

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT FOR 2025 - 2026

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	U66010MH2008PLC183679
2. Name of the Listed Entity	IndiaFirst Life Insurance Company Limited
3. Year of incorporation	Date of Incorporation June 19, 2008. Date of issuance of license by IRDAI November 5, 2009.
4. Registered office address	12 th and 13 th Floor, North [C] wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai - 400063.
5. Corporate address	12 th and 13 th Floor, North [C] wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai - 400063.
6. E-mail	investor.relations@indiafirstlife.com
7. Telephone	+91 22 6857 0500
8. Website	https://www.indiafirstlife.com
9. Financial year for which reporting is being done	FY 2025-26
10. Name of the Stock Exchange(s) where shares are listed	Equity Shares of the Company are not listed on Stock Exchange. Non-Convertible Debentures (NCD) are listed on the WDM segment of the National Stock Exchange.
11. Paid-up Capital	As on March 31, 2026, total paid-up capital of the company stood at INR 755,25,02,410 consisting of 75,52,50,241 Equity shares of INR 10/- each
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: Mr. Amrish Maheshwari Designation: Chief Risk Officer Telephone Number: 022 6857 0566 E-mail ID: investor.relations@indiafirstlife.com
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone Basis
14. Name of assurance provider	Not Applicable
15. Type of assurance obtained	Not Applicable

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financial and Insurance Services	Life Insurance	100 %

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

S. No.	Product/ Service	NIC Code	% of total Turnover contributed
1	Life Insurance	6511	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	NIL	93	93
International	NIL	NIL	NIL

Includes an office in GIFT City.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	20 States and 2 Union Territories
International (No. of Countries)	NIL

b. What is the contribution of exports as a percentage of the total turnover of the entity? Not Applicable

c. A brief on types of customers

The Company serves a diverse customer base across retail, rural, and institutional segments, offering life insurance solutions that support financial protection, long-term savings, and income security across different life stages and income groups

Retail Customers:

These comprise individual policyholders seeking protection solutions for personal financial needs, including income protection, savings, retirement planning, and family security. The Company also offers affordable schemes such as PMJJBY and micro-insurance products, enabling wider access to insurance coverage, particularly for economically weaker sections and vulnerable groups.

Within retail customers, key segments include:

- 1. Individuals and Families:** Customers seeking financial protection to ensure household stability, support dependents, and secure future goals such as children's education and family well-being.
- 2. Working Professionals:** Individuals in their earning years who utilize insurance to safeguard income, manage liabilities, and provide for dependents.
- 3. Millennials and Gen Z:** Younger customers who prefer accessible, digitally enabled and cost-effective products, contributing to early adoption of financial planning practices.
- 4. High-Net-Worth Individuals (HNIs):** Customers requiring customized solutions for wealth preservation, estate planning, and long-term financial security.
- 5. Business Owners and Partners:** Customers using insurance for business continuity, risk management, and succession planning.
- 6. Senior Citizens:** Individuals seeking retirement-focused solutions such as annuities and pension plans to ensure stable post-retirement income and financial independence.

Rural and Financially Underserved Customers:

Through its extensive bank branch network, the Company reaches customers in rural and semi-urban areas, expanding access to insurance beyond traditional urban markets. Special focus is placed on customers from economically weaker sections and vulnerable groups through schemes such as PMJJBY and micro-insurance offerings. These efforts reflect the Company's approach towards expanding awareness, improving accessibility, and enabling broader participation in financial protection

Corporate and Institutional Customers:

The Company provides group life insurance solutions to corporates, including public and private sector entities, supporting employee benefits, financial protection, and workforce well-being.

Overall, the Company's customer segments reflect a balanced approach to addressing varied protection and financial security needs across demographics, geographies, and income segments, while contributing to increased awareness and access to insurance solutions with the long-term objective of enabling wider coverage across the population.

20. Details as at the end of Financial Year
a. Employees and Workers (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	5087	3658	72%	1429	28%
2.	Other than Permanent (E)	11	8	70%	3	30%
3.	Total employees(D+E)	5098	3666	72%	1432	28%

Includes full-time employees *

b. Differently abled Employees and Workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
1.	Permanent (D)	3	2	67%	1	33%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees. (D+E)	3	2	67%	1	33%

21. Participation/Inclusion/Representation of women

	Total	No. and percentage of Females	
	(A)	No. (B)	% (B/A)
Board of Directors	9*	1	11.11%
Key Management Personnel	12*	2	16.67%

Includes MD&CEO*

22. Turnover rate for permanent employees and workers

Category	2025-2026			2024-2025			2023-2024		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	47.24%	55.18%	49.44%	47.99%	55.19%	49.9%	42%	39%	41%
Permanent Workers	Not Applicable								

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

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business responsibility initiatives of the listed entity? (Yes/No)
1	Bank of Baroda	Holding	64.92%	No

VI. CSR Details

24. i) Whether CSR is applicable as per section 135 of Companies Act, 2013:- Yes

(ii) Turnover (in INR) - (Net Premium) - 7569.85 crores

(iii) Net worth (in INR) - 1416 crores

CSR is applicable for FY 2025-26

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) (If yes, then provide web-link for grievance redress policy)	2025-2026			2024-2025		
		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	No	NIL	NIL	NA	NIL	NIL	NA
Investors (other than shareholders)	Yes. The contact numbers for registering investor grievances are displayed on the company website.. https://www.indiafirstlife.com/content/dam/ifiwebsite/in/en/debentures/km-debenture-holders-grievances.pdf.coredownload.inline.pdf	NIL	NIL	NA	NIL	NIL	NA
Shareholders	-	NIL	NIL	NA	NIL	NIL	NA
Employees and workers	Yes, the policy related to employee grievance redressal is available on the intranet portal of the company.	567	12	-	819	9	-
Customers	Yes, grievance redressal policy is available on the company website. https://www.indiafirstlife.com/content/dam/ifiwebsite/header/grievance-redressal-policy.pdf.coredownload.inline.pdf	1887	9	-	1743	12	
Value Chain Partners	Value chain partners can raise their grievances with designated SPOCs.	NIL	NIL	-	NIL	NIL	

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 given in below table:

The Company conducted materiality assessments to assess material sustainability issues. Specifically, issues which may have an impact on the business of the company, and/or which there are societal/stakeholder concerns.

Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Business Ethics and Conduct	Risk & Opportunity	High ethical standards build trust, enhance reputation, and attract ethical-minded customers. It mitigates legal and compliance risks and prevents reputational damage. Neglecting ethics poses financial and reputation risks. Prioritizing ethics allows companies to establish trust, sustain growth, and mitigate unethical risks.	IndiaFirst Life proactively addresses risks related to business ethics and conduct by implementing a strong code of Conduct, providing regular compliance, Anti-bribery and anti-corruption, and fraud awareness training, and establishing clear policies and procedures. The company has a Fraud Monitoring Committee which is a sub-committee of the Audit Committee to oversee implementation of the Anti-Fraud policy and vigilance and ethics matters. By fostering transparency and accountability, the company aims to minimize legal and reputational risks, build trust with stakeholders, and drive sustainable growth.	Negative and Positive
2.	Corporate Governance	Risk & Opportunity	Effective governance enhances transparency, accountability, and decision-making. It builds investor confidence, fosters relationships, and ensures compliance. Neglecting governance risks reputation, non-compliance, and poor performance. Prioritizing governance improves performance, mitigates risks, and maintains a competitive edge.	IndiaFirst Life proactively mitigates corporate governance risks through strong structures, regulatory compliance, transparency, and an ethical culture. This builds trust, minimizes legal and reputational risks, and supports sustainable growth.	Negative and Positive
3.	Cyber Security and Data Privacy	Risk	Cyber security risks for businesses include unauthorized access, data breaches, financial losses, and reputational damage. Cybercriminals exploit vulnerabilities, causing operational disruption, loss of trust, penalties, and litigation. Robust practices like network security and employee training are crucial for protecting assets and maintaining stakeholder trust in the digital age.	The company prioritizes adapting and mitigating risks in cyber security and data privacy. This includes implementing robust security measures, ensuring compliance, and investing in advanced technologies. By safeguarding customer data and maintaining trust, the company minimizes potential cyber threats to its operations and reputation. The company has a Board approved Information and Cyber Security policy. The Information Security Risk Management Committee (ISRM), a sub-committee of the Risk Management Committee (RMC) of the Board oversees implementation of the policy and the information security initiatives of the company. The ISRM submits a quarterly update of its progress to the RMC. The company has obtained ISO 27001 (Information Security Management System).	Negative

Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4.	Risk Management	Risk & Opportunity	Risk Management is a process, affected by an entity's Board of Directors, management, and other personnel, applied in strategy setting and across the enterprise to identify potential events and developments that may affect the entity, and manage risk (including ESG risks) to be within its risk appetite/risk tolerance, as applicable. This provides reasonable assurance regarding the achievement of entity objectives.	The company has a Board-approved Risk Management Framework to identify and mitigate risks, along with a Risk Appetite Statement and operational guardrails approved by the board. The company has adopted ISO 31000:2018 Risk Management framework as the cornerstone of risk management practices.	Negative & Positive
5.	Business Continuity Planning	Risk & Opportunity	Business Continuity Planning (BCP) ensures preparedness for unforeseen events, minimizing disruptions and safeguarding business interests. Implementing BCP enables quick recovery, maintains trust, and meets regulations. Neglecting BCP risks downtime, losses, damage, and non-compliance. Prioritizing BCP enhances resilience, mitigates risks, and ensures sustainability.	The company proactively adapts and mitigates risks with strong business continuity planning. This involves developing comprehensive strategy, protecting critical systems, and establishing clear communication protocols. Regular testing and updates ensure effectiveness, minimizing disruptions and safeguarding stakeholder interests. The company is taking necessary steps to embed BCP into organizational practices. This not only enhances resilience, but also promotes operational excellence. The company has adopted ISO 22301 (Business Continuity Management System) to further strengthen its business continuity management practices.	Negative & Positive
6.	Effective Management and implementation of regulatory changes and laws.	Risk & Opportunity	Managing regulatory changes present risks and opportunities for businesses. Staying compliant mitigates legal and financial risks, maintains reputation, and fosters innovation. Failure to manage changes leads to non-compliance, legal consequences, and reputational damage. Proactive management ensures compliance, navigates complexities, and builds stakeholder trust.	The company proactively adapts and mitigates risks in managing regulatory changes and laws. This involves closely monitoring developments, ensuring compliance, and providing ongoing training. The implementation of regulatory compliances is tracked through an automated tool and Compliance Dashboards are presented to Senior Management periodically. By prioritizing regulatory compliance, the company minimizes legal and compliance risks and protects stakeholder interests.	Negative & Positive

Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7.	Customer engagement and satisfaction	Opportunity & Risk	Customer engagement and satisfaction offer valuable business opportunities. By ensuring customer satisfaction and engagement, companies foster loyalty, build relationships, and drive profitability. Satisfied customers become brand advocates, increasing retention and positive word-of-mouth. Neglecting customer engagement risks churn and missed growth opportunities. Prioritizing satisfaction creates a competitive edge and drives success.	The company has a well-established Grievance Redressal policy and procedures. A dedicated and independent Complaints Management Unit ensures that all customer grievances are addressed in a timely manner with appropriate resolution. There is adequate oversight and supervision on grievances by internal Management Forums. The summary of grievances, claims processed and net promoter scores that measure customer satisfaction are placed quarterly at the Board level committee namely Policyholders Protection, Grievance Redressal and Claims monitoring Committee (PPGR&CM) for their review.	Positive & Negative
8.	Employee wellbeing, training, and development	Opportunity & Risk	Employee well being, training, and development are critical enablers of sustainable business performance. Prioritising employee well being enhances engagement, job satisfaction, and retention, while systematic investments in training and capability development strengthen workforce skills, productivity, and innovation capacity. Conversely, inadequate focus on employee well being and development can lead to lower morale, reduced efficiency, and talent attrition. By fostering a supportive work environment and enabling continuous learning, organisations can build a resilient, future ready workforce and drive long term, inclusive value creation.	Employee Health, Safety and Social Protection: The Company provides comprehensive health insurance for employees and their families, along with life insurance coverage, to enhance financial security, promote preventive healthcare, and support a healthy and resilient workforce. Structured Training and Capability Building: A structured training roadmap enables continuous development of functional, managerial, and leadership capabilities across employee levels, strengthening workforce readiness. Personalised Learning and Development: Tailored learning and development pathways, based on individual roles, performance, and career aspirations, promote lifelong learning, internal mobility, and equitable growth opportunities.	Positive & Negative
9.	Diversity, Equity, and Inclusion	Opportunity	The Human Capital policy encapsulates the policy on Diversity, Equity, and Inclusion and Equal Opportunity. Through these policies, the company aims at promoting equity, diversity & inclusion as a culture which allows all employees to bring their authentic selves to work and contribute their skills, experience, for creating unmatched value for all stakeholders.	The Company is committed to embedding diversity and inclusion across its operations by ensuring equal opportunity and fostering an inclusive workplace culture. In support of this commitment, the Company has adopted a Diversity, Equity and Inclusion (DEI) Policy and an Equal Opportunity Policy , both of which have been duly approved by the Board.	Positive

Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10.	Financial Inclusion (Innovative, Affordable savings and protection plans)	Opportunity & Risk	Financial inclusion presents a strategic opportunity for the Company to expand insurance penetration through innovative and affordable savings and protection solutions for socially and economically weaker sections, thereby advancing inclusive growth and household financial resilience. However, it also entails risks such as adverse selection, limited risk pooling, and higher claims ratios, particularly among first time and underinsured segments. Accordingly, financial inclusion has been identified as a combined opportunity and risk, necessitating a balanced and responsible approach to product design and market expansion.	The Company has developed micro insurance products for socially and economically weaker sections to promote financial inclusion and expand household coverage. While such initiatives carry the risk of adverse selection and potential claims volatility, the Company actively mitigates these risks through engagement with State and District level Insurance Committees, MSME authorities, the SLBC, regulators, and industry bodies to identify coverage gaps and strengthen product design. Additionally, efforts to accelerate settlement of unclaimed insurance amounts enhance trust, transparency, and customer confidence, supporting the sustainable expansion of inclusive insurance coverage.	Positive & Negative
11.	Financial Literacy and Insurance awareness	Opportunity & risk	Opportunity- Financial literacy and insurance awareness offer business opportunities. Promoting financial literacy empowers individuals to make informed decisions and manage their money effectively. Increasing insurance awareness educates people about its benefits. Businesses can provide resources, products, and advisory services to meet these needs, building trust and engagement. Risk- Low levels of financial literacy and inadequate awareness of insurance products, particularly among women, rural populations, MSME workers, and informal sector participants, pose a risk to financial inclusion and social security. Limited understanding of savings, risk protection, and insurance benefits can lead to under insurance, financial vulnerability, and delayed claim settlements, which may impact trust in the insurance ecosystem and constrain long term market penetration.	The Company adopts a proactive financial inclusion and awareness building approach, aligned with IRDAI mandates and State level initiatives. During the year, extensive Insurance Awareness Programs and Masik Bima Diwas campaigns were conducted across multiple districts of Madhya Pradesh, with a focused emphasis on women's participation and vulnerable segments. Target groups included rural households, SHG members, tribal women, MSME workers, PMKVY and PM Vishwakarma trainees, Anganwadi workers, healthcare professionals, and emerging women workforce segments such as drivers and skilled technicians. Increased outreach has resulted in improved participation of women and higher enrolment under government social security schemes such as PMJJBY and PMSBY.	Positive

Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
12.	Responsible Investments	Opportunity	Responsible investments serve as excellent opportunities for businesses. They help align portfolios with sustainability, attract conscious investors, and enhance financial performance. By embracing this practice, companies contribute to a more sustainable economy and capture market demand for socially responsible investments.	The company's Investment policy and ESG Framework aim to improve the share of high ESG compliant companies in the portfolio for mitigating ESG related risks. The Company offers a Sustainable Equity Fund that integrates environmental, social, and governance (ESG) considerations into equity investments. Through this fund, the Company seeks to promote investments in ESG compliant companies and enhance policy-holder awareness of responsible investment options, while managing ESG related risks within the equity portfolio.	Positive
13.	Carbon neutrality	Opportunity	Carbon neutrality is an opportunity for life insurance companies. It aligns with stakeholder demands for sustainability, enhances reputation, and drives competitive advantage.	The Company has committed to achieving carbon neutrality by 2050 and is implementing a range of decarbonisation initiatives to progressively reduce its operational carbon footprint.	Positive
14.	Climate Change	Risk & Opportunity	Risk- Climate change poses material risks to the Company through physical and transition impacts that may adversely affect economic growth, investment markets, asset values, and underwriting outcomes, including higher than expected claims from extreme weather events and shifts in mortality and morbidity trends. Regulatory, market, and reputational transition risks may further influence operating costs, risk appetite, and long term financial performance. Opportunity- Climate change presents an opportunity to strengthen business resilience by integrating climate considerations into strategy, risk management, underwriting, and investment decision making. Proactive climate risk management also enables the Company to enhance sustainability performance, improve long term value creation, and support the transition to a low carbon economy.	A comprehensive Climate Risk Management Framework has been developed and approved by the Risk Management Committee (RMC). An implementation plan has also been prepared, outlining phased actions towards effective implementation.	Positive & Negative
15	Public policy advocacy	Opportunity	The company, through trade bodies and associations, puts forth several suggestions with respect to the insurance sector. This helps drive financial inclusion.	Working in transparent coalitions, ensuring that public policy advocacy is consistent with the company's values and engaging policymakers and regulators effectively on ESG related topics.	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes								
1b. Has the policy been approved by the Board? (Yes/No)	Yes								
1c. Web Link of the Policies, if available	https://www.indiafirstlife.com/policies								
2. Whether the entity has translated the policy into procedures (Yes /No)	The company has well documented Standard Operating Procedures for all Board approved policies. The policies and procedures are reviewed annually to ensure that they are relevant and up to date.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the value chain partners are contractually obligated to comply with requirements pertaining to safety and healthy environment, prohibition of child labour and forced labour, non-discrimination, employment conditions, provision of wages and working hours.								
4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fair trade, Rainforest Alliance, Trustea) standards (e.g. SA8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The Company has adopted the ISO 31000:2018 Risk Management Framework as the foundation of its risk management practices, enabling systematic identification, assessment, and mitigation of risks across all business activities. In addition, the Company holds ISO 27001 (Information Security Management System) and ISO 22301 (Business Continuity Management System) certifications, reinforcing its commitment to robust information security and operational resilience. Together, these frameworks and certifications align with key material ESG priorities, including cyber security, data privacy, and business continuity, and strengthen stakeholder confidence. The company has been recognized by Great Places to Work (GPTW) for 8 consecutive years and as one of the Top 50 Best Companies to Work For, Top 50 in BFSI, India's Best Workplaces in Life Insurance, India's Best Workplaces for Women.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The company and the management are driven by a steadfast commitment to excellence and a relentless pursuit of progress. The company has set specific commitments, goals, and targets with defined timelines. A. The company's endeavor is to ensure financial inclusion while also fulfilling its wider responsibilities to society and the environment. The company is committed to providing insurance to the socially and economically weaker sections of society to uplift the marginalized and most impacted segments of society through specially designed micro-insurance products. B. The company is an equal opportunity employer committed to an inclusive environment and a diverse workforce. We aim to improve our gender diversity on a year-on-year basis. C. We have identified certain business units and functions where we can consider including individuals with disabilities in specific roles. The goal is to provide opportunities for at least five such employees to join the organization this year. There is no distinction made between employees with disabilities and other employees regarding job level expectations and experience. Managers receive guidance on how to accommodate and support any limitations these employees may have in fulfilling their responsibilities. D. The company is committed to adopting ESG considerations in our investment portfolio. E. The company is committed to becoming carbon neutral by the year 2050 and is committed to adopt best in class environment-friendly practices including, but not limited to, renewable energy in offices, optimizing energy consumption, conserving water, and ensuring responsible waste management. F. The company aims to improve its NPS score year on year.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	A. During the year, the company insured 12.06 lakh social lives. B. Achieved 28% gender representation across the workforce and retained 3 Persons with Disabilities. C. The company's Sustainable Equity Fund focuses on investing in companies adhering to Environment, Social & Governance (ESG) principles. ESG factors and Responsible Investing are integral to the Scheme's investment process. The fund excludes companies involved in tobacco, alcohol, controversial weapons (chemical, biological, anti-personnel mines, cluster bombs), and gambling. This aligns with the Nifty 100 ESG Index exclusion policy. The fund experienced significant growth, with ESG investments increasing from INR 6 crore in FY25 to INR 16 crore in FY 26. a. As on March 31, 2026, we invested ~ 47% of AUM in the social sectors related to Infrastructure, Housing and Central Government bonds. The company invested in Green Bonds to support environmentally beneficial projects. Additionally, while evaluating investments, the company prioritizes governance factors, ensuring ethical and transparent practices. b. By aligning the investment portfolio with ESG values, the company aims to deliver long-term value to stakeholders while contributing to a sustainable future. D. The company's commitment to sustainability is evident in its proactive measures to increase the share of green energy in its overall energy consumption while simultaneously working towards reducing its carbon footprint and greenhouse gas (GHG) emissions. In FY 2025-2026, the company opened another corporate office which was transitioned to green energy. E. The company improved its NPS score from forty-nine (49) in FY25 to fifty-five (55) in FY26.								

Governance, leadership and oversight

7. Statement by the director* responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements.

**The statement is given by the official responsible for Sustainability.*

Dear Stakeholders,

I am pleased to share the fourth edition of our Business Responsibility and Sustainability Report (BRSR). While it reflects our progress, more importantly, it captures our continued focus on building a responsible, future-ready, and customer-centric organization.

Governance and Responsible Practices

Strong governance remains at the core of everything we do. We continue to operate with a clear focus on transparency, accountability, and compliance. Our frameworks are aligned with regulatory expectations and strengthened through robust risk management, cybersecurity, and business continuity measures, supported by three key global certifications.

Sustainability in Action

Our sustainability journey continues to gain momentum. This year, 39% of our energy consumption came from renewable sources, with multiple locations now powered by clean energy. These steps reflect our commitment to reducing our environmental impact in a meaningful way.

Customer-First Approach

Our customers remain the heart of our business. We are pleased to share that our Net Promoter Score (NPS) improved to 49, a testament to our customer first approach. We continue to tailor products and services to meet evolving customer needs while enhancing our digital capabilities to deliver convenience, speed, and excellence.

People and Culture

Our people drive our success. Being recognized as a Great Place to Work for the eighth consecutive year, along with industry accolades, reinforces our commitment to building an inclusive, engaging, and empowering workplace.

Driving Social Impact

Beyond business, we remain committed to financial inclusion and community development. Our CSR initiatives continue to focus on education, helping create equitable opportunities for underserved communities and contributing meaningfully to long-term social progress.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Responsible Investing Through our ESG-focused fund, we are aligning financial growth with sustainability priorities, ensuring that capital supports responsible and future-ready businesses. Financial Inclusion and Literacy Our vision goes beyond business growth to creating meaningful social impact. We continue to expand access to affordable insurance solutions for underserved communities, while actively promoting financial literacy and awareness. Through these efforts, we aim to empower individuals to make informed financial decisions and build a more secure future. Looking Ahead As we move forward, we remain focused on strengthening governance, deepening our sustainability efforts, and creating long-term value for all stakeholders. I would like to thank our customers, partners, employees, shareholders, and regulators for their continued trust and support. Together, we remain committed to building a more secure and sustainable future for every Indian family. Amrish Maheshwari Chief Risk Officer									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Amrish Maheshwari, Chief Risk Officer								
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.	The company has an ESG policy and Framework, approved by the Risk Management Committee of the Board of Directors. The members of the Risk Management Committee for FY25-26 were as follows:								
	Name		RMC Committee		Designation				
	Mr. Narasimhan Rajashekar		Chairperson		Independent Director				
	Mr. Shailendra Singh		Member		Nominee Director, Bank of Baroda				
	Mr. Sandeep Kagzi		Member		Nominee Director, Carmel Point Investments India Private Limited				
	Mr. Rushabh Gandhi		Member		MD & CEO				
	Mr. Kedar Patki		Member		Chief Financial Officer				
	Ms. Bhavna Verma		Member		Chief & Appointed Actuary				
	Mr. Amrish Maheshwari		Member		Chief Risk Officer				
The company's ESG policy and framework are reviewed by the Risk Management Committee and approved by the Board of Directors.									
The company has the ESG Forum, an internal Management Forum which is chaired by the Chief Risk Officer to oversee implementation of the ESG framework, policy, and procedures. The constitution of the Forum includes Chief Human Resources Officer and Chief Investment officer. The Forum submitted quarterly status updates to the Risk Management Committee of the Board and their feedback was incorporated in the ESG policy and initiatives.									
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 and Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Internal Management Review Forums help provide governance across functions and review implementation of policies and procedures which are actively monitored by compliance, risk oversight and audit supervision.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The company complies with all applicable regulations. The company deploys an automated monitoring tool for implementation and tracking of regulatory compliances including, but not limited to, the anti-money laundering and advertisement regulations. Automation has strengthened the compliance monitoring framework. Periodic compliance dashboards are published to the Management. A quarterly compliance certificate confirming compliance to applicable laws and regulations is signed off by the Functional Heads and presented to the Board.								
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.	The company operates in a regulated environment and complies with all applicable laws and regulations. The company's policies are reviewed and recommended by the Committees of the Board and approved by the Board. Key policies are subject to regular audits and internal reviews. The MD&CEO submits a quarterly compliance certificate to the Board of Directors confirming the status of compliance to laws and regulations.								

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

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

Note:

The Company has adopted a comprehensive suite of Board-approved policies and frameworks that collectively address the principles of the National Guidelines on Responsible Business Conduct (NGRBC), covering areas such as ethics, transparency, employee well-being, customer centricity, ESG considerations, risk management, and responsible governance. These policies are periodically reviewed and updated in line with regulatory requirements and evolving best practices to ensure continued alignment with the NGRBC principles.

While there is no standalone policy specifically defined for this principle, the Company's Code of Conduct applies to all employees, officers, and Directors, mandating adherence to high standards of professional and ethical behaviour.

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



This principle emphasizes ethical conduct, transparency, and accountability in corporate operations. It aligns with SDG 16 (Peace, Justice and Strong Institutions) and SDG 17 (Partnerships for the Goals) and resonates with IFRS S2 which emphasizes climate-related governance and ethical risk oversight at the board level.

IndiaFirst Life Insurance upholds strong ethical standards through structured policies, regular board and employee engagement, and comprehensive compliance mechanisms.

Board & Leadership Training: 100% KMPs underwent structured programs covering governance, ESG, climate risk, and compliance responsibilities.

Employee & Partner Awareness: 95% of employees completed mandatory training on ESG, climate risk and compliance awareness. Over 18,000+ advisors and Specified Persons were trained under a structured framework aligned to ethical sales and customer trust.

Policy Framework: Key policies include Code of Conduct, Whistleblower Policy, Conflict of Interest, Gift Policy, and Anti-Fraud Policy.

Zero Violations: No instances of bribery, fraud, or conflicts of interest were reported across any personnel category. No penalties or regulatory actions were imposed during FY 2025-26.

Essential Indicators

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

Segment	Total number of training and awareness programs held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programs
Board of Directors	-	Refer Note 1	100%
Key Managerial Personnel	5	1. Training on Artificial Intelligence Tools 2. Understanding Insurance Contracts and Regulatory Implications 3. Risk-Based Capital Framework 4. Navigating the Evolving Insurance Landscape 5. Mentoring and Leadership Development Certification Program	41%
Key Managerial Personnel	1	POSH Awareness and Certification (Prevention of Sexual Harassment)	100%
Employees other than BoD and KMPs	47	Trainings for all employees as follows: a) ESG & Climate Risk Awareness b) Compliance Awareness Programme c) Other training programs -Refer Note 2	95%
Workers	Not applicable		

Notes:

1) **Policy on Familiarization Program for Independent Directors:** The Company emphasizes structured orientation and ongoing training programs for Independent Directors to ensure they have a comprehensive understanding of the Company's business, operations, and the industry in which it operates. Independent Directors are regularly kept informed and updated, as required, on changes in the regulatory framework, as well as their roles, responsibilities, and duties. Upon induction, newly appointed Independent Directors are provided with a detailed functional overview of key areas through in-depth interactions with the management team.

2) **Note 2:** The Company undertakes structured skill-development initiatives for its employees based on periodic learning needs analysis. During the year, a comprehensive portfolio of trainings was delivered across diverse areas including leadership development, employee effectiveness, compliance, risk management, diversity and inclusion, cyber security, technical insurance capabilities, and sustainability.

A total of 45 training programs were conducted, covering key themes such as corporate induction, managerial excellence, fraud detection, regulatory compliance, POSH awareness, diversity, financial planning, risk management, sustainable procurement, ESG awareness, and human rights.

Overall, 2,587 (50.85%) employees were trained across these programs, accounting for a cumulative training duration of 8,563 hours.

Additionally, 95% of the employees completed 2 training modules, the ESG & Climate Risk Awareness and Compliance Awareness Programme.

The Company's learning and development framework is aligned with the requirements of BRSR Principles, ensuring that training interventions actively support ethical conduct and governance, employee well-being and capability building, human rights and inclusion, and environmental and social responsibility.

This alignment ensures that employee capability building is not only business-relevant but also supports the organization's broader sustainability and ESG objectives.

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.**

Nil

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.**

The Company has a Board-approved Human Capital Policy that incorporates provisions relating to gifts and conflicts of interest. Additionally, the Company conducts annual Compliance Awareness programs to sensitize employees on the Gift Policy and Conflict of Interest requirements.

The Company also has an Anti-Fraud Policy in place. The policy is accessible at the following link:

<https://www.indiafirstlife.com/content/dam/ifliwebsite/in/en/policies/antifraudpolicy.pdf.coredownload.inline.pdf>

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

	FY 2025-2026	FY 2024-2025
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	Not Applicable	Not Applicable

6. Details of complaints about conflict of interest:

	FY 2025-2026		FY 2024-2025	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of interest of the KMPs	Nil	-	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.

Nil

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

	FY 2025-26	FY 2024-25
Number of days of accounts payables	6.33	12.72

The accounts payable are considered as on the Balance Sheet date (31st March 2026).

9. Open-ness of business

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	NA	NA
	b. Sales (Sales to related parties / Total Sales)	NA	NA
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	Nil	NA
	d. Investments (Investments in related parties / Total Investments made)	0.01	0.01

Leadership Indicators

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

The company has established a comprehensive training framework designed not only to drive superior sales performance but also to meaningfully empower its advisors, bank employees and the wider value chain both financially and professionally, while simultaneously enhancing overall business productivity. Training needs are identified through robust, structured processes that are closely aligned with business goals, ensuring that capability-building directly translates into improved sales outcomes, higher efficiency, and increased earning potential.

The programs span a wide range of areas, including induction sessions covering company processes and products, as well as specialized modules on financial planning, taxation, and advanced business insurance concepts. In addition, focused capsule modules address critical, real-world skills such as objection handling and refining the sales journey through practical interventions like joint customer calls.

What sets this approach apart is its emphasis on personalized learning, enabling individuals to build relevant skills that strengthen their confidence, productivity, and ability to generate sustainable income. By equipping advisors and specified persons with both technical expertise and practical sales capabilities, the company is not only enhancing their professional competence and productivity but also creating opportunities for financial growth and long-term career development.

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.

The Board adheres to the applicable provisions of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and maintains a balanced composition of Executive and Non-Executive Directors, ensuring robust governance and independent oversight.

In accordance with Section 184 of the Companies Act, 2013, all Directors provide annual disclosures of their interests, with any changes promptly placed before the Board. This facilitates effective identification and management of related-party transactions, with concerned Directors recusing themselves from discussions to uphold transparency and integrity in decision-making.

The Board has also adopted a comprehensive Code of Conduct for Directors and Senior Management, encompassing principles of ethical conduct, integrity, and management of conflicts of interest. Annual affirmations are obtained to reinforce adherence.

Further strengthening its governance framework, the Company has put in place a detailed Related Party Transaction Policy that specifically addresses potential conflicts of interest and ensures compliance with applicable regulatory requirements.

The link to the code of conduct policy is as follows-

<https://www.indiafirstlife.com/content/dam/ifliwebsite/in/en/policies/policy-on-code%20of-conduct-for-board-of-directors-and-senior-management-personnel.pdf.coredownload.inline.pdf>

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe.



This Principle encourages innovation and sustainable thinking across the lifecycle of products and services. Businesses are expected to integrate environmental and social considerations into product development, usage, and disposal. It supports a wide range of goals:

SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), SDG 11 (Sustainable Cities and Communities), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action).

IndiaFirst Life Insurance integrates sustainability into its product delivery by embedding digital innovation, customer-centric service models, and responsible sourcing. In alignment with the climate-related disclosure expectations of IFRS S2, the company emphasizes technology-led transformations that reduce environmental impacts, particularly paper consumption and carbon emissions associated with physical operations.

Essential Indicators

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

Considering the nature of the life insurance business, the Company's R&D outlay and capital expenditure are primarily directed towards investments in Information Technology to enhance digital capabilities and customer-centric operations. These investments include the development and upgradation of IT infrastructure and applications that support policy lifecycle management, customer servicing, and distribution effectiveness, while also advancing the Company's broader digitization agenda and reducing paper consumption.

Given the technology-driven nature of operations in the life insurance industry, such initiatives are integral to business functioning; accordingly, the applicability of this disclosure remains limited.

- 2. Does the entity have procedures in place for sustainable sourcing? (Yes/No) b. If yes, what percentage of inputs was sourced sustainably?**

IndiaFirst Life emphasises sustainable sourcing through a Board-approved procurement policy that ensures compliance with applicable laws relating to human rights, environmental protection, and ethical conduct.

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

Not Applicable

- 4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Not Applicable

Leadership indicators

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

The primary business of the company is providing life insurance and pension coverage. The lifecycle of an insurance policy typically includes need-based selling, sourcing, underwriting, policy issuance, ongoing servicing, and final settlement through maturity or claim payment.

Accordingly, the Company has not undertaken a formal, standardised Life Cycle Assessment (LCA) study for its insurance services.

- 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.**

Not Applicable

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

Owing to the nature of the industry, the company does not manufacture products and therefore does not currently track recycled or reused input material consumption.

- 4. The products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format.**

Not Applicable

- 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.



This Principle underscores the role of businesses in ensuring the physical, mental, and emotional well-being of employees through safe, inclusive, and rewarding workplaces. It is directly linked to SDG 3 (Good Health and Well-being), SDG 4 (Quality Education), SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), SDG 10 (Reduced Inequalities), SDG 11 (Sustainable Cities and Communities), and SDG 16 (Peace, Justice and Strong Institutions).

IndiaFirst Life Insurance prioritizes employee well-being as a core element of responsible business conduct. The company fosters a safe, inclusive, and supportive workplace that promotes physical, mental, and emotional health. In FY 2025-26, 100% of permanent employees were covered under comprehensive health and accident insurance, and quarterly fire drills, evacuation simulations, and first-aid workshops were conducted across all major offices.

The company's Equal Opportunity Policy, compliant with the Rights of Persons with Disabilities Act, supports inclusive hiring. 28% of mid-to-senior leadership positions are held by women, and physical infrastructure has been adapted for accessibility.

Structured Learning & Development reached 100% of employees through at least one training program, including digital modules on ethics, climate awareness, and cyber hygiene. Real-time employee engagement platforms support grievance redressal and workplace feedback.

While the company does not face physical climate hazards directly, IFRS S2 highlights workforce readiness and employee health as critical enablers of climate risk resilience. India First's focus on upskilling, mental well-being, and safety enhances its operational continuity and capacity to respond to climate-related events such as extreme weather disruptions or supply chain shifts.

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	3658	3658	100	3658	100	NA	NA	3658	100	3658	100
Female	1429	1429	100	1429	100	1429	100	NA	NA	1429	100
Total	5087	5087	100	5087	100	1429	100	3658	100	5087	100
Other than Permanent employees											
Male	7	0	0	0	0	NA	NA	0	0	0	0
Female	3	0	0	0	0	0	0	NA	NA	0	0
Total	10	0	0	0	0	0	0	0	0	0	0

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

Not Applicable. As per definition of SEBI, workers are not applicable.

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

	FY 2025-26	FY 2024-25
Cost incurred on well-being measures as a % of total revenue of the company	0.17%	0.14%

2. **Details of retirement benefits, for Current FY and Previous Financial Year.**

Benefits	2025-26			2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESIC	6%	NA	Y	4%	NA	Y
Others - Please Specify	NA	NA	NA	NA	NA	NA

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

The Corporate Office designed to be easily accessible for differently abled employees, with dedicated washroom facilities and infrastructure such as wide entry gates, ramps/slopes, lifts, and elevators that enable ease of movement.

The Company's corporate office's infrastructure is built with accessibility considerations to ensure an inclusive and supportive work environment for differently abled employees.

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.**

IndiaFirst Life is committed to being an equal opportunity employer, ensuring no discrimination between abled and differently abled employees. The company's Equal Opportunity Policy, approved by the Nomination and Remuneration Committee of the Board, underscores this commitment.

<https://www.indiafirstlife.com/content/dam/ifliwebsite/in/en/policies/antifraudpolicy.pdf.coredownload.inline.pdf>

To foster an inclusive workplace culture, the company conducted a sensitization session on Neurodiversity, equipping employees with the right knowledge and etiquette to engage meaningfully with neurodivergent colleagues. This has not only increased awareness but also fostered empathy across teams.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	98%	60%	NA	
Female	76%	65%		
Total	95%	61%		

The "New Beginnings Kit" initiative supports employees during the transition to parenthood, fostering a conducive return-to-work environment and positively influencing retention of employees post parental leave.

6. Is there a mechanism available to receive and redress grievances for the following categories of employees? If yes, briefly provide details of the mechanism.

The Company has established multiple grievance redressal channels to ensure employee concerns are addressed effectively, transparently, and without fear of retaliation. These include:

- **HR Helpdesk:** A formal platform where employees can raise grievances, which are systematically tracked and resolved in a timely, fair, and transparent manner.
- **Anonymous Chatbot Platform:** A confidential channel that allows employees to share feedback or raise concerns without self-disclosure, encouraging openness and inclusivity.
- **Leadership Engagement (CHRO Connect):** The CHRO engages directly with employees, where required, to address sensitive or escalated concerns through one-on-one interactions.
- **Internal Complaints Committee (ICC):** A dedicated committee constituted in line with POSH requirements to address complaints related to sexual harassment, ensuring a safe and respectful workplace.
- **Whistleblower Mechanism:** A framework aligned with IRDAI guidelines that enables employees and Directors to report unethical behaviour, fraud, or policy violations confidentially, with protection against retaliation and assurance of impartial investigation.

These mechanisms collectively strengthen a culture of trust, accountability, and ethical conduct across the organization.

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

The company does not have any employee associations. However, company recognizes the right to freedom of association of employees.

8. Details of training given to employees:

Category	2025-2026					2024-25				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	3658	3518	96%	3518	96%	3412	3412	100%	3412	100%
Female	1429	1340	94%	1340	94%	1282	1282	100%	1282	100%
Total	5087	4858	95%	4858	95%	4694	4694	100%	4694	100%

9. Details of performance and career development reviews of employees and workers

The Company has implemented several initiatives to support employee career growth and advancement, with a focus on building leadership capability and future-ready skills. These include:

- **Management Development Programs (MDPs):** Designed to strengthen the leadership pipeline, these programs accelerate leadership readiness through a combination of structured learning and personalized mentorship. High-potential employees are paired with experienced mentors who provide guidance, share expertise, and support their career progression.
- **Coaching and Mentorship Program:** Senior leaders and functional heads are provided with personalized leadership coaching to enhance their effectiveness. Members of the Management Committee actively serve as mentors, offering strategic insights and guidance to selected mentees.
- **Skill Gap Assessment and Training Framework:** The Company conducts systematic skill gap assessments, drawing on performance reviews, self-assessments, manager feedback, and functional training needs analyses. These insights are used to design targeted learning interventions and a forward-looking training calendar, enabling employees to build capabilities aligned with evolving business requirements.

Category	2025-2026			2024-2025		
	Total (A)	No. (B)	% (B / A)	Total (C)	No.(D)	% (D / C)
Employees						
Male	3658	3658	100%	3412	3412	100%
Female	1429	1429	100%	1282	1282	100%
Total	5087	5087	100%	4694	4694	100%

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, the coverage such system?

The company has instituted a range of policies, practices, and workplace interventions to promote the health, safety, and overall well-being of its employees across office locations.

From a workplace safety perspective, the Company has implemented ergonomic office designs, accessibility features for differently abled employees, and designated wellness spaces such as breakout areas and wellness rooms to ensure a safe and comfortable working environment. Periodic fire drills are conducted at corporate offices, supported by trained fire marshals to enhance emergency preparedness. Additionally, basic safety measures are extended to support staff, including provision of protective equipment such as gloves, masks, and disposal materials for housekeeping personnel.

From a health and well-being standpoint, the Company offers a 24/7 confidential Employee Assistance Program (EAP) that provides professional counselling support to employees and their families, thereby addressing mental and emotional health concerns. The Group Mediclaim Policy further supports physical health by extending medical coverage to employees and their dependents, including parents and in-laws.

The Company also promotes preventive and holistic health practices through targeted initiatives such as health screening camps (including breast cancer screening) and expert-led awareness sessions on critical health issues. Employee engagement in physical well-being is encouraged through structured programs such as fitness challenges and sports events, which contribute to improved physical health, stress reduction, and overall employee morale.

These initiatives, collectively contribute to creating a safe, healthy, and supportive work environment. The Company continues to evaluate opportunities to further strengthen its approach towards occupational health and safety in a more structured manner.

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

The Company has established a structured, process-driven approach to identify work-related hazards and assess risks on both a routine and non-routine basis, aligned with the relatively low-risk nature of its operations.

At the core of this approach is a combination of risk identification, monitoring, employee feedback, and periodic review mechanisms:

Preventive Risk Assessment and Preparedness Process: The Company identifies potential workplace and emergency-related risks (such as fire incidents) and addresses them through planned preparedness frameworks, including periodic safety training and mock drills to ensure readiness for non-routine scenarios.

Workplace Monitoring and Surveillance Process: CCTV systems are installed across office premises and supported by trained security personnel, enabling timely identification and mitigation of safety risks.

Employee Feedback and Participatory Risk Identification: The Company conducts structured Health and Safety surveys to systematically capture employee inputs on workplace conditions, safety concerns, and improvement areas, ensuring that risk identification is inclusive and data-driven.

Escalation and Response Mechanism: Functional HR Business Partners (HRBPs) serve as formal channels for employees to report safety concerns or workplace risks, ensuring timely escalation, assessment, and resolution.

Location-Specific Risk Assessment Process: For branch operations, the Company undertakes targeted assessments of environmental and external risks (such as commute safety and accessibility during adverse weather conditions) through structured questionnaires, enabling evaluation of both routine and non-routine risks across diverse locations.

These institutional processes enable the Company to systematically identify, assess, and manage work-related hazards, with initiatives such as safety drills, surveys, and monitoring systems serving as key enablers of this broader risk management framework.

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

Since the company does not have workers, this is not applicable.

d. Do the employees/ worker of the entity have access to non-occupational medical and health care services? (Yes/No)

The Company provides access to a range of non-occupational medical and healthcare services to support the overall well-being of employees. A comprehensive Group Health Insurance Policy covers employees and their dependent family members, including parents and in-laws, with hospitalization benefits as per grade-wise eligibility.

To enhance accessibility to healthcare, employees can avail telemedicine services, specialist consultations, and discounted health check-ups through the Company's wellness platform. The Company also promotes preventive healthcare through initiatives such as health screening camps and expert-led awareness sessions focused on early detection and healthy lifestyle practices.

In addition, mental and emotional well-being is supported through Employee Assistance Programs (EAP), which provide counselling and resources on stress management, parenting, and work-life balance. The Company further encourages physical fitness and active lifestyles through wellness challenges, fitness events, and initiatives such as yoga sessions and marathons.

Workplace infrastructure also supports employee well-being, with facilities such as gym access, wellness rooms, and dedicated spaces for relaxation and mindfulness at corporate office locations.

Collectively, these initiatives ensure comprehensive access to non-occupational healthcare services and promote a culture of holistic employee well-being.

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

Safety Incident/Number	Category	2025-2026	2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	1
	Workers	NA	-
Total recordable work-related injuries	Employees	0	-
	Workers	NA	-
No. of fatalities	Employees	0	1
	Workers	NA	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	-
	Workers	NA	-
	Total	0	2

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

The Company undertakes various measures to ensure a safe and healthy workplace, aligned with the low-risk nature of its operations. Fire safety compliance is maintained across office locations, supported by periodic fire drills, employee training sessions, and the presence of trained fire marshals to ensure preparedness for emergency situations.

Basic workplace safety measures are implemented, including ergonomic office design, secure premises with surveillance systems, and provision of protective equipment for housekeeping staff to ensure safe handling of cleaning and waste management activities.

The Company also promotes employee health and well-being through access to teleconsultation services, mental wellness initiatives such as stress management sessions, and structured wellness programs that encourage physical activity and healthy lifestyles.

Additionally, health and safety surveys and employee feedback mechanisms are used to periodically assess workplace conditions and identify areas for improvement, including location-specific risks for branch operations.

Collectively, these measures contribute to creating a safe, secure, and health-conscious work environment for employees.

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

	2025-2026	2024-25
Working Conditions	Nil	Nil
Health & Safety	Nil	Nil

Employees are supported through dedicated HR Business Partners (HRBPs), who act as accessible channels for raising concerns related to health, safety, and working conditions, complemented by the HR helpdesk portal that enables structured reporting and resolution of grievances. Additionally, a health and safety questionnaire was administered through the internal virtual assistant platform to proactively assess any employee concerns. During the year, administrative and infrastructure-related grievances were incorporated into the helpdesk system, providing employees an additional channel to explicitly report issues related to facility maintenance, ergonomics, and potential safety hazards, thereby enhancing workplace conditions and safety.

There were no complaints relating to working conditions or health and safety for FY 2025-26.

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	The company rolled out a health and safety questionnaire to all employees across India through the internal virtual assistant and achieved a response rate of 54.3%.
Working Conditions	

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

Not Applicable

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)?

The company provides comprehensive support to families in the unfortunate event of an employee's demise. This includes financial protection through Group Term cover and, where applicable, Group Personal Accident cover. Retiral benefits such as Provident Fund (PF), gratuity, and the Employees' Deposit Linked Insurance Scheme are also offered.

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

The company is compliant with deduction of statutory dues of employees towards income tax, provident fund, professional tax, ESIC, etc. as applicable from time to time. Value chain partners, i.e., housekeeping/ security services people are equally responsible to comply as per the contract with the company, and the company ensures that the same is complied with.

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	
	2025-26	2024-25	2025-26	2024-25
Employees	Nil	Nil	Nil	Nil
Workers	NA			

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

No

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	Nil
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.

Currently, the Company does not have a formalized process to assess health and safety practice and working conditions across its value chain partners.

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



This Principle promotes the identification, consultation, and collaboration with stakeholders, fostering shared value and inclusive growth. It is aligned with SDG 5, SDG 8, SDG 9, SDG 15, SDG 16, and SDG 17, encompassing goals around poverty alleviation, gender equality, industry resilience, community well-being, biodiversity, strong institutions, and global partnerships.

IndiaFirst Life recognizes key stakeholders such as employees, shareholders, customers, partners, vendors, communities, and regulators and engages them through diverse channels such as digital platforms, meetings, surveys, and community initiatives. Engagement occurs frequently for customers and employees, and periodically for investors and regulators, ensuring continuous dialogue.

The company's extensive customer education campaigns, employee well-being programs like MILAAP, and transparent grievance redressal mechanisms reflect a commitment to inclusiveness and responsiveness. No significant concerns were reported from vulnerable groups during the year.

The company focused extensively on Insurance Awareness Programs for across various districts of Madhya Pradesh with a 12% increase in women participation.

Essential Indicators

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

Stakeholders comprise individuals and groups with diverse interests, expectations, and demands regarding the company's societal contributions. Key stakeholders significantly influence the company's operations and performance. Our key stakeholders are as follows:

- Employees
- Shareholders and investors
- Customers
- Partners, Vendors & Reinsurers
- Communities
- Regulators

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 & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customer	Partly Yes	• Company website and self-service touch points like BOTs, apps, and portals • Service camps and claim settlement engagement • Customer feedback through NPS surveys • Connecting via email, website, SMS, and social media and bank/ company branches • Distribution channels- Banks, corporate agents, retail agents, brokers, employees	Ongoing	• To develop innovative, customer-centric products and promote self-service avenues. • To enhance operational efficiency through automation, data insights, and security measures. • To expand physical and virtual touchpoints to improve availability and reach (SEVA, customer engagement program etc.)
Shareholders	No	• Board meetings and Annual General Meeting (AGM)	Quarterly or as and when required.	• To ensure adherence to all applicable laws and rules • To update on current performance and upcoming strategic initiatives.

Stakeholder Group	Whether identified as Vulnerable & Marginalized 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
Employees	No	• Focused learning and development initiatives for skill enhancement. • Employee engagement through wellness programs, townhalls, and recognition events. • Voice of Employees gathered through our AI Assistant (ChatBot) to CHRO, Conversation First (Skip level conversations), Exit Interview Feedback and our GPTW Employee Experience survey outcomes. • Innovative marquee projects with cross-functional strategic initiatives mentored by the management committee	Ongoing	• Foster a secure, inclusive, and supportive workplace that encourages employee growth and development. • Promote a collaborative culture through performance reviews, training, and clear career advancement opportunities. • Ensure leaders regularly engage with employees to gather feedback, understand challenges, and support open, respectful dialogue where every voice is heard.
Partners, Vendors & Reinsurers	No	• Annual reviews and one-on-one meetings • Periodic surveys to gather feedback.	Ongoing	• Collaborate proactively with vendors, partners, and reinsurers to drive efficient execution of business priorities. • Uphold and strengthen ethical, transparent, and mutually beneficial relationships through accountability and trust.
Communities	No	• CSR Partnerships	Frequent or as and when required.	• Promote sustainable community development through continuous engagement and support.
Regulators	No	• Mandatory filings with key regulators • Active involvement in regulatory meetings and industry forums. • Written communication and regular direct engagement via email, calls, meetings, and online platforms.	As and when required.	• To ensure adherence to all relevant regulations • Established periodic interactions with regulators through discussions and meetings, to discuss regulatory matters.

Leadership Indicators

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

The Company has established structured processes to ensure stakeholder consultation on economic, environmental, and social matters, with feedback systematically integrated into Board-level decision-making. Key stakeholders include customers, employees, vendors, partners, reinsurers, regulators, and communities.

Stakeholder inputs are gathered through ongoing engagement by management and operational teams and consolidated into reports presented during regular Board briefings. These updates cover industry trends, customer experience, digital transformation, financial performance, and strategic priorities. Leadership also provides periodic insights on economic and regulatory developments, strengthening governance and risk oversight. Updates from authorities such as IRDAI, SEBI, and the Ministry of Corporate Affairs are shared with the Board, whose guidance supports compliance and governance.

Further, stakeholder involvement is embedded through Board committees and governance mechanisms:

Customers: Feedback on service quality, grievances, and claims is captured through the Policyholders Protection, Grievance Redressal, and Claims Monitoring Committee. Led by a Non-Executive Director and including customer representatives, it ensures strong consumer protection and contributes to the social pillar.

Employees: The Board Nomination and Remuneration Committee (BNRC) oversees fair, merit-based compensation and employee-related matters, supporting employee well-being, equity, and inclusion.

Regulators: Continuous engagement and Board-level review of regulatory updates ensure adherence to evolving requirements, reinforcing governance.

Communities: The Corporate Social Responsibility (CSR) Committee oversees community initiatives, advancing social impact and sustainable development.

Additionally, the Company's ESG policy and framework are reviewed by the Risk Management Committee and approved by the Board. An internal ESG Forum provides quarterly updates, consolidating stakeholder feedback across environmental (E), social (S), and governance (G) themes and initiatives.

Through these structured mechanisms, stakeholder perspectives are consistently embedded into governance, strategy, and ESG decision-making.

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

Yes. Stakeholder consultation is actively used to support the identification and management of environmental and social topics, with inputs systematically integrated into policies, processes, and initiatives.

The Company engages regularly with key stakeholders to align its ESG approach with stakeholder expectations. A quarterly ESG progress update is presented to the Risk Management Committee of the Board, and feedback received from the Committee is incorporated into ESG policies and actions, strengthening oversight and continuous improvement.

Customer inputs are gathered through ongoing engagement and feedback mechanisms, which help identify areas for improving service quality, enhancing customer awareness, and strengthening consumer protection practices. These insights inform customer-centric policies and operational enhancements.

Employee feedback plays a critical role in shaping social initiatives and workplace practices. Key platforms include:

- **Milaap:** Quarterly leadership interactions with frontline teams, where feedback is tracked and translated into actionable improvements.
- **ConversationFirst:** Bi-annual structured skip-level discussions that provide insights into employee concerns, career aspirations, and workplace practices, informing HR and talent development policies.
- **VoiceFirst Survey:** Annual survey capturing employee sentiment, with findings used to design and implement organization-wide action plans.
- **AI Check-ins:** Technology-enabled feedback at key employee lifecycle moments, enabling early identification of concerns and timely HR interventions.
- **Pulse Checks:** Thematic surveys that capture feedback on specific areas such as workplace experience and inclusion, leading to targeted improvements.
- **Monthly Stay Interviews:** Engagement with high-potential employees to identify retention risks and inform strategies on talent management and motivation.

Insights from these stakeholder engagements are consolidated, analyzed, and embedded into the Company's policies, people practices, and ESG initiatives, ensuring responsiveness to stakeholder needs and continuous enhancement of social and governance performance.

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

During Current Financial Year, we successfully conducted 77 Insurance Awareness Programs across various districts of Madhya Pradesh. We achieved a notable 12% increase in participation by women, reflecting the growing outreach and impact of our focused awareness initiatives. This increased engagement has also contributed to a higher enrolment of women under the Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) compared to the previous year.

Details of programs in FY2025-26	No of Programs	Participants	No of District Covered	Participants Segment
Masik Bima Diwas	11	1080	13	• Rural Folk. • Women from SHGs. NGOs. • PMKVY Trainee. • Anganwadi workers. women from Driving Institute. • PM Vishwakarma trainee. Rural entrepreneurs. • Nursing Students. • Skill Development trainee. • Health professionals. • Tribal women for trial art.
Insurance Awareness Program	77	6930	13	
Total	88	8010		

[Principle 5: Businesses should respect and promote human rights.](#)



This Principle asserts that businesses must respect and uphold the human rights of all individuals they affect, directly or indirectly. It supports SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), SDG 10 (Reduced Inequalities), and SDG 16 (Peace, Justice and Strong Institutions), all of which address fairness, opportunity, inclusion, and legal protection.

IndiaFirst Life remains committed to upholding the dignity, equity, and rights of every individual across its operations and value chain. Aligned with the United Nations Guiding Principles, POSH Act, and the Rights of Persons with Disabilities Act, the company ensured that 100% of its employees were trained on human rights policies in FY 2025-26.

Zero tolerance towards child labor and forced labor is embedded in contractual agreements with partners. Robust internal grievance redressal mechanisms, including a strengthened Internal Complaints Committee and a Helpdesk escalation model.

All employees received wages above the minimum wage threshold. The physical infrastructure of IndiaFirst's offices is designed to be accessible for differently abled individuals. No significant human rights violations or value chain-related assessments were reported.

In accordance with IFRS S2, the company continues to monitor and disclose social and governance risks that could materially impact business resilience and stakeholder trust.

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	2025 – 2026			2024-25		
	Total(A)	No. of employees/ workers covered (B)	%(B/A)	Total (C)	No. of employees/ workers covered (D)	%(D/C)
Employees						
Permanent	3658	3518	96%	4694	4694	100%
Other than permanent	1429	1340	94%	0	0	0
Total Employees	5087	4858	95%	4744	4694	100%

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

Category	2025-2026					2024-2025				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No.(B)	%(B/A)	No.(C)	%(C/A)		No.(E)	%(E/D)	No.(F)	%(F/D)
Employees										
Permanent										
Male	3658	NIL	NIL	3658	100%	3412	NIL	NIL	3412	100%
Female	1429	NIL	NIL	1429	100%	1282	NIL	NIL	1282	100%
Other than Permanent										
Male	8	NIL	NIL	8	100%	50	NIL	NIL	50	100%
Female	3	NIL	NIL	3	100%	19	NIL	NIL	19	100%

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

a. Median remuneration / wages

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	30,90,000	1	19,35,000
Key Managerial Personnel	10	13984800	2	13862400
Employees other than BoD and KMP	3642	550000	1427	442400
Workers	NA	NA	NA	NA

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

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	22.4%	23.53%

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)?

The Company's business and functional leadership teams are responsible for driving progress on human rights, with oversight by the Internal Complaints Committee (ICC) and other forums.

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

The organization has established structured governance frameworks to address human rights impacts arising from its operations. A key component of this framework is the Internal Complaints Committee (ICC), constituted under the POSH Act, 2013, which functions as an independent body to address workplace harassment, one of the most critical human rights concerns.

Beyond POSH-related issues, the company recognizes that human rights risks may also arise in areas such as workplace discrimination, employee welfare, diversity and inclusion, and ethical conduct. These are addressed through a coordinated approach involving:

- **Human Resources (HR):** Responsible for managing employee-related concerns and maintaining fair workplace practices
- **Leadership Engagement (CHRO Connect):** The CHRO engages directly with employees, where required, to address sensitive or escalated matters including ethical standards through one-on-one interactions
- **Fraud Monitoring Committee:** Oversee adherence to ethical standards and investigate potential violations and whistle-blower complaints.

Additionally, the company maintains an open-door policy that encourages all employees to freely discuss their concerns and issues with the next level of management or the Human Capital team. This approach fosters a strong sense of trust, safety, and openness among employees.

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

Category of Complaints	2025-2026			2024-2025		
	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	7	2	-	4	0	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	Nil
Child Labour	Nil	Nil	-	Nil	Nil	Nil
Forced Labour/ In-voluntary Labour	Nil	Nil	-	Nil	Nil	Nil
Wages	Nil	Nil	-	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	-	Nil	Nil	Nil

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

	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	7	4
Complaints on POSH as a % of female employees / workers	0.49%	0.31%
Complaints on POSH upheld	2	1

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

The Company has measures in place to prevent any adverse consequences to complainants and witnesses in discrimination and harassment cases, grounded in a strict non-retaliation policy. It prohibits and takes disciplinary action against any form of direct or indirect retaliation against individuals who report concerns in good faith or participate in an investigation. The Internal Committee (IC) ensures protection from victimization or unfair treatment by maintaining confidentiality and conducting fair, impartial inquiries. Additionally, safeguards are implemented to prevent any negative impact on the complainant's employment, work environment, or career progression. This mechanism ensures a safe and supportive environment for reporting concerns without fear of adverse consequences.

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

Our value chain partners are contractually obligated to comply with the requirements of labour laws including prohibition of child labour and forced labour and protection of human rights. We have zero tolerance towards child labour and modern slavery throughout our operations.

10. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The company does not employ child labour, forced labour, involuntary labour, or any other sort of discriminatory hiring practices. During the reporting period, no external audits were carried out.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
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 9 above.

Not applicable.

Leadership Indicators

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

No business process was required to be modified.

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

The Company has a robust mechanism to track POSH related queries and grievances raised by the employees. All complaints raised are tracked and considered for timely resolution.

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?

The corporate office is easily accessible to differently abled visitors. We have separate washrooms for the differently abled. In addition to that, there are wide gates, slopes, lifts, and elevators which are friendly for the differently abled.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	IndiaFirst Life expects its value chain partners to be compliant with the laws and regulation. No separate assessments have been conducted
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
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.



This Principle requires businesses to operate in an environmentally responsible manner by reducing pollution, conserving resources, and mitigating climate risks. It supports SDG 6 (Clean Water and Sanitation), SDG 7 (Affordable and Clean Energy), SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), SDG 10 (Reduced Inequalities), SDG 11 (Sustainable Cities and Communities), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action), SDG 14 (Life Below Water), and SDG 15 (Life on Land).

IndiaFirst Life Insurance remains committed to minimizing its environmental footprint through responsible consumption, climate stewardship, and transparent disclosure aligned with BRSR and IFRS S2.

Scope 1 and 2 emissions totaled 930 tCO₂e, with detailed GHG accounting refined under market-based and location-based approaches. Scope 3 emissions were comprehensively calculated (18,523.47 tCO₂e), covering upstream and downstream leased assets, commuting, business travel, and purchased goods.

Waste generation was controlled at 17.4 MT. Water usage rose to 29,695 KL due to expanded coverage of pan-India offices.

No facilities are in ecologically sensitive zones, and the company remains fully compliant with all environmental regulations, with zero non-compliances or effluent discharges.

Essential Indicators

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

Parameter	FY 2025-2026 (In GJ)	FY 2024-2025 (In GJ)
From renewable sources		
Total electricity consumption (A)	2734.1	2361.98

Parameter	FY 2025-2026 (In GJ)	FY 2024-2025 (In GJ)
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	2734.1	2361.98
Total electricity consumption (D)	4333	2316.75
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	4333	2316.75
Total energy consumed(A+B+C+D+E+F)	7067.4	4678.73
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.93 per INR crore of turnover	0.68 per INR crore of turnover
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	1.89 per million \$ of turnover	1.406 per million \$ of turnover
Energy intensity in terms of physical Output (New policies issued)	0.0011 per policy issued	0.00060 per policy issued
Energy intensity (optional) - the relevant metric may be selected by the entity	-	-

Note for PPP Adjusted Intensity: The conversion factor has been referenced from IMF.

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment/ evaluation/ assurance was carried out by an external agency.

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.**

Not applicable

3. **Provide details of the following disclosures related to water, in the following format :**

Parameter	FY 2025-2026	FY 2024-2025
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	29695	21411
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	29695	21411
Total volume of water consumption (in kiloliters)	29695	21411
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	3.92 KL per INR crore of turnover	3.12 KL per INR crore of turnover
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	7.98 KL per million \$ of turnover	6.44 KL per million \$ of turnover
Water intensity in terms of physical Output (New policies issued)	0.0046 KL per policy issued	0.0027 KL per policy issued
Water intensity (optional) - the relevant metric may be selected by the entity	-	-

Note: For FY 2025-2026, the company has calculated the water consumption for all the offices PAN India. The number of offices in FY 25-26 has increased by 30%.

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment/ evaluation/ assurance was carried out by an external agency.

4. Provide the following details related to water discharged:

Not applicable.

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

Not applicable

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

Not applicable

Note: Indicate if any independent assessment/ evaluation/ assurance have been carried out by an external agency? (Y/N) If yes, name of the external agency.

Not Applicable

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂	75.54	62.57
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂	854.62	467.85
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.123 per INR crore of turnover	0.077 per INR crore of turnover
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		0.25 per million \$ of turnover	0.16 per million \$ of turnover
Total Scope 1 and Scope 2 emission intensity in terms of physical output (New policies issued)		0.000145 per policy issued	0.000068 per policy issued
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity		-	-

Note: In the above table, the company has considered Scope 2 emissions as per the Market Based Approach. However, as GHG Protocol requires companies to disclose emissions from both approaches, the company has also calculated Scope 2 emissions as per the Locations Based Approach which is

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment/ evaluation/ assurance was carried out by an external agency.

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

The company has computed Scope 1, 2 and 3 emissions (excluding financed emissions). The company is making conscious efforts to reduce its Greenhouse Gas emissions and has undertaken the following initiatives :

A. Transition to renewable energy: For the FY 25-26, the company has opened another corporate office which has fully transitioned into green energy.

B. Digitization initiatives in business operations: The company has adopted digitization initiatives since inception, which has helped reduce paper consumption in day-to-day processing. Additionally, approximately 79% of customer interactions are online through the customer portal, chatbot, company website, etc.

C. Corporate office in Green Building: The corporate office is in a green platinum building, optimizing AC utilization and reduction in electric consumption. The corporate office building has a full glass façade, which allows inflow of natural light during the daytime and reduces light consumption. The office has been designed with individual AC thermostat installation, to control AC airflow, along with temperature control, for each enclosed area/cabin in the office. Thus, optimizing AC usage and reducing wastage of AC consumption in the office.

D. Tree plantation activity: During the year, the company planted mango trees in Navi Mumbai, Maharashtra, aiming to both preserve the environment and enhance community livelihoods.

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

Parameter	FY 2025-2026	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)	1.1	1
E-waste (B)	0.6	0.07
Bio-medical waste (C)	0	NA
Construction and demolition waste (D)	0	NA
Battery waste (E)	0.004	0.0006 (Total 34 batteries collected and disposed)
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H) . Please specify, if any. Paper, Food (Break Up by composition i.e., by materials relevant to the sector)	15.7	10.22 (Food, coffee, Paper, tissue, sanitary waste)
Total (A+B + C + D + E + F + G +H)	17.4	11.30
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0023 MT per crore of turnover	0.0016 MT per crore of turnover
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0047 MT per million \$ of turnover	0.0034 MT per million \$ of turnover
Waste intensity in terms of physical output (New policies issued)	0.000002719 MT per policy issued	0.000001439 MT per policy issued
Waste intensity (optional) - the relevant metric may be selected by the entity	-	-

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

Category of Waste		
(i) Recycled	17.4	
(ii) Re-used	-	
(iii) Other recovery operations	-	
Total	17.4	

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

Category of Waste		
(i) Incineration	-	
(ii) Landfilling	-	
(iii) Other disposal operations	-	
Total	-	

Note: For FY 2025-2026, the waste generation and recycling data is tracked for 2 corporate offices.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment/ evaluation/ assurance has been carried out by an external agency.

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

The company has taken a few initiatives to enhance waste management practices as follows:

- Employees were encouraged to deposit e-waste in designated bins, resulting in the responsible collection of 41 kg of personal e-waste.
- The company placed separate battery bins in both the corporate offices to encourage employees to dispose off old batteries responsibly rather than mixing it with regular waste.
- The company disposed of 600 kgs of electronic waste responsibly, adhering to e-waste guidelines and receiving green, disposable, and recycling certificates from e-waste vendors.
- Food waste management initiatives included displaying daily food waste statistics at the head office to create awareness, tracking food and coffee powder waste, and converting food waste into manure.
- The cafeteria adopts reusable plates and glasses to minimize single-use plastic waste.
- Sanitary waste tracking was initiated, ensuring disposal in compliance with environmental requirements through vendor partnerships.

The company won an award for the Sustainability Awareness Initiative of the Year for FY 2025-2026.

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

The company does not operate in or near any ecologically sensitive areas, including forests, wildlife sanctuaries, national parks, or biodiversity hotspots.

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

No independent assessment/ evaluation/ assurance were carried out by an external agency

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 there under (Y/N). If not, provide details of all such non-compliances, in the following format;

Based on nature of business, the company complies with applicable environmental norms.

Leadership Indicators

- 1. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):**
For each facility /plant located in areas of water stress, provide the following information:
- Name of the area** - Not Applicable
 - Nature of operations** - Not Applicable
 - Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) - the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	NA	NA
- No treatment		
- With treatment - please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment - please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment - please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment - please specify level of treatment		
(v) Others		
- No treatment		
- With treatment - please specify level of treatment		
Total water discharged (in kilolitres)		

Note: Indicate if any independent assessment/ evaluation/assurance have been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment/ evaluation/ assurance was carried out by an external agency

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

Parameter	Unit	2025-26	2024-25
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Tco2e	18,523.47	16,191.91
Total Scope 3 emissions Per rupee of turnover		2.45 per crore of turnover	2.36 per crore of turnover

Note: For Scope 3, the calculation has been expanded to include all relevant emissions sources related to the company's operations, including:

Category 1: Purchased Goods and Services

Category 2: Capital Goods

Category 3: Fuel and Energy related activities

Category 5: Waste Generated in Operations- Accounted only for corporate office in Mumbai.

Category 6: Business Travel

Category 7: Employee Commuting

Category 8: Upstream Leased Assets

Category 13: Downstream Leased Assets

Note that Category 15 (Investments) is not included in the scope 3 emissions accounting.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency –

No independent assessment/ evaluation/ assurance was carried out by an external agency.

- 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

- 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:**

Not applicable.

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

The Company has established a comprehensive Business Continuity Plan (BCP) to ensure uninterrupted operations during disruptive events. Critical business functions are assessed through Business Impact Analysis (BIA), which helps determine risk levels and define appropriate recovery time objectives (RTO) and recovery point objectives (RPO). Regular annual BCP drills are conducted to test the plan's effectiveness and ensure minimal operational disruption during emergencies. Additionally, the Company's ISO 22301 certification reflects its strong commitment to business continuity, while a dedicated BCP process for disaster-related insurance claims, available on its website, ensures continued service for customers and stakeholders.

- 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.**

Given the nature of business, there has been no adverse impact on the environment.

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

No assessments conducted.

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



This Principle encourages companies to advocate for policies that support sustainable development, while remaining non-partisan, transparent, and ethical. It directly supports SDG 16 (Peace, Justice and Strong Institutions) and SDG 17 (Partnerships for the Goals) by fostering civic responsibility and policy collaboration.

IndiaFirst Life advocates public policy positions aligned with inclusive financial protection, regulatory compliance, and sustainable insurance outreach.

The company holds affiliations with five key industry bodies CII, Life Insurance Council, Insurance Information Bureau, International Insurance Society and Fixed Income Money Market Dealers Association (FIMMDA) engaging at both national and global levels.

IndiaFirst maintained a clean record with no adverse orders or anti-competitive findings, reflecting its commitment to ethical advocacy. While IFRS S2 is not directly applicable under this principle, the company's transparent policy engagement and awareness drives are indirectly supportive of long-term resilience and sustainability in the financial ecosystem.

Essential Indicators

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

Five

B. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers / associations (State / National)
1	Confederation of India Industry (CII)	National
2	International Insurance Society	International
3	Life Insurance Council	National
4	Insurance Information Bureau (IIB)	National
5	Fixed Income Money Market Dealers Association (FIMMDA)	National

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.

Not applicable

Leadership Indicators

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

The Company actively participates in public policy advocacy by providing constructive feedback during public consultations on draft regulations, guidelines, and discussion papers issued by regulators such as IRDAI and PFRDA. Inputs shared are based on the Company's operational experience and practical implementation considerations, with the objective of supporting balanced, effective, and sustainable regulatory reforms in the insurance sector. This engagement contributes to strengthening the regulatory framework while ensuring policy measures remain practical and customer centric.

Principle 8: Businesses should promote inclusive growth and equitable development.



This Principle addresses the role of business in reducing inequality, promoting inclusive economic growth, and creating access to opportunities for all. It aligns with SDG 8 (Decent Work and Economic Growth), and SDG 10 (Reduced Inequalities).

IndiaFirst Life supports inclusive growth through responsible sourcing and ethical supply chain practices. In FY 2025-26, 10% of inputs (by value) were directly sourced from MSMEs, and 100% of input materials were sourced within India, reinforcing local economic linkages and contributing to resilient, self-reliant procurement ecosystems.

While no formal social impact assessments or rehabilitation projects were applicable, the company's procurement policies ensured fair access and transparency for all vendors, with non-discrimination toward marginalized groups.

Essential Indicators

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

The company believes in promotion of equitable and inclusive quality education for underserved and vulnerable communities and during the year, has contributed to 3 organizations as follows:

E&H Foundation: Under this theme, the Company supports access to primary education for 100 underprivileged children by providing financial and academic assistance, strengthening foundational literacy and numeracy, improving enrolment and retention, and reducing risks of dropout and child labour, aligned with Schedule VII on promoting education and SDG 4 (Quality Education) and SDG 1 (No Poverty).

Perkins School for Blind India Foundation: The Company advances inclusive education for visually impaired students across two specialised schools, enhancing equitable access, independence, and life skills while reducing educational inequality, aligned with Schedule VII on promoting education and reducing inequalities and SDG 4 (Quality Education) and SDG 10 (Reduced Inequalities).

Isha Vidhya: The Company supports holistic education for 13 children through academic and child-centric development interventions, leading to improved learning outcomes, psychosocial well-being, and better long-term life choices, aligned with Schedule VII on promoting education and holistic development and SDG 4 (Quality Education) and SDG 3 (Good Health & Well-being).

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

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

S. No.	Name of Project for which R&R is on-going	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

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

Not applicable

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

	2025-2026	2024-2025
Directly sourced from MSMEs / small producer	10%	21.18%
Directly from within India	100%	100%

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

Location	FY 2025-26	FY 2024-25
Rural	1.13%	-
Semi-urban	0.07%	-
Urban	15.89%	10.53%
Metropolitan	82.91%	89.47%

(Place to be categorized 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:

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No	State	Aspirational District	Amount Spent (In INR, in lacs)
1	Uttar Pradesh	-	10
2	Tamil Nadu	-	5
3	Maharashtra	Gadchiroli	17
4	Delhi, Pune, Uttarakhand, Kerala		
	Total		32

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups?

The company adheres to Board approved procurement policy. The procurement principles include fairness, a need to avoid conflicts of interest, cost-effectiveness, quality, and transparency. By partnering only with suppliers, vendors, or consultants who comply with ethical standards, the company aims to maintain a sustainable and ethically responsible supply chain. The company offers equal opportunities to vendors, including suppliers from marginalized or vulnerable groups, to promote inclusive growth and equitable development.

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

NIL, since the company believes in providing equal opportunities to all vendors/suppliers.

- (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

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Comprehensive Preventive Healthcare Program	4000	100%
2	Education support for underprivileged Children	100	100%
3	Strengthening Inclusive Education through Capacity Building, Quality Improvement, Family Empowerment	74	100%
4	Advancing Inclusive Education through Capacity Building, Accessible Environments, and Sustainable Leadership Development	52	100%
5	Full Education Support Program- Girls	13	100%

Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner.



This Principle urges businesses to deliver safe, fair, and innovative products and services while respecting consumer rights and protecting data privacy. It supports SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), SDG 12 (Responsible Consumption and Production), and SDG 15 (Life on Land), by encouraging responsible production and consumption and minimizing ecological harm.

IndiaFirst Life Insurance is committed to engaging with consumers responsibly, ensuring transparency, fairness, and accessibility across all customer touchpoints. In FY 2025-26, no reportable incidents of data breach occurred, reflecting a strong cybersecurity framework compliant with IRDAI and ISO standards.

Consumer feedback was actively gathered through Net Promoter Score (NPS) surveys, achieving a score of 55, up from 49 the previous year demonstrating ongoing efforts to enhance satisfaction.

IndiaFirst Life's policies emphasize proactive communication on service disruptions and education on fraud prevention.

Essential Indicators

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

The Company has established a comprehensive framework comprising both proactive customer engagement mechanisms and structured complaint handling systems aligned with regulatory requirements.

1. Proactive Mechanisms to Engage with Customers and Gather Feedback

The Company actively engages with customers across their lifecycle to capture feedback and enhance experience. Net Promoter Score (NPS) surveys are conducted at key customer touchpoints to gather insights, identify concerns, and address issues promptly. Initiatives such as Voice of Customer and SEVA (Service Camps) enable leadership to directly interact with customers at branch locations, fostering transparency and enabling real-time resolution of concerns. Additionally, the 'Trust Champion' initiative recognises employees who deliver exceptional customer service, reinforcing a culture of customer-centricity. Insights gathered through these channels drive continuous process improvements, strengthen service quality, and enhance overall customer satisfaction.

2. Complaint Handling and Grievance Redressal Mechanism

The Company has a robust, regulator-aligned grievance redressal mechanism to ensure timely and effective resolution of complaints. Customers can register grievances through multiple channels, including branch submissions, email, and regulatory platforms such as Bima Bharosa, National Consumer Helpline, and CPGRAMS. All complaints are acknowledged promptly and investigated through a structured internal process, with final resolution communicated within the prescribed regulatory Turnaround Time (TAT) of 14 days. In case of dissatisfaction, customers can escalate matters to the Grievance Redressal Officer, and subsequently to the Insurance Ombudsman if required. Complaints are also reviewed periodically by governance forums, including the Policyholder Protection, Grievance Redressal and Claims Monitoring Committee (PPGRCMC) and senior management. These reviews focus on grievance trends, resolution timelines, and corrective actions, leading to strengthened controls, reduced recurrence, and improved customer communication and experience.

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

Turnover of products	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	

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

Category of complaints	2025-2026			2024-2025		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	1050	7	-	998	6	-
Other	336	1	-	263	3	-

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

	Number	Reason for Recall
Voluntary recalls	Considering the nature of business, this is not applicable.	
Forced recalls		

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

Yes. The Company has a Board-approved Cyber Security Policy that provides a comprehensive framework to safeguard the confidentiality, integrity, and availability of information assets. The policy applies to all employees, directors, and third parties, and is supported by proactive controls such as multi-factor authentication, access reviews, and cybersecurity awareness initiatives. Its implementation is overseen by the Information Security Risk Management Committee (ISRMC), with periodic reporting to the Board. The Company complies with IRDAI Information and Cyber Security Guidelines, 2023, and holds ISO 27001 and ISO 22301 certifications.

The company has a separate privacy policy which is displayed on the company website as follows: [IndiaFirst Life Privacy Policy](#)

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.

In this regard, no material corrective action is required to be taken by the Company.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

Nil, there were no instances of reportable data breaches in the current financial year.

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

Nil. The Company has reported no instances of data breaches involving personally identifiable information (PII) of customers. PII is rigorously protected through robust security controls, and no such data is shared externally without appropriate safeguards. Strong preventive measures are in place to mitigate risks of unauthorized access, misuse, or leakage, ensuring the confidentiality and integrity of customer information at all times.

c. Impact, if any, of the data breaches

Not applicable as there were no reportable data breaches for the year.

Leadership indicators

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

Information is available on the website in seven languages namely English, Hindi, Gujarati, Marathi, Tamil, Bengali and Telugu. This ensures that every customer can explore, understand, and engage with our services in a language they're most comfortable with.

The company also uploads information on products and services across all social media pages.

The link is as follows- <https://www.indiafirstlife.com/>

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

The Company undertakes several initiatives to inform and educate customers about the safe and responsible use of its services. As a life insurance provider, customer interactions are primarily through policy issuance, premium payments, and claims servicing via branch visits and digital platforms. Key customer touchpoints and service information are made available on the Company's website, along with regular communications promoting secure use of its digital platforms.

To enhance awareness, the Company conducts periodic customer outreach, including quarterly communications and SMS campaigns focused on fraud prevention, hoax awareness, and safe practices. Spurious call disclaimers are embedded across all customer communications and the website to caution customers against unauthorized interactions. These initiatives aim to safeguard customers, promote secure engagement, and ensure informed usage of the Company's services.

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

The Company has established mechanisms to proactively inform customers of any potential disruption or discontinuation of services, supported by clear communication channels and continuity planning.

Customers are informed in advance about the relocation or closure of Financial Planning Centres (FPCs), along with details of alternate service locations, through direct communications and updates on official platforms.

The Company has published a Citizen Charter on its website, which provides comprehensive information on service offerings, timelines, contact points, and appropriate channels for grievance redressal, enabling customers to stay informed and plan accordingly.

Directors' Report

In line with its ISO 22301:2019 certified Business Continuity Management System, the Company ensures that customers are informed of any service disruptions arising from unforeseen events, along with measures being taken to maintain continuity and restore normal operations.

In case of disruptions (e.g., IVR downtime), customers are guided through communications to access alternate channels such as the Company website, customer portal, chatbot, and WhatsApp for uninterrupted service access.

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. 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 provides comprehensive product information to customers over and above regulatory requirements through multiple channels. Detailed product brochures, sample policy documents, and application forms are made available on the Company's website. Additionally, product features and benefits are clearly communicated through distributors, branch interactions, and welcome calls, emails, chatbots, ensuring customers are well-informed at various touchpoints before and after purchase.

The Company actively conducts customer satisfaction surveys, including Net Promoter Score (NPS) assessments, to gather feedback across key customer journeys. Feedback is collected through multiple channels such as Email, SMS, WhatsApp, and digital platforms, and is integrated into organizational monitoring frameworks. Initiatives such as Voice of Customer (VOC) councils, virtual assistant feedback, and listening booths at the Head Office further strengthen customer insight gathering. These efforts have resulted in continuous process improvements, with NPS improving from 49 in FY25 to 55 in FY26, reflecting enhanced customer experience.