"> <li>Human Rights Policy</li> </ul>
6	Businesses should respect, protect and make efforts to restore the environment.	<ul style="list-style-type: none"> <li>Environmental, Social &amp; Governance (ESG) Policy</li> </ul>
7	Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner	<ul style="list-style-type: none"> <li>Code of practices and procedures for Fair Disclosure of UPSI</li> <li>Stakeholder Engagement Policy</li> </ul>
8	Businesses should support inclusive growth and equitable development	<ul style="list-style-type: none"> <li>Corporate Social Responsibility (CSR) Policy</li> <li>Diversity, Equity and Inclusion Policy</li> <li>Environmental, Social &amp; Governance (ESG) Policy</li> </ul>
9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	<ul style="list-style-type: none"> <li>Information and Cyber Security at Jio Financial Services Limited</li> <li>Web Archival Policy</li> </ul>

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							
b.	Has the policy been approved by the Board? (Yes/No)	Yes							

**c. Web Link of the Policies, if available**

The policies can be accessed at:

1. Stakeholder Engagement Policy: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/stakeholder-engagement-policy.pdf>
2. Code of Ethics and Conduct: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/code-of-ethics-conduct.pdf>
3. Tax Policy: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/tax-policy.pdf>
4. Vigil Mechanism and Whistle-Blower Policy: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/vigil-mechanism-and-whistle-blower-policy.pdf>
5. ESG Policy: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/environmental-social-& governance-esg-policy.pdf>
6. Supplier Code of Conduct: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/supplier-code-of-conduct.pdf>
7. Human Rights Policy: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/human-rights-policy.pdf>
8. Occupational Health and Safety Policy: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/occupation-health-and-safety-policy.pdf>
9. Diversity, Equity & Inclusion Policy: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/diversity-equity-and-inclusion-policy.pdf>
10. Fair Practice Code: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/code-of-practices-and-procedures-for-fair-disclosure-of-upsi.pdf>
11. Policy on Determination and Disclosure of Materiality of Events and Information: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/policy-on-determination-and-disclosure-of-materiality-of-events-and-information.pdf>
12. Corporate Social Responsibility Policy: <https://www.jfs.in/docs/cms/assets/jfs/policy-documents/csr-policy-n.pdf>
13. Information and Cyber Security at Jio Financial Services Limited: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/cyber-security-note-23-24.pdf>

**2. Whether the entity has translated the policy into procedures. (Yes/No)**

Yes

**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, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.**

The policies are aligned with the National Guidelines on Responsible Business Conduct (NGRBC) principles. These comprehensive policies go beyond NGRBC, adhering to international standards like the UN Global Compact (UNGC) guidelines, International Labour Organization (ILO) principles and Global Reporting Initiative (GRI) standards. Furthermore, JFSL ensures its policies reflect the industry's best practices as per the local, national and international regulatory requirements.

**5. Specific commitments, goals and targets set by the entity with defined timelines, if any.**

JFSL commenced operations in FY24 as a demerged entity, with centrally applicable policies and ESG initiatives across all subsidiaries. While specific milestones are yet to be defined, JFSL is in the process of finalising the ESG roadmap that will entail measurable goals, targets and metrics at the group entity level.

The company is currently undertaking base-lining to define measurable goals and metrics, aligning with industry best practices, stakeholder expectations and national priorities. This will guide short-, medium- and long-term targets, while adapting to evolving global sustainability standards.

Transparency, accountability and continuous improvement remain central to JFSL's approach, ensuring long-term resilience and impact. By focusing on key material topics, JFSL is shaping its ESG strategy to create sustainable value.

**6. Performance of the entity against the specific commitments goals and targets along-with reasons in case the same are not met.**

NA

**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)**

Since initiating operations as a demerged entity last year, JFSL has been advancing towards establishing a robust and actionable ESG framework and roadmap. While this journey is ongoing, we have made some notable progress in the past year, particularly in enhancing our data collection channels and strengthening disclosure mechanisms, ensuring transparency and accountability in our ESG commitments.

**Environment:**

On the environmental front, we have implemented renewable energy solutions and introduced green tariffs at one of our office locations. Additionally, we have installed water inflow meters for tracking water consumption, reinforcing our commitment to sustainability and responsible resource consumption.

**Governance:**

In terms of governance, we have fortified our governance framework at the subsidiary level, ensuring alignment with best practices and reinforcing oversight mechanisms to drive ethical and responsible business operations.

**Social:**

Social responsibility remains a cornerstone of our ESG approach. Over the past year, we have contributed ₹4.71 crore in CSR projects focused on fostering sustainable livelihoods, improving educational opportunities and enhancing healthcare accessibility across Maharashtra and Rajasthan, positively impacting communities and contributing to long-term social development.

As we move forward, JFSL remains committed to deepening our work towards sustainability initiatives, ensuring that our business practices deliver credible and lasting impact on society and the environment.

**8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).**

ESG Committee of Directors

**9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.**

Yes, JFSL has an ESG Committee of Directors.

**10. Details of Review of NGRBCs by the Company**

Subject for review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Company follows a well-established policy review process. All Company policies undergo periodic assessments or are reviewed on an as-needed basis, by relevant personnel. This includes department heads, business heads, senior management and/or designated committees depending on the specific policy. Expert external review is obtained wherever felt necessary. During these reviews, the effectiveness of each policy is evaluated. If necessary, revisions to policies and associated procedures are implemented to ensure ongoing effectiveness. The Board of Directors is then presented with these reviewed and, if applicable, revised policies for their consideration and approval.								
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company complies with all regulations that apply to its operations								
Frequency (Annually/Half yearly/Quarterly/Any other – please specify)	To guarantee policy effectiveness, the Company actively reviews all policies on an annual basis or as needed, involving department heads, business heads, senior management and dedicated committees. Expert external review is obtained wherever felt necessary. During these reviews, the team evaluates policy efficacy and implements necessary updates, ultimately presenting them to the Board of Directors for consideration								

**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.**

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

Disclosure Questions	P1 P2 P3 P4 P5 P6 P7 P8 P9								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. The entity does not consider the principles material to its business (Yes/No)									
2. The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
3. The entity does not have the financial or/ human and technical resources available for the task (Yes/No)									NA
4. It is planned to be done in the next financial year (Yes/No)									
5. Any other reason (please specify)									

## Section C: Principle-wise performance disclosure

**Principle 1** Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable

### Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/Principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	32	Business and Industry, Financial and Treasury, Risk Management, Environment, Social and Governance, Legal and Regulatory Compliance and Information Technology initiatives	100%
Key Managerial Personnel	32	Business and Industry, Financial and Treasury, Risk Management, Environment, Social and Governance, Legal and Regulatory Compliance and Information Technology initiatives	100%
Employees other than BoD and KMPs	7	Training on Gen AI, Investor Awareness Program on NSE, Prevention of Sexual Harassment at workplace, Code of Conduct, Information Security, AML and KYC	100%
Workers*		NA	

Note: \*JFSL does not employ any workers considering the nature of business operations.

**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):**  
Nil

**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, JFSL upholds ethical conduct and demonstrates a strong commitment to a zero-tolerance policy for bribery and corruption. This commitment is outlined in JFSL's Anti-Bribery and Anti-Corruption Policy, which aligns with prevailing regulations and laws applicable in our jurisdictions. The scope of this policy covers all individuals and entities associated with the Company, including directors, senior management, employees and other relevant stakeholders.

The objective of this policy is to establish a robust operational framework that promotes accountability in all aspects of the Company's operations. Furthermore, JFSL actively communicates and creates awareness regarding this policy among its employees through internal communication practices.

This Policy can be accessed at: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/anti-bribery-and-anti-corruption-policy.pdf>

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

Case details	FY25	FY24
Directors	0	0
KMP	0	0
Employees	0	0
Workers*	NA	NA

Note: \*JFSL does not employ any workers considering the nature of business operations.

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

Nil.

**7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.**  
None.

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

	FY25	FY24
Number of days of accounts payables	29*	18

Note: \*The increase in accounts payable days reflects the addition of new vendors, evolving payment cycles and adjusted credit terms.

## 9. Openness of business

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

Parameter	Metrics	FY25	FY24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	12.07%	Nil
	b. Number of trading houses where purchases are made from	12	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	12.06%	Nil
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	Nil	Nil
	b. Number of dealers/distributors to whom sales are made	Nil	Nil
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	Nil	Nil
Share of Related Party Transactions in	a. Purchases (Purchases with related-parties/Total Purchases)	2.74%	1.75%
	b. Sales (Sales to related-parties/Total Sales)	38.58%	0.28%
	c. Loans and advances (Loans and advances given to related-parties/Total loans and advances)	100%	100%
	d. Investments (Investments in related parties/Total Investments made)	43.19%	85.3%

Note: The figures considered are for transactions during the reporting year (FY25) and not as on March 31, 2025.

## 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	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	Basics of ESG, NGRBC Principles, BRSR Reporting, BRSR core attributes, BRSR value chain disclosures	100%

### 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, at JFSL, ethical conduct and adherence to the highest standards of corporate governance are foundational values. The Company has a Board-approved policy for the management of conflicts of interest, which aims to identify, manage and effectively resolve potential conflicts at all levels, including among employees and the Board of Directors.

To ensure unbiased decision-making, Directors are required to recuse themselves from discussions involving any personal conflicts. Furthermore, all members of the Board and Senior Management are mandated to disclose any interests or concerns in other entities at the first Board meeting after their appointment and at every first Board meeting held in a financial year, as well as within 30 days of any change in their disclosures.

The Directors uphold the highest standards of fiduciary responsibility, acting in good faith and with the utmost care to serve the Company's best interests at all times.

Additionally, the Company has implemented necessary measures and established policies on Related Party Transactions, which specifically address conflicts of interest and ensure compliance with relevant regulations.

For a detailed understanding, the Code of Conduct for the Board of Directors and Senior Management can be accessed on our website: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/policy-for-selection-of-directors-and-determining-directors-independence.pdf>. Our commitment to transparency and accountability is reflected in these policies, which strive to protect the interests of all stakeholders involved.

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

## Essential Indicators

### 1. Percentage of Research and Development (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.

FY25	FY24	Details of improvements in environmental and social impacts
R&D CapEx		Given the nature of JFSL's business, this question is not applicable/material to the Company.

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

JFSL as a Core Investment Company (CIC) has developed The Supplier Code of Conduct that reflects the group's commitment to sustainable sourcing, outlining key principles for ethical and sustainable business practices in the supply chain. The Company has also taken measures to screen Suppliers and Vendors from an ESG perspective. The Company maintains zero tolerance towards bribery and corruption and also encourages its suppliers to set measurable environmental and social targets, actively prevent and mitigate risks and adopt sustainable and environmentally friendly practices.

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

Refer above

**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**

As JFSL primarily focuses on providing financial services, it is not involved in the manufacturing of any products. Hence, the procurement of physical raw material is minimal. Therefore, the Company does not maintain records of hazardous or other waste generation. Its product and service offerings are designed to be delivered digitally, minimising material usage and potential waste. JFSL is committed to operating with sustainability principles in mind and continuously seeks to reduce its environmental footprint.

**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.**

Given the nature of JFSL's business, this question is not applicable/material to the Company.

## 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)?**

Not estimated

**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.**

NA

**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 reused input material to total material	
	FY25	FY24
As JFSL focuses solely on financial services, it does not manufacture products and therefore does not track recycled/reused material consumption.		

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

Given the nature of JFSL's business, this question is not applicable/material to the Company

**5. Reclaimed products and their packaging materials (as percentage of products sold) for each product 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	Total (A)	% of employees covered by							
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)
<b>Permanent employees</b>									
Male*	63	63	100% as sum insured	63	100% as sum insured	NA	NA	63	100%
Female*	30	30	100% as sum insured	30	100% as sum insured	30	100%	NA	NA
<b>Total</b>	<b>93</b>	<b>93</b>	<b>100%</b>	<b>93</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>63</b>	<b>100%</b>
<b>Other than Permanent employees</b>									
Male						NA			
Female						NA			
<b>Total</b>						<b>NA</b>			

Note: \*excluding other than permanent employees

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
<b>Permanent workers*</b>											
Male							NA				
Female							NA				
<b>Total</b>							<b>NA</b>				
<b>Other than Permanent workers*</b>											
Male							NA				
Female							NA				
<b>Total</b>							<b>NA</b>				

Note: \*JFSL does not employ any workers considering the nature of business operations.

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

	FY25	FY24
Cost incurred on well-being measures as a % of total revenue of the Company	0.18%	0.03%

**2. Details of retirement benefits.**

The Company provides retirement benefits to its employees as following:

- Employees are enrolled under Employees' Provident Fund Scheme as per The Employees' Provident Funds and Miscellaneous Provisions Act, 1952.
- The Company provides gratuity benefits to its employees as per the provisions of the Payment of the Gratuity Act, 1972.

Benefits	FY25			FY24		
	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/NA)	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/NA)
PF	100%	NA	Yes	100%	NA	-
Gratuity	100%	NA	NA	100%	NA	-
ESI	0%	NA	NA	1.06%	NA	-
Others – please specify	-	NA	NA	-	NA	NA

**Accessibility of workplaces**

**3. 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, office premises are equipped with ramps accessible to differently abled persons, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

JFSL is firmly committed to fostering an inclusive environment for all. This commitment extends to individuals with special needs, who are valued members of the team and customers. Recognising their diverse needs, JFSL's office is designed with accessibility in mind. This includes features such as ramps for easy movement, wheelchair-accessible restrooms and clear signage to ensure a comfortable and independent experience for everyone. The Company continuously strives to improve its inclusivity efforts and believes that embracing diversity strengthens the Company and enriches the lives of its stakeholders.

**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.**

JFSL is dedicated to nurturing a diverse and inclusive workplace, guided by the Rights of Persons with Disabilities Act, 2016. Our Diversity, Equity & Inclusion (DE&I) Policy, along with our Human Rights Policy, champions equal opportunity and strictly prohibits discrimination based on age, gender, caste, race, religion or disability. These policies empower individuals with disabilities and foster an environment where all employees can thrive according to their abilities. Reinforced by our Employee Charter and Human Rights Statement, JFSL's commitment to non-discrimination is unwavering.

Access our DE&I Policy at <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/diversity-equity-and-inclusion-policy.pdf> and our Human Rights Policy at <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/human-rights-policy.pdf>

**5. Return to work and Retention rates of permanent employees and workers who took parental leave:**

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	-	-
Female	Nil*	Nil*	-	-
<b>Total</b>	<b>100%</b>	<b>100%</b>	-	-

Note: \*There were no maternity leaves availed by any female employee during FY25

**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)
<b>Permanent Workers</b>	Employees are encouraged to address grievances by contacting their respective Business Partners in person or via email. For reporting harassment, JFSL has established an Internal Committee (IC) that can be approached personally or through email at <a href="mailto:posh.ic@jfs.in">posh.ic@jfs.in</a> . The Company promotes an open-door culture, allowing employees direct access to senior management when needed.
<b>Other than Permanent Workers</b>	
<b>Permanent Employees</b>	
<b>Other than Permanent Employees</b>	Additionally, any queries or complaints can be emailed to <a href="mailto:JFSLEthics.taskforce@jfs.in">JFSLEthics.taskforce@jfs.in</a> . JFSL is committed to providing a supportive environment where concerns are addressed promptly and professionally, ensuring workplace harmony and compliance with ethical standards.

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

Category	FY24			FY23		
	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)
<b>Total permanent employees</b>	<b>93</b>	0	0	60	0	0
- Male	<b>63</b>	0	0	38	0	0
- Female	<b>30</b>	0	0	22	0	0
<b>Total permanent workers*</b>				NA		
- Male						
- Female						

Note: \*JFSL does not employ any workers, considering the nature of business operations

**8. Details of training given to employees and workers:**

Category	FY25				FY24			
	Total (A)	On Health and safety measures		Total (D)	On Health and safety measures		Total (F)	% (F/D)
		No. (B)	% (B/A)		No. (C)	% (C/A)		
<b>Permanent Employees</b>								
Male	<b>64</b>	<b>64</b>	<b>100%</b>	<b>64</b>	<b>100%</b>	<b>38</b>	<b>38</b>	<b>100%</b>
Female	<b>33</b>	<b>33</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>22</b>	<b>22</b>	<b>100%</b>
<b>Total</b>	<b>97</b>	<b>97</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>60</b>	<b>60</b>	<b>100%</b>
<b>Permanent Workers*</b>								
Male					NA			
Female								

Note: \*JFSL does not employ any workers considering the nature of business operations

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

Category	FY25 Current Financial Year				FY24 Previous Financial Year			
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)		
						<b>Employees</b>		
Male	64	47	73%	38	27	71%		
Female	33	26	79%	22	11	50%		
<b>Total</b>	<b>97</b>	<b>73</b>	<b>75%</b>	<b>60</b>	<b>38</b>	<b>63%</b>		
<b>Permanent Workers*</b>								
Male				NA				
Female								
<b>Total</b>								

Note: \*JFSL does not employ any workers considering the nature of business operations.

**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?**

Yes, JFSL is committed to health and safety management as a fundamental aspect of its operations, with an Occupational Health and Safety (OHS) Management System supported by our OHS Policy held at <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/occupation-health-and-safety-policy.pdf>. We establish safety guidelines within the office, conduct regular fire safety drills, provide ambulance accessibility and ensure a doctor is available on-site for medical assistance.

To further promote employee well-being, JFSL offers various leaves, including privileged leaves for new joiners during their probation period. Additionally, on World Health Day, we conducted blood pressure checks to raise awareness about hypertension. Regular cleanliness drives are also conducted to ensure a hygienic workplace. Our crèche facility supports employees with young children, enhancing work-life balance.

We conducted influenza vaccination drives, organised healthcare camps and utilised innovative HR bots for streamlined processes. On International Women's Day, we arranged special health check-ups and doctor visits for female employees. These initiatives reflect our commitment to maintaining a safe and healthy workplace for all employees. For further details, the OHS Policy can be accessed at: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/occupation-health-and-safety-policy.pdf>.

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

To identify work-related hazards and assess risks, JFSL implements several processes on both routine and non-routine bases. This includes encouraging all employees to undergo annual health check-ups, with the costs covered by JFSL. Additionally, we conduct evacuation drive assessments and utilise a checklist for safety mapping to ensure comprehensive safety evaluations. These measures help in maintaining a safe working environment and proactively managing potential risks.

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

To uphold a safe work environment, JFSL implements a comprehensive communication framework for addressing workplace health and safety (WHS) concerns. When an issue arises, targeted meetings are convened, during which affected employees receive detailed information, proposed solutions and justifications.

This process allows employees the necessary time to absorb the information and provide constructive feedback to key personnel. Management carefully considers all contributions and ensures that employees are kept informed about final decisions and the rationale behind them. To maintain transparency and accountability, a record of all resolved WHS issues is meticulously maintained and reported to senior leadership on a quarterly basis. These essential procedures are enshrined in the Occupational Health and Safety (OHS) Policy adopted by the Company.

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

Yes, JFSL focuses on employee well-being and safety by ensuring that 100% of its workforce is insured through group term life, health and accident insurance plans, all accessible via the HRMS portal. Additionally, JFSL offers comprehensive healthcare services, including annual health check-ups and on-site medical assistance during working hours, supplemented by a health insurance policy that supports employees with health-related needs beyond the workplace.

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

Safety Incident/Number	Category*	FY25	FY24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

Note: \*Including in the contract workforce

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

JFSL ensures a safe and healthy workplace through its Occupational Health and Safety Policy, which covers risk, incident and emergency management, along with consultation and communication for issue resolution. The Company provides annual health check-ups, access to an in-house doctor and MediBuddy hospital services for quick medical attention. Immediate support is available via on-site ambulance services and medical assistance. Safety measures include regular fire drills, centralised fire alarms, radium floor maps and clear signboards to maintain a protected work environment.

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

	FY25			FY24		
	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	NA	NA	NA
Health and Safety	0	0	NA	NA	NA	NA

#### 14. Assessments for the year:

Aspect	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	JFSL is committed to maintaining a safe, clean and respectful work environment that upholds employee dignity. To achieve this, the Company conducts regular assessments of its offices, assessing health, safety and working conditions.
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.

No corrective measures were required.

### 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)

Yes, the Company prioritises the financial security of the families of deceased employees by offering comprehensive safeguards through its Group Term Insurance and Employees' Deposit Linked Insurance (EDLI) benefit in partnership with the EPFO. Additionally, benefits such as the Provident Fund, Gratuity and Employee State Insurance Corporation (ESIC) are processed and settled promptly, ensuring adherence to relevant legal provisions.

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

Yes, we have a Supplier Code of Conduct on which confirmation from the value chain partner is obtained at the time of onboarding and subsequently, on a quarterly/periodic basis. Further, we do have the 'right to audit' clauses in our agreements with the value chain partners, which talks about conducting audits for the services being provided, including their books, logs and information.

#### 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	
		FY25	FY24
Employees	0	0	0
Workers*	NA	NA	NA

Note: \*JFSL does not employ any workers considering the nature of business operations.

#### 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)

NA. During the reporting period, there has been no retirement from the Company.

#### 5. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Health and safety practices	Not Assessed
Working Conditions	

#### 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.

JFSL understands the importance of strong stakeholder relationships for achieving long-term success. This includes customers, communities, employees, investors, regulators and value chain partners. To foster these relationships, JFSL follows its Stakeholder Engagement Policy, which promotes fair and consistent practices.

The policy identifies key stakeholder groups and ensures regular, tailored engagement to address their needs. JFSL actively listens to concerns, seeks mutually beneficial solutions and implements corrective actions when necessary. By engaging collaboratively, JFSL aims to co-create a sustainable and responsible future.

For more information, the Stakeholder Engagement Policy is available at <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/stakeholder-engagement-policy.pdf>. Through these efforts, JFSL reinforces its commitment to building trust and driving positive outcomes for all stakeholders.

**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
<b>Customers</b>	No	<ul style="list-style-type: none"> <li>1. Customer surveys (NPS) and feedback</li> <li>2. Digital/Electronic-Mobile App, website, email, SMS, customer care</li> <li>3. Physical – Branches, notice board, pamphlets, personal visits and letters</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>1. Designing products from the customers' perspective.</li> <li>2. Throughout the lifecycle of all products and services, timely assist and support clients and resolve any problems they may encounter.</li> <li>3. Creating enduring relationships based on trust</li> <li>4. Account management and ensuring customer protection.</li> </ul>
<b>Employees</b>	No	<ul style="list-style-type: none"> <li>1. Annual surveys</li> <li>2. Intranet or Internal Company Website, In-person meetings, Appraisal process, Training Programs and Workshops, Wellness and counselling sessions</li> <li>3. Direct Interactions through various channels, including emails, executive sessions, written communications and learning and development initiatives.</li> <li>4. Idea portal, Suggestion box.</li> <li>5. Townhall and strategic meetings</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>1. To provide chances for professional growth and to provide a secure and inclusive work environment for staff members</li> <li>2. To promote a healthy work atmosphere, evaluate performance and offer chances for training and growth.</li> </ul>
<b>Investors</b>	No	<ul style="list-style-type: none"> <li>1. Annual General Meeting (AGM) and Management meetings.</li> <li>2. Investor communication through annual reports and presentations</li> <li>3. Investor calls and roadshows</li> </ul>	Quarterly	<ul style="list-style-type: none"> <li>1. Adherence to all applicable laws and rules.</li> <li>2. Provide updates on financial performance, talk about strategic plans and seek feedback and suggestions from shareholders.</li> <li>3. To guarantee aligning with investor expectations and the Company's business plan, look for strategic inputs.</li> </ul>
<b>Regulators</b>	No	<ul style="list-style-type: none"> <li>1. Mandatory filings with key regulators</li> <li>2. Written Correspondence, Regular &amp; direct engagement through e-mail, phone calls, meetings and online portal.</li> <li>3. Discussions, committees and discussion papers, participation in regulatory meetings and forums</li> <li>4. Representation filings</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>1. To ensure adherence to all relevant laws and regulations</li> <li>2. In order to secure the required approvals and inspections</li> <li>3. To request clarifications, carry out regulatory inspections, reply to inquiries and handle concerns.</li> <li>4. To make a positive contribution to regulatory decision-making that could influence JFSL and its customers.</li> </ul>

<b>Stakeholder Group</b>	<b>Whether identified as Vulnerable &amp; Marginalised Group (Yes/No)</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other</b>	<b>Frequency of engagement (Annually/ half-yearly/Quarterly/others – please specify)</b>	<b>Purpose and scope of engagement, including key topics and concerns raised during such engagement</b>
<b>Community</b>	No	<ol style="list-style-type: none"> <li>1. Interactions with NGOs, focus group discussions, etc.</li> <li>2. Other ways of engagement include community surveys and feedback mechanisms, Email, phone calls and meetings</li> <li>3. Field visits/field work</li> </ol>	Annually	<ol style="list-style-type: none"> <li>1. To adopt a proactive and inclusive approach in engaging the community in decision-making, paying heed to the needs of the community with thorough analysis of their feedback and tailoring future endeavours of JFSL to meet their unique requirements and incorporate their valuable suggestions.</li> <li>2. To foster the sustainable development of communities through ongoing involvement.</li> <li>3. Explore community feedback and address concerns.</li> <li>4. Encourage the effective promotion of JFSL's core values.</li> <li>5. Raise awareness to meet social responsibilities for the less privileged population. This includes initiatives related to customer education, energy conservation, water preservation and responsible waste disposal and recycling.</li> </ol>
<b>Suppliers</b>	No	<ol style="list-style-type: none"> <li>1. Through Annual Reports</li> <li>2. Dealer engagement meets, trainings, company policy/process communication, periodical meets/conferences</li> </ol>	Continuous	<ol style="list-style-type: none"> <li>1. To guarantee the effective execution of daily business operations.</li> <li>2. Exchange of technical know-how as required</li> <li>3. To improve access to and comprehension of relevant financial products and services</li> <li>4. To elevate awareness and consideration of Environmental, Social and Governance (ESG) factors within the organisation.</li> <li>5. Ethical, transparent and enduring business relationships.</li> </ol>
<b>Lenders</b>	No	<ol style="list-style-type: none"> <li>1. Engagement with Treasury and Corporate Affairs team</li> <li>2. AGM and other disclosures</li> <li>3. Quarterly and Annual Results</li> </ol>	Continuous	<ol style="list-style-type: none"> <li>1. Prompt and timely repayment of both the principal amount and interest.</li> <li>2. Regular and timely reporting on the Company's financial performance.</li> <li>3. Adherence to a healthy credit discipline.</li> <li>4. Ensure covenant adherence, monitor financial performance and maintain compliance with lending agreements.</li> </ol>

<b>Stakeholder Group</b>	<b>Whether identified as Vulnerable &amp; Marginalised Group (Yes/No)</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other</b>	<b>Frequency of engagement (Annually/half-yearly/Quarterly/others – please specify)</b>	<b>Purpose and scope of engagement, including key topics and concerns raised during such engagement</b>
<b>Future Generation</b>	No	Harnessing the urgency of environmental and social crises through responsible business practices	Continuous	<ul style="list-style-type: none"> <li>1. To explore possibilities arising from the urgent demand to address environmental and social challenges</li> <li>2. Advocating for the advancement of environmentally responsible businesses.</li> <li>3. Transitioning towards carbon neutrality</li> <li>4. To build a financially inclusive future and promote financial literacy by organising educational sessions for the younger generation by partnering with financial institutions and educators to develop age-appropriate financial education programs for early years, primary school and beyond.</li> </ul>
<b>Government</b>	No	<ol style="list-style-type: none"> <li>1. Mandatory filings with the respective Ministries</li> <li>2. Written Correspondence, Regular &amp; direct engagement through e-mail, phone calls, meetings and online portal.</li> <li>3. Discussions, committees and discussion papers, participation in meetings and forums.</li> <li>4. Representation filings</li> </ol>	Continuous	<ul style="list-style-type: none"> <li>1. To make sure adherence to all relevant laws</li> <li>2. To seek clarifications</li> <li>3. To make transparent and responsible advocacy</li> </ul>

## 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 feedback from such consultations is provided to the Board.**

At JFSL, we engage actively with stakeholders to effectively communicate our strategies and achievements. Committed to integrating economic, environmental and social considerations, we have established two dedicated committees: the CSR Committee and the ESG Committee.

To enhance our ESG initiatives, we have partnered with leading experts for providing services, including policy reviews, capacity building, carbon emission calculations and ESG data preparation

Our Board of Directors and statutory committees receive regular updates on economic, environmental and social issues, ensuring informed leadership.

**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 input received from stakeholders on these topics were incorporated into the policies and activities of the entity.**

Yes, Stakeholder consultation is used to support the identification and management of environmental and social topics. We conduct regular employee pulse surveys to assess alignment with JFSL values and incorporate feedback into leadership strategies. Additionally, periodic updates on ESG initiatives and progress are presented to the executive team, including the CEO, CFO, CHRO and Chief Compliance Officer, ensuring that stakeholder inputs are integrated into our policies and activities.

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

JFSL is deeply committed to Financial Inclusion and Corporate Social Responsibility. The Company actively collaborates with communities through tailored initiatives, attentively listening to their needs and developing customised solutions to foster financial participation and empowerment.

Further demonstrating its dedication to social and environmental responsibility, JFSL partners with the Reliance Foundation to address critical community needs and promote sustainable ecosystems. This strategic collaboration allows the Company to effectively tackle complex challenges and create a lasting positive impact. Regular Financial Inclusion and Literacy camps have also been organised.

Through these initiatives, JFSL empowers communities by enabling improved livelihoods, enhanced education and skills, better health outcomes, thriving cultural heritage and environmental protection.

Additionally, JFSL has implemented a Vigil Mechanism & Whistle Blower Policy, which is available on the Company's website. This platform is open to the community at large, enabling them to communicate with JFSL whenever the need arises.

This comprehensive approach ensures that JFSL's positive impact extends beyond financial products and services, embracing the holistic well-being of communities and the environment.

## 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	FY25			FY24		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
<b>Employee</b>						
Permanent	93	93	100%	60	60	100%
Other than permanent	4	4	100%	0	0	0
<b>Total Employees</b>	<b>97</b>	<b>97</b>	<b>100%</b>	<b>60</b>	<b>60</b>	<b>100%</b>

### Workers\*

Permanent

Other than permanent

NA

### Total Workers

Note: \*JFSL does not employ any workers considering the nature of business operations.

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

Category	FY25				FY24			
	Total (A)	Equal to Minimum Wage	More than Minimum Wage	Total (D)	Equal to Minimum Wage	More than Minimum Wage	Total (E)	No. (G)
	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (F)	% (F/D)	No. (G)	% (G/E)
<b>Employees</b>								
Permanent	93	0	0	93	100%	60	0	0
Male	63	0	0	63	100%	38	0	0
Female	30	0	0	30	100%	22	0	0
<b>Other than Permanent</b>	<b>4</b>	(Interns are paid a stipend in the range of ₹15000 – ₹25000 per month)						
Male	1							
Female	3							

### Workers\*

#### Permanent

Male

Female

NA

#### Other than Permanent

Male

Female

Note: \*JFSL does not employ any workers considering the nature of business operations.

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

**a. Median remuneration/wages**

	Male			Female		
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category		
Board of Directors (BoD)	6	All Directors receive sitting fees, except for one member, who is included in the Key Managerial Personnel (KMP)	2	All Directors receive sitting fees, except for one member, who is included in the Key Managerial Personnel (KMP)		
Key Managerial Personnel	2	₹3,42,37,512	1	₹1,12,50,000		
Employees other than BoD and KMP	62	₹42,45,000	32	₹21,80,028		
Workers*		NA				

Note: \*JFSL does not employ any workers considering the nature of business operations.

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

	FY25*	FY24
Gross wages paid to females as % of total wages	21%	18%

Note: \*It is prudent to note that this number is calculated based on the actual gross salary paid till March 31, 2025, YTD, from the date of joining of each employee.

**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, JFSL has established a focal point for addressing human rights impacts and issues at both the board and executive levels. At the board level, the Human Rights Policy and related aspects are recommended and approved by the Environmental, Social and Governance (ESG) Committee, which works closely with the Nomination and Remuneration Committee (NRC). At the executive level, the Ethics and Compliance Taskforce (ECTF) follows the procedures outlined in the vigil mechanism and whistleblower policy, which includes addressing HR-related matters. This multi-tiered approach ensures a comprehensive framework for managing human rights issues within the organisation.

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

In case of any grievances, the employees can reach out to their respective HR Business Partners either in person or via email to seek solutions. We have the IC Committee in place for the purpose of reporting any instances of harassment, the members of which can be approached personally or via email (email ID: [posh.ic@jfs.in](mailto:posh.ic@jfs.in)). We are driving an open-door culture where employees can directly approach senior management if they feel necessary. Additionally, any queries or complaints can be shared by sending an email to: [JFSEthics.taskforce@jfs.in](mailto:JFSEthics.taskforce@jfs.in).

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

Aspect	FY25			FY24		
	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						
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour						
Forced Labour/ Involuntary Labour						
Wages						
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:**

	FY25	FY24
Total Complaints reported under Sexual Harassment 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.**

JFSL aims to create a safe and inclusive environment for all employees. The Company conducts regular check-ins with staff to ensure that no form of harassment occurs. Moreover, training sessions on the Prevention of Sexual Harassment (POSH) have been implemented to sensitise teams. JFSL has instituted several safeguards, including the Diversity, Equity and Inclusion Policy, the Human Rights Policy and the POSH Policy and Committee, to ensure comprehensive oversight. While no incidents of harassment have been reported within JFSL, the Company maintains robust internal guidelines that guarantee any such cases will be addressed promptly and effectively. In the unfortunate event of a complaint, the utmost protection will be afforded to the complainant and any acts of wrongdoing will be dealt with severely.

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

Yes, JFSL incorporates human rights requirements within its business agreements and contracts. This includes adherence to the principles outlined in our ESG policy as well as Supplier Code of Conduct. Additionally, JFSL retains the right to audit their records to ensure compliance thus ensuring that all partners align with our commitment to human rights and ethical business conduct.

**10. Assessments of the year**

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

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

Not Applicable

## 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**

Not Applicable

**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?**

JFSL is focused on creating an inclusive environment for everyone, including individuals with special needs, who are important members of our team and customer community. Our offices are designed to be accessible, with features like ramps, wheelchair-accessible restrooms and clear signage to ensure comfort and independence for all. We are always working on improving our inclusivity efforts because we believe that embracing diversity makes our Company stronger and enriches the lives of our stakeholders.

**4. Details on assessment of value chain partners:**

Human rights	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour/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.**

Not Applicable

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

### Essential Indicators

**1. Details of total energy consumption (in Joules or multiples) and energy intensity:**

Parameter	Unit	FY25	FY24
<b>From renewable sources (in gigajoules)</b>			
Total electricity consumption (A)	GJ	91	NA
Total fuel consumption (B)	GJ	0	NA
Energy consumption through other sources (C)	GJ	0	NA
<b>Total energy consumption from renewable sources (A+B+C) (GJ)</b>	GJ	91	NA
<b>From non-renewable sources (in gigajoules)</b>			
Total electricity consumption (D)	GJ	633.65	406.25
Total fuel consumption (E)	GJ	3.62*	1.40**
Energy consumption through other sources (F)	GJ	0	0
<b>Total energy consumption from non - renewable sources (D+E+F) (GJ)</b>	GJ	637.27	407.65**
<b>Total energy consumption (A+B+C+D+E+F) (GJ)</b>	GJ	728.38	407.65**
<b>Energy intensity per ₹ of turnover</b>			
(Total energy consumption in GJ/turnover in ₹ in crore)	GJ/crore (₹)	0.90 GJ/crore ₹	0.639 GJ/crore ₹#
<b>Energy intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP) *</b>			
(Total energy consumed/Revenue from operations adjusted for PPP)	GJ/crore (₹)	18.68 GJ/crore ₹	014.342 GJ/crore ₹#
<b>Energy intensity in terms of physical output</b>			
Energy intensity (optional) – the relevant metric may be selected by the entity	-	NA	NA

Note: \* Energy consumption figures for FY25 have been calculated using conversion factors from the Energy Statistics 2023 report published by the Ministry of Statistics and Programme Implementation (MoSPI), instead of DEFRA (Department for Environment, Food and Rural Affairs, UK)

\*\* Energy consumption figures for FY24 have been recalculated using conversion factors from the Energy Statistics 2023 report published by the Ministry of Statistics and Programme Implementation (MoSPI), instead of DEFRA (Department for Environment, Food and Rural Affairs, UK) to ensure comparability

# Energy intensity figures previously reported in terms of GJ per ₹ have been restated as GJ per crore ₹ to ensure consistency and comparability.

Our energy consumption figures have increased as compared to the last financial year due to the expansion of our office footprint with an additional lease of 40,686.94 sq. ft. of space.

**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.

Yes. Lodha & Co. LLP has carried out reasonable assurance of the selected non-financial disclosures presented in the Business Responsibility & Sustainability Report (BRSR) for FY25.

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

Given the nature of JFSL's business, this question is not applicable/material to the Company

**3. Provide details of the following disclosures related to water**

Parameter	Unit	FY25	FY24
<b>Water withdrawal by source (in kilolitres) *</b>			
(i) Surface water	KL	0	0
(ii) Groundwater	KL	0	0
(iii) Third-party water	KL	1812	1103.61
(iv) Seawater/desalinated water	KL	0	0
(v) Others	KL	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	KL	1812	
<b>Total volume of water consumption (in kilolitres)</b>	KL	1812	1103.61
<b>Water intensity per ₹ of turnover</b> (Water consumed/turnover)	KL/crore ₹	2.25	KL/crore ₹ 1.73
<b>Water intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP)</b>	KL/crore ₹	46.47	KL/crore ₹ 38.83
(Total water consumption/Revenue from operations adjusted for PPP)	₹#		₹#
<b>Water intensity in terms of physical output</b>	KL/mn ₹/ stores	NA	NA
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	-	NA	NA

**Note:** #Water intensity figures previously reported in terms of KL per ₹ have been restated as KL per crore ₹ to ensure consistency and comparability

Our water consumption figures have increased as compared to the last financial year due to the expansion of our office footprint with an additional lease of 40,686.94 sq. ft. of space.

**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.

Yes. Lodha & Co. LLP has carried out reasonable assurance of the selected non-financial disclosures presented in the Business Responsibility & Sustainability Report (BRSR) for FY25.

**4. Provide the following details related to water discharged:**

Parameter	Unit	FY25	FY24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>			
(i) Surface water	KL	-	-
No treatment	KL	-	-
With treatment – please specify the level of treatment	KL	-	-
(ii) Ground water	KL	-	-
No treatment	KL	-	-
With treatment – please specify the level of treatment	KL	-	-
(iii) Sea water	KL	-	-
No treatment	KL	-	-
With treatment – please specify the level of treatment	KL	-	-
(iv) Sent to third parties	KL	-	-
No treatment	KL	-	-
With treatment – please specify the level of treatment	KL	-	-
(v) Others	KL	-	-
No treatment	KL	1812*	
With treatment – please specify the level of treatment	KL	-	-
<b>Total water discharged (in kilolitres)</b>	KL	1812*	

Note: \*Total water discharged is assumed to be equal to consumption.

**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.

Yes. Lodha & Co. LLP has carried out reasonable assurance of the selected non-financial disclosures presented in the Business Responsibility & Sustainability Report (BRSR) for FY25.

**5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

No

**6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Unit	FY25	FY24
NOx	µg/m³		
SOx	µg/m³		
Particulate matter (PM)	µg/m³		
Persistent organic pollutants (POP)	tones/annum		
Volatile organic compounds (VOC)	tones/annum		
Hazardous air pollutants (HAP)	tones/annum		
Others – please specify	mg/Nm³		
Acid Mist	mg/Nm³		

**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	FY25	FY24
Scope 1	Metric tons of CO <sub>2</sub> equivalent	0	0
Scope 2	Metric tons of CO <sub>2</sub> equivalent	128*	80.9**
<b>Total</b>	Metric tons of CO <sub>2</sub> equivalent	128*	80.9**
<b>Total Scope 1 and Scope 2 emissions per ₹ of turnover</b>	Metric tonnes of CO <sub>2</sub> eq/crore(₹)	0.16	0.127#
<b>Total Scope 1 and Scope 2 emission intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP)</b>			
(Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	Metric tonnes of CO <sub>2</sub> eq/crore(₹)	3.29	2.846#
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	tCO <sub>2</sub> /(₹)/store	NA	NA
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity		NA	NA

**Note:** \*GHG emissions for FY25 have been calculated using the IPCC Emissions Factor Database instead of DEFRA, as recommended by the Industry Standards Note on BRSR Core, to ensure methodological consistency and comparability.

\*\*GHG emissions for FY24 have been recalculated using the IPCC Emissions Factor Database instead of DEFRA, as recommended by the Industry Standards Note on BRSR Core, to ensure methodological consistency and comparability.

#GHG emission intensity figures previously reported in terms of MT of CO<sub>2</sub> eq per ₹ have been restated as MT of CO<sub>2</sub> per crore ₹ to ensure consistency and comparability

Our emissions figures have increased as compared to the last financial year due to the expansion of our office footprint with an additional lease of 40,686.94 sq. ft. of space.

**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.**

Yes. Lodha & Co. LLP has carried out reasonable assurance of the selected non-financial disclosures presented in the Business Responsibility & Sustainability Report (BRSR) for FY25.

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

While the company is actively developing concrete sustainability initiatives, we have already made progress by implementing a green tariff. This initiative enables us to source a portion of our electricity from renewable energy providers and promotes cleaner energy consumption. By integrating this approach into our operations, we are taking proactive steps towards environmental responsibility while laying the foundation for more comprehensive sustainability measures in the future.

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

Parameter	FY25	FY24
<b>Total Waste generated (in metric tons)</b>		
Plastic waste ( <b>A</b> )	0.116	NA
E-waste ( <b>B</b> )	0	NA
Bio-medical waste ( <b>C</b> )	0	NA
Construction and demolition waste ( <b>D</b> )	0	NA
Battery waste ( <b>E</b> )	0	NA
Radioactive waste ( <b>F</b> )	0	NA
Other Hazardous waste. Please specify, if any. ( <b>G</b> )	0	NA
Other Non-hazardous waste generated ( <b>H</b> ). i. Dry-waste ii. Organic Waste	3.395 1.593 1.802	1.026
<b>Total (A+B + C + D + E + F + G + H)</b>	3.511	1.026
<b>Waste intensity per ₹ of turnover</b> (Total waste generated/Revenue from operations)	0.00436 MT/ crore ₹	0.002 MT/crore ₹#
<b>Waste intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated/Revenue from operations adjusted for PPP)	0.09 MT/crore ₹	0.036 MT/crore ₹#

Parameter	FY25	FY24
<b>Waste intensity in terms of physical output</b>	NA	NA
<b>Waste intensity (optional) – the relevant metric may be selected by the entity</b>	NA	NA
<b>For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tons)</b>		
Category	FY25	FY24
(i) Recycled	Nil	NA
(ii) Re-used	Nil	NA
(iii) Other recovery operations	Nil	NA
<b>Total</b>	<b>Nil</b>	<b>NA</b>

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

Category of waste	FY25	FY24
(i) Incineration:	Nil	NA
(ii) Landfilling	Nil	NA
(iii) Other disposal operations	Nil	NA
<b>Total</b>	<b>Nil</b>	<b>NA</b>

#Waste intensity figures previously reported in terms of MT per ₹ have been restated as MT per crore ₹ to ensure consistency and comparability. Our waste figures have increased as compared to the last financial year due to the expansion of our office footprint with an additional lease of 40,686.94 sq. ft. of space.

**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.**

Yes. Lodha & Co. LLP has carried out reasonable assurance of the selected non-financial disclosures presented in the Business Responsibility & Sustainability Report (BRSR) for FY25.

**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.**

As a financial services provider, JFSL does not generate hazardous or chemical waste in any of its operations.

**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:**

Given the nature of JFSL's business, this question is not applicable/material to the Company

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

Given the nature of JFSL's business, this question is not applicable/material to the Company

**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:**

Sr. No.	Specify the law/regulation/ guidelines which was not complied with	Provide details of the noncompliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective taken, if any action
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JFSL is in compliance with all applicable environmental norms.

## Leadership Indicators

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

For each facility/plant located in areas of water stress, provide the following information:

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

Parameter	FY25	FY24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water		
(ii) Groundwater		
(iii) Third-party water		
(iv) Seawater/desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres)</b>		Given the nature of JFSL's business, this question is not applicable/material to the Company.
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per ₹ of turnover</b> (Water consumed/turnover)		
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater		
No treatment		
(iii) To Sea Water		
With treatment – please specify level of treatment		Given the nature of JFSL's business, this question is not applicable/material to the Company.
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		
<b>Total water discharged (in kilolitres)</b>		

**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

### 2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY25	FY24
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tons of CO <sub>2</sub> equivalent		
Not Estimated			
<b>Total Scope 3 emissions per ₹ of turnover</b>	Metric tons of CO <sub>2</sub> equivalent		Not Estimated
<b>Total Scope 3 emission intensity (optional)</b> – the relevant metric may be selected by the entity	Metric tons of CO <sub>2</sub> equivalent		

**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

### 3. With respect to the ecologically sensitive areas reported at Question 11 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 as JFSL does not have offices in the ecologically sensitive areas.

- 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:**

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1	In alignment with JFSL's commitment to sustainability, JFSL has implemented several energy-saving measures like switching-off lights and unused equipment, promoting responsible air-conditioning utilisation and reducing plastic consumption through employee awareness campaigns and providing reusable metal water bottles in onboarding kits.	NA	Not measured

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

JFSL implements a comprehensive business continuity strategy designed to protect its operations and ensure compliance with regulatory standards. The Company proactively anticipates disruptive events, assesses their potential impact and implements preventative measures through its Business Impact Analysis and Crisis Management Plan. Additionally, the Disaster Recovery Plan provides critical information on data backup, recovery, business resumption, administration, organisational responsibilities, emergency response, operations, training, awareness and testing.

This approach ensures a swift and seamless response to emergencies, minimising downtime and protecting essential business functions. JFSL's commitment to resilience is further demonstrated through its adoption of a Business Continuity Planning Policy and a Business Continuity and Disaster Management Plan, which collectively fortify its ability to maintain operations during disruptions.

Additionally, The Operational Risk Management activities at JFSL including business continuity is guided by the Operational Risk Management Policy. The Policy consists of a clear governance and reporting structure for operational risk in the Company, including roles and responsibilities, standards and tools for measuring and monitoring operational risk across the Company.

Please refer to the Operational Risk Management Framework uploaded on the website (<https://jep-asset.akamaized.net/cms/assets/jfs/investor-relations/policy-documents/jfsl-ormf-disclosure.pdf>)

**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?**

JFSL collaborates with suppliers who align with its commitment to environmental and social responsibility. It expects them to consistently adhere to relevant environmental laws, regulations and company policies across all regions in which they operate or deliver products and services, ensuring shared values and compliance throughout the supply chain.

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

Not assessed

**8. How many green credits have been generated or procured:**

By the listed entity: JFSL has not procured nor generated any green credit during the year.

By the top ten (in terms of value of purchases and sales, respectively) value chain partners: Not ascertained.

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

### Essential Indicators

**1. a. Number of affiliations with trade and industry chambers/associations.**

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.**

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
		None

**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.**

No issues identified during FY25.

### Leadership Indicators

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

None

## 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.**

No project was required to be assessed for their impact during the year under the regulatory requirement.

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

Given the nature of JFSL's business, this question is not applicable/material to the Company.

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

JFSL upholds a strong Vigilance Mechanism and Whistleblower Policy, providing a confidential and accessible platform for stakeholders to report ethical concerns, including fraud, bribery and corruption. This policy encourages external parties such as vendors, customers and the public to report any misconduct.

While external concerns are welcomed, investigations may be conducted independently to ensure objectivity. This approach reinforces JFSL's commitment to ethical conduct and transparency. By offering a secure reporting channel, JFSL aims to maintain high ethical standards and accountability.

For more details, the Vigilance Mechanism and Whistleblower Policy is available at: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/vigil-mechanism-and-whistle-blower-policy.pdf>.

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

	FY25	FY24
Directly sourced from MSMEs/small producers	12.18%**	4.24%*
Sourced directly within India	100%	100%

**Note:** \*The calculation for % input material sourced from MSMEs/small producers excludes CSR and standard provisions on contingent liabilities from total expenses. To ensure methodological consistency and accuracy, the reported figure in FY24 has been recalculated.

**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	FY25	FY24
Rural	0%	-
Semi-urban	0%	-
Urban	0%	-
Metropolitan	100%	-

(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):**

No project was required to be assessed for their impact during the year under the regulatory requirement.

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

Sr. No.	State	Aspirational District	Amount spent (in ₹)
1	Bihar	Begusarai	10,00,000

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

Not Applicable

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

Not Applicable

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

Not Applicable

**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:**

Not Applicable

**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.**

Not Applicable

**6. Details of beneficiaries of CSR Projects:**

JFSL acknowledges the crucial role of Corporate Social Responsibility (CSR) in promoting sustainable development. Recognising the extensive experience and reach of Reliance Foundation in CSR initiatives, we leverage their expertise and reach to carry out our

CSR programmes and to implement impactful social and economic development programmes. These programs focus on rural areas, education, healthcare and culture.

In FY25, JFSL allocated ₹4.71 crore towards CSR projects and our CSR efforts were focused towards three thematic areas such as emphasising sustainable livelihoods, education and healthcare.

JFSL is advancing sustainable livelihoods by transforming villages through technology-driven models, climate-smart agriculture and integrated water management. The company has impacted over 17,500 people in Barwani, Madhya Pradesh and over 6,300 people in Kalahandi, Odisha. Key initiatives include implementing climate resilience measures and sustainable livelihood practices under rural development programs. Additionally, JFSL has created a water harvesting capacity of 200,000 cubic meters to support agriculture and community needs. Over 1,200 farmers have adopted improved agricultural practices and new technologies, boosting productivity and climate resilience.

In health, the Sir H N Reliance Foundation Hospital and Health Outreach Program have supported individuals in preventive care, corneal transplants and improved blood donation infrastructure.

In education, JFSL enhanced learning environments, supported 334 students through the RF Scholarship Program and provided industry-relevant skills via a library and computer training center. Volunteers further enrich learning through storytelling and creative arts, inspiring students to dream big and excel.

## **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.**

JFSL is committed to transparency and integrity in customer interactions through a robust Grievance Redressal Policy, which allows consumers to easily file complaints and provide feedback. Customer grievances are addressed promptly through a structured process for timely updates and resolutions. To enhance responsiveness and satisfaction, JFSL utilises digital platforms, social media and direct communication channels. Additionally, our commitment to ethical practices is reinforced by the Anti-Bribery and Anti-Corruption Policy, which includes a reporting mechanism detailed in the anti-bribery and anti-corruption policy (Reporting mechanism, page 8) (<https://jep-asset.akamaized.net/cms/assets/jfs/investor-relations/policy-documents/anti-bribery-and-anti-corruption-policy.pdf>).

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

		<b>As a percentage to total turnover</b>
Environmental and social parameters relevant to the product		
Safe and responsible usage		Given the nature of JFSL's business, this question is not applicable/material to the company.
Recycling and/or safe disposal		

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

	<b>FY25</b>		Remarks	<b>FY24</b>		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Others	0	0	NA	0	0	NA

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

<b>Aspect</b>	<b>Number</b>	<b>Reasons for recall</b>
Voluntary recalls	NA	NA
Forced recalls	NA	NA

#### **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, JFSL has established a Cyber Security Policy, which is designed to safeguard customer data and mitigate cyber risks.

Our policy framework includes regular audits and updates to ensure compliance with cybersecurity standards.

More details about the policy can be accessed at <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/cyber-security-note-23-24.pdf>.

- 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.**

None. JFSL has not faced any regulatory actions or penalties concerning advertising, delivery of essential services or cyber security issues during the current financial year. We continuously strive to improve our processes based on customer feedback and internal reviews, ensuring that we remain compliant with all regulations and industry best practices.

- 7. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches**

None

- b. Percentage of data breaches involving personally identifiable information of customers**

None

- c. Impact, if any, of the data breaches**

None

## Leadership Indicators

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

JFSL, through its subsidiaries, aspires to be the financial partner that empowers its customers to take control of their finances anytime, anywhere. The Company is building a seamless omnichannel where customers can engage, transact and receive service conveniently, online or offline.

More details can be found on the company website - [www.jfs.in](http://www.jfs.in).

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

The Company is a Core Investment Company (CIC) registered with the Reserve Bank of India (RBI). Accordingly, the Company has not been having and would continue not to have a direct interface/exposure to customers. Customer-facing businesses are undertaken by its subsidiaries/joint ventures.

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

Not Applicable.

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.**

The Company is a Core Investment Company (CIC) registered with the Reserve Bank of India (RBI). Accordingly, the Company has not been having and would continue not to have a direct interface/exposure to customers. Customer-facing businesses are undertaken by its subsidiaries/joint ventures.

- 5. 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)**

The Company is a Core Investment Company (CIC) registered with the Reserve Bank of India (RBI). Accordingly, the Company has not been having and would continue not to have a direct interface/exposure to customers. Customer-facing businesses are undertaken by its subsidiaries/joint ventures.



Jio

**Jio Financial Services Limited**



# ASSURANCE REPORT

FY 2024-25

# REASONABLE ASSURANCE REPORT ON IDENTIFIED SUSTAINABILITY INFORMATION of JIO FINANCIAL SERVICES LIMITED FOR FINANCIAL YEAR 24-25

To,

The Board of Directors,  
Jio Financial Services Limited,  
Mumbai - Maharashtra, India

We have undertaken to perform reasonable assurance engagement, for Jio Financial Services Limited (JFSL) as a standalone entity (not including any subsidiaries and joint ventures) vide engagement dated 13th February 2025 in respect of the agreed Sustainability Information listed below (the "Identified Sustainability Information") in accordance with the criteria notified by the Securities & Exchange Board of India (SEBI). This Sustainability Information is as included in the BRSR of the Company for the year ended 31st March 2025. This engagement was conducted by a multidisciplinary team including technical and assurance professionals. A detailed BRSR Core Report for the year ended 31st March 2025, is attached herewith as Exhibit 1.

## Identified Sustainability Information

The Identified Sustainability Information for the year ended 31st March 2025 is summarised below:

BRSR Core KPIs/Indicators	Selected KPIs	Scope of Coverage
GHG footprint	Total Scope 1 and scope 2 emissions	All offices owned/leased by JFSL
Water footprint	Water consumption and discharge	All offices owned/leased by JFSL
Energy footprint	Total energy consumed from renewable and non-renewable energy sources	All offices owned/leased by JFSL
Waste	Type of waste generated, amount of waste recycled/reused, amount of waste disposed (incineration/landfill)	All offices owned/leased by JFSL
Employee safety and wellbeing	Amount of revenue spent on wellbeing of employees, details of safety-related incidents	All offices owned/leased by JFSL
Gender Diversity	Wages paid to female employees, complaints related to POSH	All offices owned/leased by JFSL
Inclusive Development	Input material sourced directly from MSMEs, job creation in smaller towns	All offices owned/leased by JFSL
Fairness in Engaging with Customers and Suppliers	Instances involving loss/breach of data of customers	All offices owned/leased by JFSL
Open-ness of business	Purchases & sales done with trading houses, dealers and related parties, Loans and advances & investments with related parties	All offices owned/leased by JFSL

Our reasonable assurance engagement was with respect to the year ended on 31st March 2025 information only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR and therefore, do not express any conclusion thereon.

## Criteria

The criteria used by the Company to prepare the Identified Sustainability Information are as per the format mandated by the SEBI vide circular no. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12th July 2023.

## Management Responsibility

The Company's management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information, taking into account applicable laws and regulations, if any, related to reporting on the Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the criteria. This responsibility includes design, implementation and maintenance of internal control relevant to the preparation of the BRSR and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

## Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different but acceptable measures and measurement techniques and can affect comparability between entities.

## Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India and have the required competencies and experience to conduct this assurance engagement.

The firm applies Standard on Quality Control (SQC) 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information and Other Assurance and Related Services Engagement" and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

## Our Responsibility

Our responsibility is to express a reasonable assurance conclusion on the Identified Sustainability Information based on the procedures we have performed and evidence we have obtained.

We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India. This standard requires that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Information are prepared, in all material respects, in accordance with the Reporting Criteria. A reasonable assurance engagement involves assessing the risks of material misstatement of the Identified Sustainability Information, whether due to fraud or error, responding to the assessed risks as necessary in the circumstances.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Gained a comprehensive understanding of the Identified Sustainability Information and the corresponding disclosures.
- Reviewed and evaluated the design and implementation of key systems, processes and controls used for collecting, managing, recording and reporting sustainability-related data.
- Reviewed Company policies and practices, pertaining to environment, social and governance.
- Understood the appropriateness of the methods used for assumptions and estimations used by the Company for calculating and reporting purposes.
- Identified potential risks of material misstatements in the Identified Sustainability Information and determined the appropriate nature, timing and extent of further procedures based on the risk assessment.
- Engaged with the Company's management and relevant stakeholders to understand the reporting processes, key assumptions and governance mechanisms in place.
- Conducted substantive testing on a sample basis to verify the accuracy and reliability of the Identified Sustainability Information.
- Examined underlying records and conducted testing procedures, including recalculations, to validate reported sustainability information.
- Performed analytical procedures to assess the reasonableness and consistency of the reported data.
- Reviewed the disclosures in BRSR Core to identify and assess any significant discrepancies between reported performance and source data/information.

### **Exclusions**

Our assurance scope excludes the following and therefore we do not express a conclusion on the same:

- Operations of the Company other than those mentioned in the "Scope of Assurance".
- Aspects of the BRSR and the data/information (qualitative or quantitative) other than the Identified Sustainability Information.
- Data and information outside the defined reporting period i.e. financial year 2024-2025.
- The statements that describe expression of opinion, belief, aspiration, expectation, aim or future intentions provided by the Company.

### **Opinion**

Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Information for the year ended 31st March 2025 (as stated under "Identified Sustainability Information") are prepared in all material aspects, in accordance with the reporting criteria.

### **Restriction on Use**

Our reasonable assurance report has been prepared and addressed to the Board of Directors of Jio Financial Services Limited at the request of the Company solely, to assist Company in reporting on Company's sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Company. Our deliverables should not be used for any purpose other than addressees of our Deliverables. The firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.

The notes referred to above form an integral part of the report.

### **For Lodha & CO LLP**

Chartered Accountants

Firm's Registration No. 301051E/E300284

### **Pradeep Malu**

Partner Membership No: 033395

UDIN: 25033395BMOETM7494

Place: Mumbai

Dated: 17th April 2025

**EXHIBIT 1****Jio Financial Services Limited**

(Standalone entity, does not include Subsidiaries and Joint Ventures)

**BRSR Core Report for the year ended 31st March 2025**

(As per SEBI Circular no. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12th July 2023)

This Report is an integral part of our Reasonable Assurance Report of even UDIN and date.

Sr. No.	Attribute	Parameter	Measurement/Unit	Data/Value	Cross-reference to BRSR	Refer Note
1	Greenhouse gas footprint	Total scope 1 emissions	tCO <sub>2</sub> e	Nil	Principle 6, Question 7 of Essential Indicators	1a
		Total scope 2 emissions	tCO <sub>2</sub> e	128		1b
		GHG emission intensity	tCO <sub>2</sub> e/crore ₹ of revenue from operations	0.16		-
		GHG emission intensity with adjusted PPP	tCO <sub>2</sub> e/total revenue from operations adjusted with PPP	3.29		
		GHG emission intensity (Total output of product or services)	tCO <sub>2</sub> e/Total Output of Product or Services	NA		
2	Water footprint	Total water consumption	Kilolitres (kL)	1812	Principle 6, Question 3 of Essential Indicators	2a
		Water consumption intensity	Water consumed in kL/crore ₹ of revenue from operations	2.25		-
		Water consumption intensity with adjusted PPP	Water consumed in kL/total revenue from operations adjusted with PPP	46.47		-
		Water consumption intensity (Total output of product or services)	Water consumed in kL/Total Output of Product or Services	NA		-
		Water Discharge by destination and levels of Treatment	Kilolitres (kL)	1812	Principle 6, Question 4 of Essential Indicators	2b
3	Energy footprint	Total energy consumed	Gigajoules	728	Principle 6, Question 1 of Essential Indicators	3a
		% of energy consumed from renewable sources	%	13		3a
		Energy intensity	Energy consumed in Gigajoules/crore ₹ of revenue from operations	0.90		-
		Energy intensity adjusted with PPP	Energy consumed in Gigajoules/Total revenue from operations adjusted with PPP	18.68		-
		Energy intensity (Total output of product or services)	Energy consumed in Gigajoules/Total Output of Product or Services	NA		-

Sr. No.	Attribute	Parameter	Measurement/Unit	Data/Value	Cross-reference to BSR	Refer Note
4	Embracing circularity - details related to waste management by the entity	Plastic waste (A)	Metric Tonnes	0.0116 MT	Principle 6, Question 9 of Essential Indicators	-
	E-waste (B)		Metric Tonnes	Nil		-
	Bio-medical waste (C)		Metric Tonnes	Nil		-
	Construction and demolition waste (D)		Metric Tonnes	Nil		-
	Battery waste (E)		Metric Tonnes	Nil		-
	Radioactive waste (F)		Metric Tonnes	Nil		-
	Other Hazardous waste. Please specify, if any. (G)		Metric Tonnes	Nil		-
	Other Non-hazardous waste generated (H)					-
	a. Dry waste		Metric Tonnes	1.59 MT		-
	b. Organic waste		Metric Tonnes	1.80 MT		-
	Total waste generated (A + B + C + D + E + F + G + H)		Metric Tonnes	3.51 MT		-
	Waste intensity		Waste generated in Metric Tonnes/crore ₹. of revenue from operations	0.0044		-
	Waste intensity with adjusted PPP		Waste generated in Metric Tonnes/Total revenue from operations adjusted with PPP	0.09		-
	Waste intensity (Total output of product or services)		Waste intensity in Metric Tonnes/Total Output of Product or Services	NA		-
	Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations		Metric Tonnes	Nil		-
	For each category of waste generated, total waste disposed by nature of disposal method		Metric Tonnes	Nil		-
5	Enhancing Employee Wellbeing and Safety	Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the company	In % terms	0.18	Principle 3, Question 1(c) of Essential Indicators	4a
	Details of safety-related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites)	Number of Permanent Disabilities Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) No. of fatalities	Nil Nil Nil	Principle 3, Question 11 of Essential Indicators	-	-
6	Enabling Gender Diversity in Business	Gross wages paid to females as % of wages paid Complaints on POSH	In % terms Total Complaints on Sexual Harassment (POSH) reported Complaints on POSH as a % of female employees/workers Complaints on POSH upheld	21% Nil Nil Nil	Principle 5, Question 3(b) of Essential Indicators Principle 5, Question 7 of Essential Indicators	5a - -
7	Enabling Inclusive Development	Input material sourced from following sources as % of total purchases – Directly sourced from MSMEs/small producers and from within India Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or non-permanent/on contract) as % of total wage cost	In % terms – As % of total purchases by value In % terms – As % of total wage cost	12.18 Nil	Principle 8, Question 4 of Essential Indicators Principle 8, Question 5 of Essential Indicators	6a -

Sr. No.	Attribute	Parameter	Measurement/Unit	Data/Value	Cross-reference to BCSR	Refer Note
8	Fairness in Engaging with Customers and Suppliers	Instances involving loss/breach of data of customers as a percentage of total data breaches or cyber security events	In % terms	Nil	Principle 9, Question 7 of Essential Indicators	-
		Number of days of accounts payable	(Accounts- Trade payable * 365)/Cost of goods/services procured	29	Principle 1, Question 8 of Essential Indicators	7a
9	Open-ness of business	Concentration of purchases & sales done with trading houses, dealers and related parties	Purchases from trading houses as % of total purchases	12.07%	Principle 1, Question 9 of Essential Indicators	8a
		Loans and advances & investments with related parties during the year	Number of trading houses where purchases are made from	12		
			Purchases from top 10 trading houses as % of total purchases from trading houses	12.06%		
			Sales to dealers/distributors as % of total sales	Nil		-
			Number of dealers/ distributors to whom sales are made	Nil		
			Sales to top 10 dealers/ distributors as % of total sales to dealers/distributors	Nil		
			Share of RPTs (as respective %age) in -			-
			Purchases	2.74		-
			Sales/Income	38.58		-
			Loans & advances	100		-
			Investments	43.19		-

The notes referred to above form an integral part of the report.

**For Lodha & CO LLP**  
Chartered Accountants  
Firm's Registration No. 301051E/E300284

**Pradeep Malu**  
Partner  
Membership No: 033395  
UDIN: 25033395BMOETM7494

Place: Mumbai  
Dated: 17th April 2025

**For and on behalf of the Board of Directors**

Chief Financial Officer

# Notes forming part of BRSR Core Report for the year ended March 31, 2025

## Note 1: Greenhouse Gas Footprint

### Note 1a – Scope 1 emissions:

There was no direct emission by the company during the year, falling in Scope 1 hence taken as NIL.

### Note 1b – Scope 2 emissions:

Sources of scope 2 emissions include the company's share in emissions released from consumption of electricity, consumption through HVAC and Fire Panel system, electricity generated from combustion of diesel using DG sets.

## Note 2: Water Footprint

### Note 2a – Water consumption:

Sources of water include water consumed from third parties (Local municipal corporation and tankers).

#### Total Water Consumption

Sr. No.	Sources	Water Consumption	
		Unit	Quantity
1	Surface water	Kilolitre	Nil
2	Ground water	Kilolitre	Nil
3	Seawater/desalinated water	Kilolitre	Nil
4	Rainwater harvesting	Kilolitre	Nil
5	Third-party water (Local municipal corporation + water tankers)	Kilolitre	1812
6	Other sources	Kilolitre	Nil
		<b>Total</b>	<b>1812</b>

### Note 2b – Water discharge:

The total water discharged is considered equal to the water consumed. Drinking water is not excluded from the calculation, as the same water sourced from Local municipal corporation and tankers is filtered and used for drinking purposes.

## Note 3: Energy Footprint

### Note 3a – Energy consumption from non-renewable sources:

Sr. No.	Particulars	Quantity	Unit	Conversion factor	Conversion factor unit	Total energy consumed (in GJ)
1	Electricity consumption	108762	kWh	0.0036	kWh/GJ	392
2	HVAC & Fire Panel	67252	kWh	0.0036	kWh/GJ	242
3	Diesel consumed (Liters converted to kg)	84	Kg	0.043292	GJ/Kg	3
<b>Total</b>						<b>637 GJ</b>

### Note 3b - Energy consumption from renewable sources:

Sr. No.	Particulars	Quantity	Unit	Conversion factor	Conversion factor unit	Total energy consumed (in GJ)
1	Electricity consumption	25307	kWh	0.0036	kWh/GJ	91
<b>Total</b>						<b>91 GJ</b>

## Note 4: Enhancing Employee Wellbeing and Safety

### Note 4a – Total amount spent on employee wellbeing and safety.

Sr. No.	Particulars	Amount
1	Total amount spent on health insurance (includes Group Term Insurance, Group Health Insurance & Group Personal Accident Insurance)	₹1,43,36,081
2	Total amount spent on maternity benefits	Nil
3	Total amount spent on paternity benefits	₹85,833
4	Total amount spent on day care facilities	Nil
5	Total amount spent on POSH training and awareness program	₹30,000
6	Total amount spent on health checkup	₹68,256
<b>Total amount spent on employee wellbeing and safety [A]</b>		<b>₹1,45,20,170</b>
Revenue From Operations (in crores) [B]		805.56
<b>Total amount spent on employee wellbeing of total revenue [C= (A/B)*100]</b>		<b>0.18</b>

## Note 5: Enabling Gender Diversity in Business

### Note 5a – Gross Wages paid to female employees

Gross wages comprise an employee's CTC, which includes Fixed Pay, Long-Term Incentives and Short-Term Incentives.

Sr. No.	Particulars	Amount
1	Total salaries and wages paid to female employees [A]	₹11,61,01,064
2	Total salaries and wages paid to male employees	₹44,79,60,556
	<b>Total [B]</b>	<b>₹56,40,61,620</b>
	<b>Total salary paid to female employees as % of total salaries paid [C= (A/B)*100]</b>	<b>21%</b>

## Note 6: Enabling Inclusive Development

### Note 6a – Procurement from MSME Vendors

Particulars	Amount
Procurement from MSME vendors [A]	₹9.59 crores
Total Procurement [B]	₹78.76 crores
Procured from MSME vendors in percent	<b>12.17</b>

## Note 7: Fairness in Engaging with Customers and Suppliers

### Note 7a -

Particulars	Amount
Trade Payable [A]	₹6.31 crores
Cost of goods & services procured [B]	₹78.76 crores
Number of days of Accounts Payable <b>[(A*365)/B]</b>	<b>29.24</b>

## Note 8: Open-ness of Business

### Note 8a –

Particulars	Amount
Total purchases made [A]	₹78.76 crores
Total purchases made from trading houses [B]	₹9.51 crores
Percentage of purchases from trading houses of total purchases <b>[(B)/A*100]</b>	<b>12.07%</b>

The notes referred to above form an integral part of the report.

### For Lodha & CO LLP

Chartered Accountants

Firm's Registration No. 301051E/E300284

### Pradeep Malu

Partner

Membership No: 033395

UDIN: 25033395BMOETM7494

Place: Mumbai

Dated: 17th April 2025

### For and on behalf of the Board of Directors

Chief Financial Officer



## Glossary

BMC	Brihanmumbai Municipal Corporation
BRSR	Business Responsibility and Sustainability Report
CTC	Cost to Company
DG	Diesel Generator
GJ	GigaJoules
HVAC	Heating, Ventilation and Air Conditioning
KL	Kilolitres
MT	Metric Tonnes
kWh	Kilowatt-hour
MSME	Micro, Small and Medium Enterprises
MWh	Megawatt-hour
POSH	Prevention of Sexual Harassment
PPP	Purchase Power Parity
RPT	Related Party Transaction
tCO <sub>2</sub> e	Tonnes of CO <sub>2</sub> equivalent
TJ	Tera Joules

## Notes





## Jio Financial Services Limited

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