

# Business Responsibility and Sustainability Report

## Section A: General Disclosures

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L74900MH2009PLC231660
2	Name of the Listed Entity	Abans Financial Services Limited (Formerly known as Abans Holdings Limited) (hereinafter referred to as "AFSL"/"Company" for the purpose of this report)
3	Year of incorporation	2009
4	Registered office address	36, 37, 38A, Floor 3, Nariman Bhavan, Backbay Reclamation, Nariman Point, Mumbai – 400021
5	Corporate address	25, Mittal Chambers, 2 <sup>nd</sup> Floor, Barrister Rajni Patel Marg, Nariman Point, Mumbai – 400021
6	E-mail	<a href="mailto:compliance@abansfinserv.com">compliance@abansfinserv.com</a>
7	Telephone	022 6179 0000
8	Website	<a href="http://www.abansfinserv.com/">http://www.abansfinserv.com/</a>
9	Financial year for which reporting is being done	2024-25
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
11	Paid-up Capital	₹ 1,011.52 Lakhs
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Sheela Gupta, Company Secretary & Compliance Officer Telephone: 022 6179 0000 E-mail: <a href="mailto:compliance@abansfinserv.com">compliance@abansfinserv.com</a>
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).	Disclosures made in this report are on a consolidated basis, unless specified otherwise.
14	Whether the company has undertaken assessment or assurance of the BRSR Core?	No
15	Name of assessment or assurance provider	Not Applicable for this Financial Year
16	Type of assessment or assurance obtained	Not Applicable for this Financial Year

### II. Products/services

#### 17 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	Other Financial Services	Fee-based Investment Services, Lending & Credit Solution and Treasury	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contribute
1	Administration of financial markets, Security and commodity contracts brokerage, Activities auxiliary to financial service activities n.e.c., Management of other investment funds, Other credit granting, Management consultancy activities, Sale of Goods, Rent & other Misc Income	66110/66120/66190/ 66309/64920/70200/ 46620/68100	100%

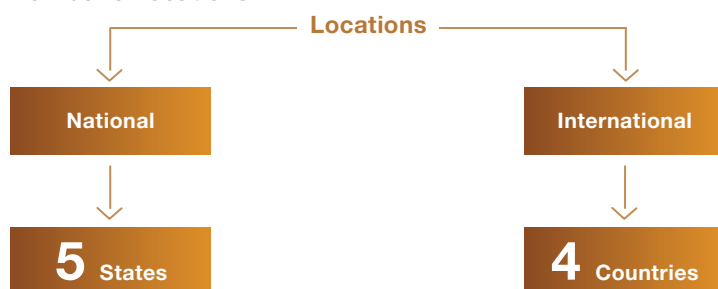
### III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	15	15
International	0	4	4

## 20 Markets served by the entity:

### a. Number of locations



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

0.21%.

### c. A brief on types of customers

The Company offers comprehensive financial services, catering to a discerning clientele that includes High Net-Worth Individuals (HNIs), Ultra High NetWorth Individuals (UHNIs), financial institutions, and corporates, including small and medium enterprises (SMEs). With a focus on asset management, lending, and strategic advisory, the Company provides tailored solutions to meet the unique financial needs of its esteemed clients.

## IV. Employees

### 21 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)	165	131	79.39%	34	20.61%
2	Other than Permanent (E)	0	0	0%	0	0%
3	Total employees (D + E)	165	131	79.39%	34	20.61%
Workers						
4	Permanent (F)					
5	Other than Permanent (G)			NIL		
6	Total workers (F + G)					

#### b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently Abled Employees						
1	Permanent (D)					
2	Other than Permanent (E)			NIL		
3	Total employees (D + E)					
Differently Abled Workers						
4	Permanent (F)					
5	Other than Permanent (G)			NIL		
6	Total workers (F + G)					

### 22 Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	20	1	5%
Key Management Personnel	12	2	16.67%

**23 Turnover rate for permanent employees and workers**

(Disclose trends for the past 3 years)

	Turnover rate in FY 2024-25			Turnover rate in FY 2023-24			Turnover rate in FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	16%	25%	17.70%	10.2%	28.6%	13.7%	32.1%	35.7%	33%
Permanent Workers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****24 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	Abans Finance Private Limited	Subsidiary	93.97	Yes
2	Abans Agri warehousing & Logistics Private Limited	Subsidiary	100	Yes
3	Abans Capital Private Limited	Subsidiary	91.77	Yes
4	Abans Investment Managers Limited (Formerly known as Abans Investment Managers Private Limited)	Subsidiary	91.65	Yes
5	Abans Securities Private Limited	Step Down Subsidiary	91.77	Yes
6	Abans Broking Services Private Limited	Step Down Subsidiary	91.77	Yes
7	Abans Commodities (I) Private Limited	Step Down Subsidiary	91.77	Yes
8	Clamant Broking Services Private Limited	Step Down Subsidiary	91.77	Yes
9	Abans Global Broking (IFSC) Private Limited	Step Down Subsidiary	91.77	Yes
10	Abans Middle East DMCC	Step Down Subsidiary	91.77	Yes
11	Abans Global Limited	Step Down Subsidiary	91.77	Yes
12	Corporate Avenue Services Limited	Step Down Subsidiary	93.97	Yes
13	Caspian HK Trading Limited <sup>#</sup>	Step Down Subsidiary	91.77	Yes
14	Abans Investment Manager Mauritius	Step Down Subsidiary	91.77	Yes

<sup>#</sup>Caspian HK Trading Limited was struck off w.e.f. April 03, 2025.**VI. CSR Details****25 (i). Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes****(ii). Turnover (in ₹) 30,75,65,154****(iii). Net worth (in ₹) 1,54,81,13,743**

Note: CSR is applicable to Company on standalone basis based on the audited financials of FY 24-25

## VII. Transparency and Disclosures Compliances

### 26 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)	FY 2024-25			FY 2023-24		
		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	N.A.	Nil	Nil	N.A.
Investors (other than shareholders)	No	Nil	Nil	N.A.	Nil	Nil	N.A.
Shareholders	Yes, The Company has implemented a well structured approach to promptly address any concerns or grievances raised by shareholders. Purva Sharegistry (India) Pvt. Ltd., as the designated Share Transfer Registrar/Agent, assumes responsibility for handling shareholder inquiries, demands, and complaints and all other platform as designated under the law. With a commitment to transparency and efficiency, The Company ensures that shareholder interactions are managed effectively, fostering trust and confidence among its stakeholders.  Weblink of Grievance Redressal Portal <a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a> <a href="https://smartodr.in/login">https://smartodr.in/login</a>	1	Nil	N.A.	Nil	Nil	N.A.
Employees and workers	Yes, The Company maintains an accessible whistleblower mechanism that encourages all employees to express their concerns through various channels, including email or written complaints.  These communication pathways effectively address any grievances that may arise, ensuring transparency and accountability within the organisation.  The whistler-blower mechanism can be accessed on the following web-link <a href="https://abansfinserv.com/assets/pdf/2.%20Vigil%20Mechanism%20&amp;%20Whistle%20Blower%20Policy-IOlq75a0.pdf">https://abansfinserv.com/assets/pdf/2.%20Vigil%20Mechanism%20&amp;%20Whistle%20Blower%20Policy-IOlq75a0.pdf</a>	Nil	Nil	N.A.	Nil	Nil	N.A.
Customers	Yes, customers can raise their complaints by sending an email to <a href="mailto:compliance@abansfinserv.com">compliance@abansfinserv.com</a>	Nil	Nil	N.A.	Nil	Nil	N.A.
Value Chain Partners	No	Nil	Nil	N.A.	Nil	Nil	N.A.
Other (please specify)	No	Nil	Nil	N.A.	Nil	Nil	N.A.

## 27 Overview of the entity's material responsible business conduct issues

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Changes in Government policies	Risk	Changes in policies related to taxation, trade, labor laws, environmental regulations, or industry-specific rules can significantly impact a company's operations, costs, and overall competitiveness. Failure to anticipate and adapt to such changes can lead to legal non-compliance, financial penalties, loss of market access, or erosion of competitive advantage.	The diverse portfolio enables the company to adjust operations in response to evolving government regulations. With a global reach, the company can shift the focus across markets as needed, effectively mitigating risks stemming from policy changes in any individual country.	Negative/Positive Government incentives and policies can positively impact a company's profitability by providing tax credits and enhancing competitiveness. However, compliance costs, trade disruptions, and policy uncertainty may have negative effects on the company's bottom line.
2	Ethics and governance	Opportunity	Embracing high ethical standards and robust governance practices can significantly enhance a company's reputation, stakeholder trust, and long-term sustainability. By prioritising ethics and governance, companies can mitigate risks associated with misconduct, regulatory non compliance, and reputational damage.	Advocating for and prioritising whistleblowing allows prompt identification of potential statutory non compliance and reputational risks. This approach facilitates proactive risk mitigation, upholds ethical practices, and ensures effective governance.	Positive Ethical conduct and good governance practices can lead to increased profitability, growth opportunities, investor confidence, customer loyalty, and long term business sustainability.
3	Increasing financial literacy	Opportunity	By promoting financial education and increasing the financial literacy of stakeholders, such as employees, customers, and communities, companies can create long-term value and strengthen relationships. Financially literate employees can better understand and contribute to the company's financial goals, while financially literate customers can make more informed purchasing decisions and develop a deeper appreciation for the company's products or services.	The Company is dedicated to providing educational resources and expert advice to help individuals grasp the benefits of long-term, diversified investing. By advocating smart saving practices and shedding light on unconventional financial instruments, they aim to shift mindsets beyond mere saving and toward wealth generation.	Positive By improving financial understanding, doors open to grow the wealth of clients. It builds bridges between businesses and a wider range of customers. This allows for the successful offering of services that go hand in hand, leading to an increase in their revenue streams.
4	Digitisation	Opportunity	The growing demand for digital transactions in India is fueled by factors such as widespread internet accessibility, the adoption of smartphones, and the increasing use of Aadhar—the country's biometric identity card. This consistent surge presents the organisation with a substantial opportunity for fostering growth.	The Company has consistently prioritised technological investments, building a robust digital infrastructure. This approach reduces reliance on paper transactions and communications, demonstrating a proactive stance in adapting to and mitigating the risks associated with digitisation.	Positive Boosting cost efficiency and customer service.
5	Data security and customer privacy	Risk	Protecting sensitive data, such as customer information, financial records, and intellectual property, from unauthorised access, breaches, or misuse is paramount. A data breach or violation of customer privacy can lead to severe consequences, including legal liabilities, regulatory fines, loss of customer trust, damage to brand reputation, and financial losses. Additionally, with increasing scrutiny from regulators and heightened consumer awareness about data privacy, companies must prioritise robust cybersecurity measures and data protection practices to safeguard their assets and maintain stakeholder confidence.	The Company has put into action a complete Information Security Management System (ISMS). This system bolsters resilience and ensures data protection, thus lessening any potential financial fallout. This strategic move is a testament to the Company's resolve in managing and reducing risks associated with data security and customer privacy.	Negative Any instance of data compromise holds the potential to harm the Company's reputation. It could also lead to legal proceedings and financial uncertainties.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Corporate governance	Opportunity	Maintaining robust corporate governance, ethics, and transparency is crucial for risk management and the safeguarding of the Company's reputation. By demonstrating accountability, compliance, and integrity consistently in disclosures, the Company nurtures trust and goodwill among stakeholders. This reputation for ethical leadership strengthens the Company's competitive position, encourages investor confidence, nurtures regulatory relationships, and boosts the capacity to attract premier talent.	The Company diligently adheres to regulatory reviews and complies with requirements set by the Board and other relevant authorities. Regularly scheduled presentations include compliance updates, succession plans, and essential discussions, as mandated.	Positive Transparent governance helps build stakeholder confidence.
7	Customer satisfaction	Opportunity	Delivering positive interactions through the Company's financial products and services is essential for retaining customers, protecting the Company's reputation, and promoting sustainable growth.	The Company strategically establishes robust platforms for swift identification and prioritised resolution of customer grievances. By coupling this approach with regular customer satisfaction surveys, they adeptly tailor offerings and services to meet evolving client needs. This emphasis on understanding and fulfilling customer requirements enables them to deliver timely solutions and retain a valued client base.	Positive Cultivating profound satisfaction among customers strengthens the Company's brand loyalty. This enables more seamless wealth management experiences, reinforcing the Company's reputation and enhancing customer retention.
8	Human capital development	Risk	A company's success is heavily dependent on its workforce's skills, knowledge, and capabilities. Failure to invest in human capital development, including training, upskilling, and talent retention programmes, can lead to a skills gap within the organisation. This gap can hinder innovation, productivity, and the ability to adapt to changing market demands or technological advancements. Additionally, a lack of focus on employee development can result in high turnover rates, loss of institutional knowledge, and difficulty in attracting top talent.	The Company invests in employee growth through training programmes, competitive rewards, and fostering a positive work environment. This strategic approach attracts, develops, and retains top talent, maximising the crucial human capital capabilities necessary for success.	Positive Employee satisfaction promotes efficiency and cultivates a positive work environment.
		Opportunity	Rapidly evolving business landscape, where technological advancements, market disruptions, and shifting customer demands are constant, a company's ability to adapt and innovate is crucial for its long-term success. A well-trained and highly skilled workforce is better equipped to anticipate and respond to these changes, identify new opportunities, and develop innovative solutions that can drive business growth and differentiate the company from its competitors.		

## Section B: Management and Process Disclosures

Sr. No.	Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9								
Policy and management processes																		
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes								
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes								
	c. Web Link of the Policies, if available	https://abansfinserv.com/corporate-policies																
2	Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes								
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes								
4	Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Nil																
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company aims to minimise its environmental impact and reduce its carbon footprint over time. Additionally, committed to improving gender parity and diversity through merit-based recruitment practices.																
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company considers it a fiduciary duty to positively influence communities. This involves identifying key areas of focus and realising commitments and goals through investment advisory initiatives.  The Company fosters an inclusive environment, refraining from any discrimination based on factors such as gender, race/caste, religion/beliefs, disability, marital status, or any other classification. Additionally, the company prioritises recruiting individuals based solely on their qualifications and merits. To minimise environmental impact and reduce the carbon footprint, they have developed digital infrastructure and reduced paper usage. Simultaneously, focus on creating awareness about waste reduction measures.																
Governance, leadership and oversight																		
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Abans Financial Services Limited (Formerly known as Abans Holdings Limited), a company deeply committed to conducting business responsibly and sustainably, has been actively collaborating with stakeholders to address significant ESG concerns. Over the past year, the company has pursued impactful measures, including the reinforcement of a comprehensive Code of Conduct, the strengthening of robust business ethics, and the cultivation of a resilient risk culture. These initiatives underscore the company's commitment to fostering sustainable practices that resonate throughout the company.  Despite the challenges posed by geopolitical uncertainties, the company remains confident in its growth journey, driven by its resilient business model and focus on innovation. The company's strong operational performance over the year is reflective of this confidence. AFSL is committed to becoming a responsible one-stop solution provider for customers seeking sustainable and dependable financial solutions. This commitment, coupled with the company's ability to navigate complexities and forge collaborations, affirms its role as a positive force for a sustainable future.																
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Abhishek Bansal - Chairman & Managing Director <table><tr><td>Name of highest authority</td><td>Mr. Abhishek Bansal</td></tr><tr><td>Designation</td><td>Chairman &amp; Managing Director</td></tr><tr><td>DIN</td><td>1445730</td></tr><tr><td>Category</td><td>Promoter</td></tr></table>									Name of highest authority	Mr. Abhishek Bansal	Designation	Chairman & Managing Director	DIN	1445730	Category	Promoter
Name of highest authority	Mr. Abhishek Bansal																	
Designation	Chairman & Managing Director																	
DIN	1445730																	
Category	Promoter																	
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	Mr. Nirbhay Fancy Vassa - Whole Time Director & Chief Financial Officer Email Id: <a href="mailto:compliance@abansfinserv.com">compliance@abansfinserv.com</a>																

## 10 Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Company's Board of Directors, along with its committees, holds regular meetings to evaluate the performance of the Company. This includes assessing the degree to which the Company adheres to the NGRBC Principles.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company adheres to pertinent statutory obligations related to the principle and takes measures to address any instances of non-compliance.								

Subject for Review	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	Regularly								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Quarterly								

11 Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.



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

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



## Section C: Principle Wise Performance Disclosure

### PRINCIPLE 1:

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

#### Essential Indicators

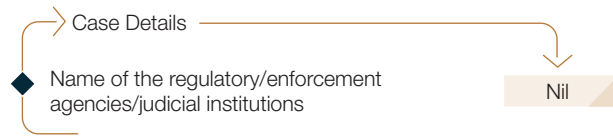
#### 1 Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	4	1. Familiarisation Programme on overall business of the Company and its subsidiaries.	68%
Key Managerial Personnel	4	2. Code of Conduct	77%
Employees other than BoD and KMPs	4	3. POSH 4. Corporate governance & its amendments 5. These trainings have raised awareness on ethics, appropriate workplace conduct, and good governance practices. As a result, employees have understood laws, policies, and standards and a compliant, equitable culture has been developed. Overall, the trainings led to more transparent, and accountable operations across the company	85%
Workers	Not Applicable	Not Applicable	Not Applicable

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

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Regulation 43A of SEBI (LODR) Regulations, 2015	NSE	25,000/-	Non-disclosure of link of Dividend Distribution Policy of the Company in the Annual Report FY 2023-2024	NA
Settlement	Nil	Nil	Nil	Nil	NA
Compounding fee	Nil	Nil	Nil	Nil	NA
Non-Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	Nil	Nil	Nil	Nil	NA
Punishment	Nil	Nil	Nil	Nil	NA

**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.**



**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.**

No.

While a specific Anti-Bribery and Anti-Corruption (ABAC) policy is not in place, the company upholds a zero-tolerance approach towards any form of corruption or bribery. Adherence to all relevant regulations is a priority, and business is conducted with fairness and integrity.

The Company is dedicated to maintaining professional and equitable dealings, underpinned by unwavering integrity. Comprehensive guidelines have been established to deter unethical conduct, and robust control measures are in place to prevent instances of bribery and corruption. These guidelines are accompanied by clearly defined consequences for any violations.

Associates within the organisation are encouraged to maintain vigilance and to report any potential oversights or violations. Any breaches of the ABAC principles are promptly reported to the management team for immediate action.

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

	FY 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Not Applicable	Not Applicable

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

	FY 2024-25		FY 2023-24	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	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**

Not Applicable

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

	(Amount in ₹)	
	FY 2024-25	FY 2023-24
i) Accounts payable x 365 days	17,18,781	52,79,429
ii) Cost of goods/services procured	2,98,565	1,14,719
iii) Number of days of accounts payables	6	46

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

		(₹ in Lakhs)	
Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	Nil	Nil
	b. Number of dealers/distributors to whom sales are made	Nil	Nil
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	Nil	Nil
Share of RPTs in	a. i) Purchases (with related parties)	1,16,291.65	36,108.41
	ii) Total Purchases	2,94,986.67	1,14,185.42
	iii) Purchases from related parties (% of Total)	39.42%	31.62%
	b. i) Sales (to related parties)	63,953.42	25,699.22
	ii) Total Sales	3,28,068.17	1,37,834.00
	iii) Sales to related parties (% of Total)	19.49%	18.65%
	c. i) Loans & advances to related parties	17,589.5	21,679.00
	ii) Total Loans & Advances	26,593.76	34,758.24
	iii) Loans to related parties (% of Total)	66.14%	62.37%
	d. i) Investments in related parties	1,118.53	-
	ii) Total Investments	97,416.76	1,00,712.57
	iii) Investments in related parties (% of Total)	1.15%	0.00%

(Source – Consolidated Financial Statement for financial year 2024-25)

## Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
Not Applicable		

**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.**

Not Applicable

## PRINCIPLE 2:

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

## Essential Indicators

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

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	Within the financial services sector, the Company primarily focuses on capital expenditures related to information technology. The relevance of the aforementioned information is specifically tied to these IT investments. The Company maintains a commitment to proactively identify and address opportunities for minimising its environmental impact. This dedication is exemplified through strategic investments in eco-friendly electric equipment.		
Capex			

## 2 Details on Sustainable Sourcing

### a. Does the entity have procedures in place for sustainable sourcing?

The Company, which specialises in providing financial solutions to its customers, does not currently engage in sustainable sourcing. However, it places a strong emphasis on energy conservation by leveraging technology to reduce paper usage and electricity consumption. Additionally, the company actively adopts energy-efficient equipment across all its offices.

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

Not Applicable

## 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.

(a) Plastics (including packaging)	The financial service company operates without consuming raw materials or producing tangible goods, whether hazardous or otherwise. Given the nature of its business, the company's influence on these factors remains constrained. However, it is acutely aware of the imperative to handle waste in an environmentally responsible manner. In pursuit of these goals, the company actively promotes reusing and recycling whenever feasible. Moreover, it collaborates with certified e-waste handlers to ensure the proper disposal of electronic waste.
(b) E-waste	
(c) Hazardous waste	
(d) other waste.	

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

Not Applicable

## Leadership Indicators

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

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

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

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

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
Not Applicable		

4 Of 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:

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste	Not applicable considering that the Company is a financial service company and it neither has consumption of raw material nor produces any tangible goods or hazardous material					
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Qualitative Response (Name of Product)	Not Applicable

### PRINCIPLE 3:

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

#### Essential Indicators

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

% of employees covered by											
Category	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	131	131	100%	131	100%	N/A	N/A	N/A	N/A	N/A	N/A
Female	34	34	100%	34	100%	34	100%	N/A	N/A	N/A	N/A
Total	165	165	100%	165	100%	34	20.61%	N/A	N/A	N/A	N/A
Other than Permanent employees											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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

% of workers covered by											
Category	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 workers											
Male											
Female											
Total											
Other than Permanent Workers											
Male											
Female											
Total											

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

Category	FY (2024-25)	FY (2023-24)
Cost incurred on wellbeing measures as a % of total revenue of the company	0.01%	0.01%

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

Benefits	FY 2024-25			FY 2023-24		
	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	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	9.7%	NA	Yes	10%	NA	Yes
Others – please specify	Not Applicable					

Note: Data specific to India. All employees are covered under PF and gratuity from their date of joining

**3 Accessibility of workplaces**

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

Yes, The Company's premises are designed with a keen focus on inclusivity, ensuring accessibility for all employees, irrespective of their physical abilities. Elevators and ramps are integral parts of the premises, ensuring ease of access for all.

**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.**

The Company remains resolute in its commitment to fostering a work environment that promotes diversity and inclusion. The Company stands firm against any discrimination, reinforcing its dedication to equality. A comprehensive employee engagement policy has been instituted, designed to cultivate a workforce that is not only highly motivated but also retained within the company. The utmost importance is accorded to establishing an environment conducive to nurturing diversity and equality at every level. This commitment underscores AFSL's dedication to creating a harmonious and inclusive workplace.

**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	NA	NA	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

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

	Yes/No	(If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes	Yes, The Company maintains a policy of open communication, providing all employees, irrespective of their position in the hierarchy, with direct access to business leaders and senior management. In addition, the Company has implemented a comprehensive internal grievance mechanism that allows employees to anonymously express their concerns. These concerns are rigorously investigated by the Human Resources team, resulting in suitable actions. Moreover, a Whistle-Blower Policy is in place to enable employees and Directors to report any instances of unethical behaviour, including confirmed or suspected fraud, or violations of the organisation's Code of Business Conduct and Ethics Policy. This framework highlights the organisation's commitment to promoting transparency and accountability across all levels
Other than Permanent Worker		
Permanent Employees		
Other than Permanent Employees		

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

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

Employees do not have a representative union or association.

## 8 Details of training given to employees and workers:

	FY 2024-25					FY 2023-24				
	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	131	Nil	Nil	90	68.70%	118			65	55%
Female	34	Nil	Nil	24	70.59%	28	Nil	Nil	22	78.57%
Total	165	Nil	Nil	114	69.09%	146			87	59.59%
Worker										
Male										
Female	Not Applicable									
Total										

Not Applicable

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

	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	131	131	100%	118	118	100%
Female	34	34	100%	28	28	100%
<b>Total</b>	<b>165</b>	<b>165</b>	<b>100%</b>	<b>146</b>	<b>146</b>	<b>100%</b>
<b>Worker</b>						
Male						
Female						
<b>Total</b>						

Not Applicable

## 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?*

As a financial service entity, AFSL operates in a manner that poses minimal occupational risks. The Company places utmost importance on the well-being of its employees. To ensure this, it provides a range of healthcare services and conducts regular wellness workshops. The Company's commitment to safety is further demonstrated through fire safety training, evacuation drills, and the provision of sanitisers.

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

As a responsible company, the company prioritise creating a safe and healthy work environment for employees. The Company diligently adhere to workplace safety regulations and conduct regular assessments to identify and mitigate any potential risks. It commitment extends to promoting both physical and mental well-being, ensuring that everyone can thrive in workplace.

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

Not Applicable, as an entity operating in the financial services sector, AFSL does not employ individuals as defined by the guidelines of SEBI's BRSR.

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

Yes, the Company ensures comprehensive group mediclaim, health insurance, and personal accident coverage for all its associates.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Not Applicable	Not Applicable
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

#### 12 Describe the measures taken by the entity to ensure a safe and healthy work place.

AFSL prioritises the creation of a secure and health-conscious environment for its workforce. The organisation's premises are equipped with air conditioning, eight fire extinguishers, smoke detectors, and a supply of safe drinking water. Regular maintenance of electrical equipment is conducted to ensure safety standards. To enhance emergency readiness, The Company conducts annual mock fire drills, equipping its workforce with vital evacuation procedures. The company's commitment to a productive environment is evident in its comfortable facilities and consistent safety training initiatives.

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

FY 2024-25			FY 2023-24		
Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A

#### 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 internally monitors compliance for all relevant laws and policies pertaining to these issues. There have been no observations by local statutory/third parties in India in the FY 2024-25
Working Conditions	

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

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).**

Employees	no
Workers	NA

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

Not Applicable

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

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

- 4 Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?**

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	NA
Working Conditions	NA

- 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.**

NA

## PRINCIPLE 4:

**Businesses should respect the interests of and be responsive to all its stakeholders**

## Essential Indicators

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

Key stakeholders wield a central role in the operations and performance of the company, their influence being critical to value creation. These stakeholders are instrumental in the formation of business objectives and the subsequent monitoring of these goals. As a provider of financial services, the company navigates a diverse and intricate stakeholder landscape. The company is unwavering in its dedication to nurture strong, value-adding relationships with its stakeholder groups. In keeping with this commitment, the company identifies its employees, clients, shareholders, and regulatory bodies as key stakeholders, acknowledging their indispensable contributions to the success of the enterprise.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Emails, calls, website, one-to one meetings	Ongoing and regular	The Company actively interacts with customers to understand their priorities. These priorities cover a range of areas including business performance, customised financial products, competitive interest rates, smooth Omni-channel access, secure transactions, and efficient grievance redressal.
Shareholders/ investors	No	Investor meets, calls, Email, website	Annually, quarterly and on need-basis	The Company keeps a constant communication open with shareholders and investors. It values their insights on important topics like ethical business conduct, corporate governance, sustainability in performance, and clarity in reporting. Shareholders voice the importance of these issues through different avenues such as annual general meetings, investor relations channels, and disclosure document.
Employees	No	Town-halls, Email, one-on-one meetings, calls, website, engagement activities	Ongoing	Regular interaction with employees is a priority for the Company, aiming to understand what matters most to them. This includes aspects like opportunities for training and development, fair and equitable compensation, recognition of performance, creation of a diverse and safe workplace, and the promotion of a healthy balance between work and life. Employees share their views through various means, such as town hall meetings and one-on-one discussions, offering valuable feedback to the Company on these subjects.
Regulatory Authorities	No	Email, meetings, website, one-on-one meetings	Need Basis	The Company takes a proactive approach in engaging with regulatory authorities. This engagement focuses on key areas such as adherence to laws and regulations, conducting business ethically, and exploring collaboration opportunities. The Company participates in industry consultations, submits regulatory filings, undergoes compliance evaluations, and contributes to working groups. These efforts enable the Company to gain valuable insights from regulatory authorities, thereby enhancing its understanding of these critical areas.

### 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.

An extensive materiality assessment is conducted to identify critical factors impacting society, the environment, and overall business operations. The resulting insights will be shared with the management and solutions would be developed to integrate stakeholder feedback, if any, into key business decisions, driving continuous improvement and value creation.

#### 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.

A Materiality Assessment has been conducted to pinpoint the environmental, social, and economic issues impacting stakeholders, society, the environment, and the business as a whole. Feedback has prompted the initiation of policy development and enhancement, addressing key stakeholder requirements through the creation of initiatives and management solutions.

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

The ABANS Foundation actively participates in numerous charitable activities. This includes extending support to marginalised groups by providing necessary resources as suggested by various groups and NGOs. Consequently, there are no recorded instances of engagement or measures undertaken to address concerns related to these groups.

## PRINCIPLE 5:

### Businesses should respect and promote human rights

#### Essential Indicators

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

	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Permanent	165	135	81.82%	146	128	87.67%
Other than permanent	N/A	N/A	N/A	Nil	Nil	Nil
<b>Total Employees</b>	<b>165</b>	<b>135</b>	<b>81.82%</b>	<b>146</b>	<b>128</b>	<b>87.67%</b>
<b>Worker</b>						
Permanent	Not Applicable			Not Applicable		
Other than permanent						
<b>Total Workers</b>						

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage			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	165	NIL		165	100%	146	NIL		146	100%
Male	131			131	100%	118			118	100%
Female	34			34	100%	28			28	100%
Other than Permanent										
Male	NA					NA				
Female										
Worker										
Permanent	NA					NA				
Male										
Female										
Other than Permanent										
Male	NA					NA				
Female										

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

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	19	N/A	1	N/A
Key Managerial Personnel	10	3,562,769	2	1,156,004
Employees other than BoD and KMP	121	756,858	32	661,592
Workers	N/A	N/A	N/A	N/A

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

Category	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	NA	NA

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

Yes, The HR team plays a critical role in safeguarding human rights within the company. Their responsibility extends beyond mere compliance; they actively work to prevent and address any potential violations. By fostering a culture of respect and inclusivity, the HR team ensures that employees' rights are upheld at all times.

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

The Company is committed to upholding human rights as a fundamental aspect of its values and operations. The company actively supports, protects, and promote human rights through fair and ethical business practices. The Company maintains a strict zero-tolerance policy towards child labor, slavery, forced labor, and any form of physical, sexual, psychological, or verbal abuse.

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

	FY 2024-25			FY 2023-24		
	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	Nil	NA	NA	Nil	NA	NA
Discrimination at workplace	Nil	NA	NA	Nil	NA	NA
Child Labour	Nil	NA	NA	Nil	NA	NA
Forced Labour/Involuntary Labour	Nil	NA	NA	Nil	NA	NA
Wages	Nil	NA	NA	Nil	NA	NA
Other human rights related issues	Nil	NA	NA	Nil	NA	NA

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

	FY 2024-25	FY 2023-24
Total Complaints Data Needed under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees/workers	NA	NA
Complaints on POSH upheld	NA	NA

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

AFSL remains steadfast in its commitment to cultivating a workplace characterised by dignity, respect, acceptance, and mutual trust. The company has implemented a robust Prevention of Sexual Harassment Policy, ensuring a safe working environment for all employees in accordance with the 'Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013' of India. AFSL upholds the highest standards of dedication to fostering a secure workplace free from harassment. Any instance of sexual harassment within the organisation is treated as a serious breach of conduct. In response to such behaviour, appropriate disciplinary measures are applied, aligning with company policies and relevant legal provisions. Unwavering zero-tolerance stance underscores commitment to maintaining professionalism, promoting respect, and safeguarding the well-being of valued employees. For further details, the policy document can be reviewed at the following web link: <https://abansfinserv.com/corporate-policies>

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

Yes

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 internally monitors compliance for all relevant laws and policies pertaining to these issues. There have been no observations by local statutory/third parties in India in the FY 2024-25.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	

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

Not Applicable

Leadership Indicators

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

NA

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

NA

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?

Yes

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	Not Applicable
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.

NA

## PRINCIPLE 6:

**Businesses should respect and make efforts to protect and restore the environment**

### Essential Indicators

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

Parameter	FY 2024-25	FY 2023-24
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D)	601.33	451.47
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>601.33</b>	<b>451.47</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>601.33</b>	<b>451.47</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed/Revenue from operations)*	0.0018	0.0033
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed/Revenue from operations adjusted for PPP)*	0.038	0.075
<b>Energy intensity in terms of physical output</b>	N.A.	N.A.
Energy intensity (optional) – the relevant metric may be selected by the entity	N.A.	N.A.
Source of emission factor		
PPP Conversion Factor used		
Source of the PPP Conversion Factor		
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	

\*The Turnover/Revenue from operations in considered in ₹ Lakhs for the purposes of this calculation.

#### 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 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	NIL	NIL
(ii) Groundwater	NIL	NIL
(iii) Third party water	1,980	1,728
(iv) Seawater/desalinated water	NIL	NIL
(v) Others	NIL	NIL
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>1,980</b>	<b>1,728</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>1,980</b>	<b>1,728</b>
Water intensity per rupee of turnover (Water consumed/Revenue from operations)*	0.006	0.013
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption/Revenue from operations adjusted for PPP)*	0.12	0.29
<b>Water intensity in terms of physical output</b>	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Source of emission factor	-	-
PPP Conversion Factor used	-	-
Source of the PPP Conversion Factor	-	-
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.	No

\*The Turnover/Revenue from operations in considered in ₹ Lakhs for the purposes of this calculation.

#### 4 Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) To Surface water</b>		
No treatment	--	--
With treatment – please specify level of treatment	--	--
<b>(ii) To Groundwater</b>		
No treatment	--	--
With treatment – please specify level of treatment	--	--
<b>(iii) To Seawater</b>		
No treatment	--	--
With treatment – please specify level of treatment	--	--
<b>(iv) Sent to third-parties</b>		
No treatment	--	--
With treatment – please specify level of treatment	--	--
<b>(v) Others</b>		
No treatment	--	--
With treatment – please specify level of treatment	--	--
<b>Total water discharged (in kilolitres)</b>	--	--
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	NA	NA

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

No, financial services company does not engage in any form of discharge, as it does not have any manufacturing processes

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx			
SOx			
Particulate matter (PM)	The mentioned indicators are not applicable to the company's business operations, given the nature of the service industry in which it operates, specifically within the domain of financial services. As a result, the company's operations do not generate process-based emissions. Nevertheless, in line with the company's primary objective of achieving sustainable growth, efforts are underway to increase the ability to monitor and quantify all emissions within the operational boundary attributable to the company's operations.		
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			
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.		NA	NA

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	Refer Note 1 below.	Refer Note 1 below.
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)*	Metric tonnes of CO <sub>2</sub> equivalent	101.24	85.37
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)*	Units	0.0031	0.00062
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)*	Units	0.006	0.014
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Units	Not Applicable	
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Units	Not Applicable	
Source of emission factor	-	-	-
PPP Conversion Factor used	-	-	-
Source of the PPP Conversion Factor	-	-	-
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	No

Note:

- The mentioned indicators are not applicable to the company's business operations, given the nature of the service industry in which it operates, specifically within the domain of financial services. As a result, the company's operations do not generate Scope 1 emissions.

\*The Turnover/Revenue from operations is considered in ₹ Lakhs for the purposes of this calculation.

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

No. Currently, the company does not have any ongoing projects related to reducing greenhouse gas emissions

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

Parameter	FY 2024-25	FY 2023-24
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)		
E-waste (B)		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		NIL
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
<b>Total (A + B + C + D + E + F + G + H)</b>		
<b>Waste intensity per rupee of turnover</b> (Total waste generated/Revenue from operations)		
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated/Revenue from operations adjusted for PPP)		Not Applicable
<b>Waste intensity in terms of physical output</b>		
<b>Waste intensity (optional)</b> – the relevant metric may be selected by the entity		
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		Nil
<b>Total</b>		
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
<b>Total</b>		
Source of emission factor		
PPP Conversion Factor used		
Source of the PPP Conversion Factor		
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	No

**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.**

Operating within the services sector, AFSL specialises in delivering crucial financial services throughout India. The company's commitment to environmental responsibility is demonstrated through its adoption of digital communication and documentation, significantly minimising paper waste. Given the absence of physical product offerings, none of the company's products or services result in the generation of hazardous waste or the utilisation of toxic chemicals. The waste produced from the company's operations primarily consists of domestic and office waste, including food waste, paper waste, and e-waste. The company ensures that all recyclable waste is responsibly managed by a third-party vendor, wherever feasible.



- 11
If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required, please specify details in the following format:
- | S. No          | Location of operations/offices | Type of operations | Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any |
|----------------|--------------------------------|--------------------|--|
| Not Applicable |                                |                    |  |
- 12
Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:
- | Name and brief details of project | EIA Notification No. | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes/No) | Relevant Web link |
|-----------------------------------|----------------------|---|--|-------------------|
| Not Applicable                    |                      |   |  |                   |
- 13
Is the entity compliant with the applicable environmental law/regulations/guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:
- The Company is complaint with all the applicable environmental laws/regulations/guidelines in India

If No then

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

Leadership Indicators

- 1
Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):
- For each facility/plant located in areas of water stress, provide the following information:
- (i) Name of the area

Not Applicable
- (ii) Nature of operations

Not Applicable
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		
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		

Parameter	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) To Surface water</b>		
No treatment		
With treatment – please specify level of treatment		
<b>(ii) To Groundwater</b>		
No treatment		
With treatment – please specify level of treatment		
<b>(iii) To Seawater</b>		
No treatment		
With treatment – please specify level of treatment		Not Applicable
<b>(iv) Sent to third-parties</b>		
No treatment		
With treatment – please specify level of treatment		
<b>(v) Others</b>		
No treatment		
With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent		
Total Scope 3 emissions per rupee of turnover	Units		
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Units		
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		The Company currently does not calculate data on scope 3 emissions. However, ongoing efforts are focused on monitoring and documenting this information, with plans to release it in the coming years.	

## 3 With respect to the ecologically sensitive areas Data Needed at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

## 4 If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Not Applicable			

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

The Company maintains a robust business continuity and disaster management plan, which undergoes regular review and updates to address emerging risks. In addition to standard business risks, this plan specifically accounts for Cyber security risks and ensuring uninterrupted business operations.

## 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.

Not Applicable

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

Not Applicable

**8 How many Green Credits have been generated or procured:**a. *By the listed entity*

Not Applicable

b. *By the top ten (in terms of value of purchases and sales, respectively) value chain partners*

Not Applicable

**PRINCIPLE 7:**

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

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

1

**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	FICCI - Federation of Indian Chambers of Commerce & Industries	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 as there were no reported instances of anti-competitive conduct by the entity during the current financial year

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

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly/ Others – please specify)	Web Link, if available
Not Applicable					

**PRINCIPLE 8:**

**Businesses should promote inclusive growth and equitable development**

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

Name and brief details of project	SIA Notification	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:**

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

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

Not Applicable

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/small producers	NA	NA
Sourced directly from within the district and neighbouring districts	NA	NA

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

Location	FY 2024-25	FY 2023-24
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	33%	36%

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

## Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No	State	Aspirational District	Amount spent (In INR)
	NA	NA	NA

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

The Company offers a broad spectrum of financial products and services to diverse consumers. These activities do not necessitate the procurement of raw materials or the production of physical goods, resulting in minimal and limited-scope procurement activities, hence this indicator is not applicable for the company

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

Not Applicable

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

Not Applicable

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

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 marginalised group
Not Applicable			

**PRINCIPLE 9:**

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

**Essential Indicators**

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

At AFSL, the expeditious and efficient resolution of grievances is accorded the most importance. The Company conducts thorough root cause analysis to constantly enhance customer experiences. Investors and customers have the option to access the website's "Online Dispute Resolution Portal" on the website. Here, one can register disputes or complaints with ease. Every consumer complaint receives careful documentation via email, capturing all details accurately. The focus remains on resolving complaints promptly. If needed, follow-ups with consumers take place to understand and resolve issues comprehensively.

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

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

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

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
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	NIL	NIL		NIL	NIL	
Other	NIL	NIL		NIL	NIL	

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

	Number	Reasons for recall
Voluntary recalls	NA	
Forced recalls	NA	

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

Yes, AFSL maintains a robust policy on cybersecurity and data privacy, accessible via the internal employee portal. A comprehensive, multi-faceted risk identification strategy is employed, encompassing methods such as inquiries, inspections, and data analysis. This strategy effectively addresses potential cyber, data, and other operational risks. The proactive nature of this approach underscores Abans' commitment to sustaining a secure operational environment. A variety of measures have been instituted to protect data privacy and security, including the implementation of the Preservation of Documents Policy and third-party backups. Furthermore, the Risk Management Policy of AFSL recognises cybersecurity and data privacy as crucial operational risks.

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

No cyber-attacks have been reported during the current financial year, and therefore, no corrective measures have been undertaken by the Company.

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

*a. Number of instances of data breaches*

No data breaches were reported during 2024-25

*b. Percentage of data breaches involving personally identifiable information of customer*

NA

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

NA

**Leadership Indicators**

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

Information related to products and other services is available on the Company's website at: [www.abansfinserv.com](http://www.abansfinserv.com)

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

The Company adheres to all disclosure requirements concerning its products and services. With commitment, it ensures transparency and accountability in its interactions with clients.

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

The Company ensures proactive risk communication with its valued clients. Through timely emails and virtual meetings, the Company actively informs clients about any potential risks. Whether due to foreseeable disruptions or other reasons, this transparent approach promotes trust and demonstrates the Company's commitment to client well-being.

**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)**

AFSL prioritises transparency in its client interactions. The Company ensures that all relevant details are communicated to clients through various channels, including SMS, email, and other platforms. Additionally, comprehensive service-related information is readily accessible on the Company's official website.