



Sustainability Report 2020



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A MESSAGE FROM OUR ESG COUNCIL CHAIRPERSON

Last year, I was entrusted with the responsibility of ensuring that our ESG efforts are monitored and executed efficiently across the Edelweiss Group. This is a role I take very seriously, and one that also aligns with my role as the CEO of our philanthropic initiative, EdelGive Foundation. I understand that many companies of our stature do not have a sustainability report, let alone a director on the board tasked with this responsibility. This report is thus our attempt to set a positive example in the industry and showcase our collective conviction to invest in our stakeholders, our community and our environment.

Edelweiss Group's journey as a leader in the financial services sector is driven by ideas on one hand and values on the other. A large part of the values we support are guided by our commitment to do our best for ourselves, our employees, our customers and society at large. ESG is therefore an extension of this commitment and showcases our resolve to include sustainability within all areas of our operations.

This report is our attempt to set a positive example in the industry and showcase our collective conviction to invest in our stakeholders, our community and our environment.

Today, we find ourselves in the middle of a global pandemic, one that has already had catastrophic impact on communities and economies across the world. In the current backdrop, the definition of a sustainable organisation has also changed. The on-going battle to limit the spread and impact of Covid-19, has made it even more important for organisations to define and adhere to social and environmental commitments. We must therefore be resilient, adaptable and accepting of innovative ways of operating, enhancing our use of technology to the fullest. Our Sustainability report and the value of sustainability we uphold, has taken on a deeper meaning this year, one which I hope will come through from this report.

This is the first issue of our Sustainability Report, since I have taken responsibility and I feel humbled to share some of the key parameters of the detailed process we have undertaken, with you:

Our comprehensive Sustainability Report is an **entirely organic report** co-created by the team at Edelweiss, who are directly responsible for our achievements in ESG

The report focuses on the **SDG framework that has been voluntarily adopted**. We continue to monitor our achievements against 9 of the 17 SDGs we are aligned with. These have been selected with a fierce conviction as they were the most important for us to address, without spreading ourselves too thin, rather focussing on a few achievable goals

We have also **committed to getting our sustainability report assured externally in 2 years**. The team at Edelweiss is putting in place the processes required to ensure external scrutiny as well as internal oversight at the Board level

CONFERRED WITH THE NATIONAL CSR AWARD 2019

Edelweiss Financial Services Limited was awarded the National CSR Award for Excellence in Corporate Social Responsibility by the Ministry of Corporate Affairs. Our Chairman and CEO, Rashesh Shah and EdelGive Foundation's CEO, Vidya Shah, received the award from the Honourable President of India, Shri. Ram Nath Kovind. Edelweiss was recognised for the work done by EdelGive Foundation towards building an inclusive society, by supporting key priority areas – Education, Women Empowerment and Livelihoods.



- We are firm believers in the concept of 'What cannot be measured cannot be managed', and hence, a process of benchmarking with global reporting standards was undertaken. These benchmarks reflect our seriousness of purpose and our ambition to measure ourselves, year on year, on our targets. **We have chosen more than 50 GRI standards which are globally recognised indicators of progress, to report our activities**

As part of our efforts to institutionalise this process, we have also put together **an ESG Council of senior Edelweiss leaders**, responsible for meeting our goals in a thoughtful way. ESG was always part of our thinking and doing and I am certain that the Council will make it part of our being

Even with the new challenges before us, we stand strong in our resolve to operate within the highest levels of governance, supporting societal growth and conserving our natural resources. Through this journey, we are fortunate to have been associated with partners, customers and employees who have stood by us and supported our decisions along the way.

We thank you for your support and hope to continue to live up to the high level of standards that you hold us to.

Warm Regards,

Vidya Shah

Chairperson, ESG Council, Edelweiss Group
CEO, EdelGive Foundation



OUR RESPONSE TO COVID-19

The Covid-19 pandemic and subsequent lockdown applied immense pressure on economies and businesses across the globe. In India particularly, the pandemic and the resultant lockdown, has challenged our operating environment and further deepened the strain on the economy. At Edelweiss, we enabled a swift and seamless transition to work from home, without any significant loss in productivity. While we worked towards gradually returning to normalcy, a strict focus on safety and hygiene was maintained. We were also cognisant that staying connected and remaining available to all our stakeholders, especially our customers, despite the physical distance, would be critical.

1. Our Preparedness

2. Our Response

- As a Responsible Corporate Citizen
- Our Responsibility towards our People
- Our Responsibility towards our Customers and Partners

OUR PREPAREDNESS

A Central Task Force was set up in conjunction with business teams – Business Continuity Plans (BCPs) were evaluated along with associated risk assessments

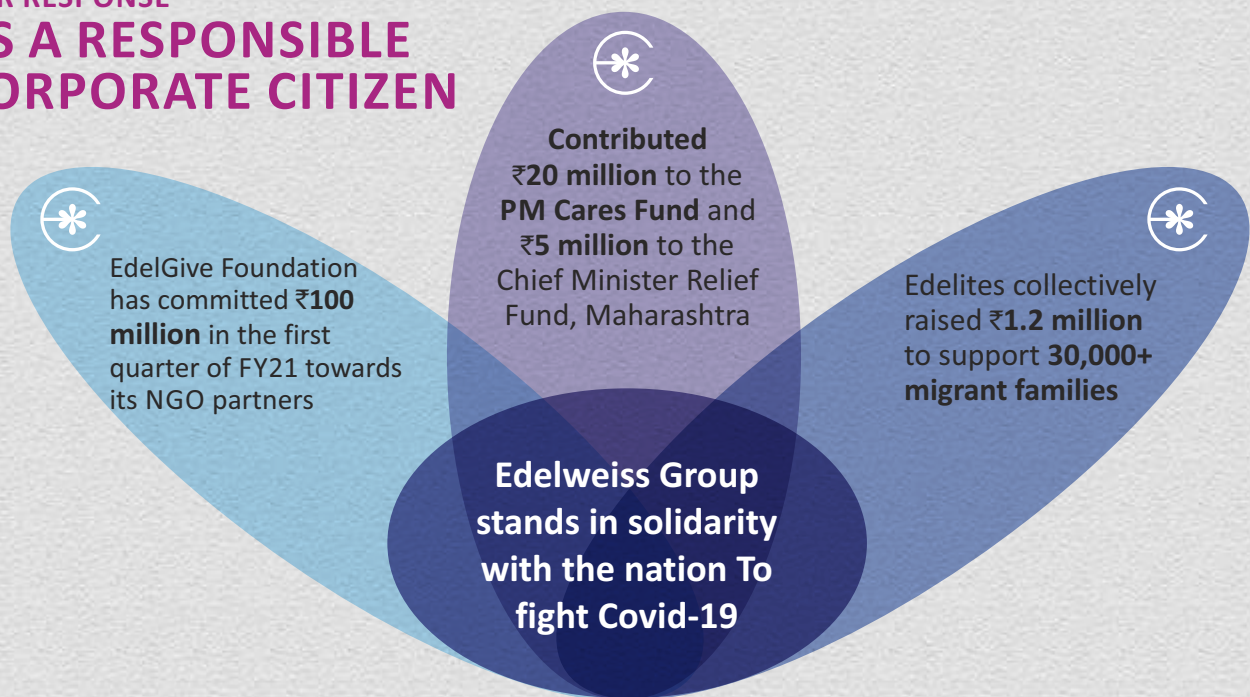
Assured all clients that the necessary BCP measures have been implemented in order to mitigate any possible disruption even before the official lockdown was announced

Encouraged and enabled over 80% of the Edelweiss employee base to work remotely pre-lockdown

Activated 'Incident Room' (the Edelweiss emergency response hub) to respond to employee queries and track their travel history, along with regular advisory communication and updates

Pre-determined efforts were taken to create a technologically-sound foundation. BCP training ensured that all technology teams were ready to adapt to a new environment swiftly

OUR RESPONSE AS A RESPONSIBLE CORPORATE CITIZEN



EdelGive Foundation significantly stepped up its efforts to support vulnerable communities through its NGO partners, offering them not only financial assistance but also working hand in hand to ensure minimum disruption to their ongoing programmes.

- Ensured that its 42 grantee partners spread across 14 states are equipped and staffed to address the situation on the ground
- Stayed connected to NGO partners, shared their stories and ensured flexibilities wherever possible
- Committed over ₹100 million in the first quarter of FY21 towards its NGO partners
- Used its network within the philanthropic community to share stories from the ground and highlight the immediate needs of the NGOs
- Influenced over ₹220 million in 16 weeks since the announcement of the lockdown to further the efforts of NGOs working at grassroots level across India
- Became founding signatory to the Common Charter for the Indian Donor and Philanthropic Community – an initiative created to offer collective support to NGOs, signed by some of India's leading philanthropies such as Ford Foundation, Wipro Limited, Rohini Nilekani Philanthropies and Oxfam India, agreeing to abide by a common set of values as funders

OUR RESPONSIBILITY TOWARDS OUR PEOPLE

The strength of character displayed by our people in these challenging times bears a testament to the Edelweiss spirit. While 90% of them began operating remotely almost overnight, we knew that they would take some time to grapple with the new normal. At our end, we ensured that they were kept informed, engaged and enabled.



Employee safety and well-being – Our top-most concern

- 1. Covid-19 Helpline:** Dedicated helpline service that connects employees to qualified doctors who provide WHO/GOI verified information, quells myths and address queries about Covid-19.
- 2. Counselling Helpline:** Online consultation service with a qualified psychologist, ensuring non-judgemental space for employees to open up and manage stress and anxiety.
- 3. Group Mediclaim:** Reassured employees that in case of any hospitalisation, quarantine or treatment, the Group medical insurance policy provides adequate coverage to them and their dependent family members.
- 4. Early Pay Day:** In order to help employees navigate through the uncertainties brought on by the sudden lockdown, we pre-paid salaries in the month of March.
- 5. Employee Development:** Encouraged employees to use the time to upskill via online learning – Coursera, Udemy, LinkedIn Learning. Employees were reimbursed for the paid courses.
- 6. Employee Wellness Sessions:** Conducted weekly webinars on managing stress, dealing with anxiety, meditation, yoga, parenting, nutrition and immunity.
- 7. Virtual Events:** Amped up the engagement levels and engaged teams virtually via talent shows, jam sessions, fitness challenges, cook-offs, virtual gaming and other celebrations.
- 8. Unlock 1.0:** Enforced a phase wise resumption plan by putting in place SOPs and guidelines for business continuity along with continued well-being of our employees.

Sharpened focus on communication – Fostering an informed and inclusive environment

- 1. Leader Connect:** Our chairman and CEO individually connected with all critical functions, providing much-needed assurance, appreciation, guidance and concern redressal.
- 2. Town halls:** Multiple virtual town halls conducted to ensure a transparent communication channel between business leaders and employees.
- 3. Employee Connect:** Weekly communication from the CHRO's desk on the situation analysis and the road ahead. One-on-one HR intervention providing necessary support during the transition to remote working.
- 4. Pulse Survey:** An anonymous pulse survey was conducted to cater to employee grievances.

Technology was our backbone – Enablement was the cornerstone of the WFH setup



1. **Seamless Transition:** Enabled employees with the right tools to smoothly transition into a work from home setup.
2. **Enhanced Security:** Boosted overall cyber security to avoid compromising client information and data in any way.
3. **Heightened Collaboration:** Adopted the Office 365 collaboration suite including platforms like Microsoft Teams and Yammer to amplify employee engagement.

OUR RESPONSIBILITY TOWARDS CUSTOMERS AND PARTNERS

We knew that in such unprecedented times, our customers would be anxious and would need all the hand-holding we could provide. We went the extra mile to ensure authentic experiences. Our motto was simple – demystify the ambiguity and educate them on the best way forward.



Edelweiss General Insurance waived off the 30 day waiting period for Coronavirus treatment



- Waived off the 30 day wait period to ease claim settlement
- Covered everything from normal hospitalisation to ICU treatment
- Covered domiciliary hospitalisation benefit as well as alternative treatments under AYUSH

Edelweiss Gallagher introduced a Pandemic Group Insurance Cover for the informal sector



- Addressed the need for business owners to safeguard the well-being of their workforce
- Covers food delivery agents, informal sector workers, factory workers, hospital frontline staff, healthcare providers and pharmaceutical manufacturers
- Helped instill confidence in the community and allowed commerce to continue

Edelweiss Mutual Fund enabled seamless digital investments and advisories



- Leveraged digital platforms like Edelweissmf.com, Galaxy, Bharatbond.in to enable seamless digital investments
- Conducted numerous investments and advisory sessions to dispel uncertainties and share expert advice

Edelweiss General Insurance gave vehicle owners the option to SWITCH off/on their motor insurance



- Permitted vehicle owners to switch their motor insurance on and off, based on usage
- A driver-based motor insurance policy (under IRDAI's Regulatory Sandbox)
- Brought cost savings to customers who have been sparingly using their vehicles in recent times
- BOLT, the self-survey app, enabled remote inspections and offered instant settlements

Edelweiss extended EMI moratorium for MSMEs



- Extended the EMI moratorium in line with the RBI guidelines, helping those most impacted by the lockdown – small businesses and entrepreneurs
- Launched special pre-approved loans as per the Government's Aatma Nirbhar Bharat Abhiyaan, providing capital to MSMEs as they emerge out of the lockdown

Edelweiss Tokio Life Insurance reimaged customer experience by leveraging technology



- Introduced 'Dial for success', a digital tool that helped convert face to face advisory to digital advisory, making it easier for our customers to protect themselves
- Enhanced non-medical limits; used credit bureau scores & income in lieu of financial documents for underwriting and leveraged the scores to waive medicals for Term and Savings plans
- Introduced a WhatsApp hotline number and facilitated seamless online claim intimation and tracking
- Introduced a dedicated medical helpline for customers to access GOI/WHO verified Covid-19 information

Edelweiss Wealth Management used technology to bridge the physical gap



- Relationship Managers facilitated Edelweiss Mobile Trader (EMT) adoption amongst clients, helping them remain connected to markets remotely as per their convenience
- Customers and partners were equipped with advice on their physical and financial health via webinars with industry experts

Edelweiss Institutional Equities enabled virtual corporate access



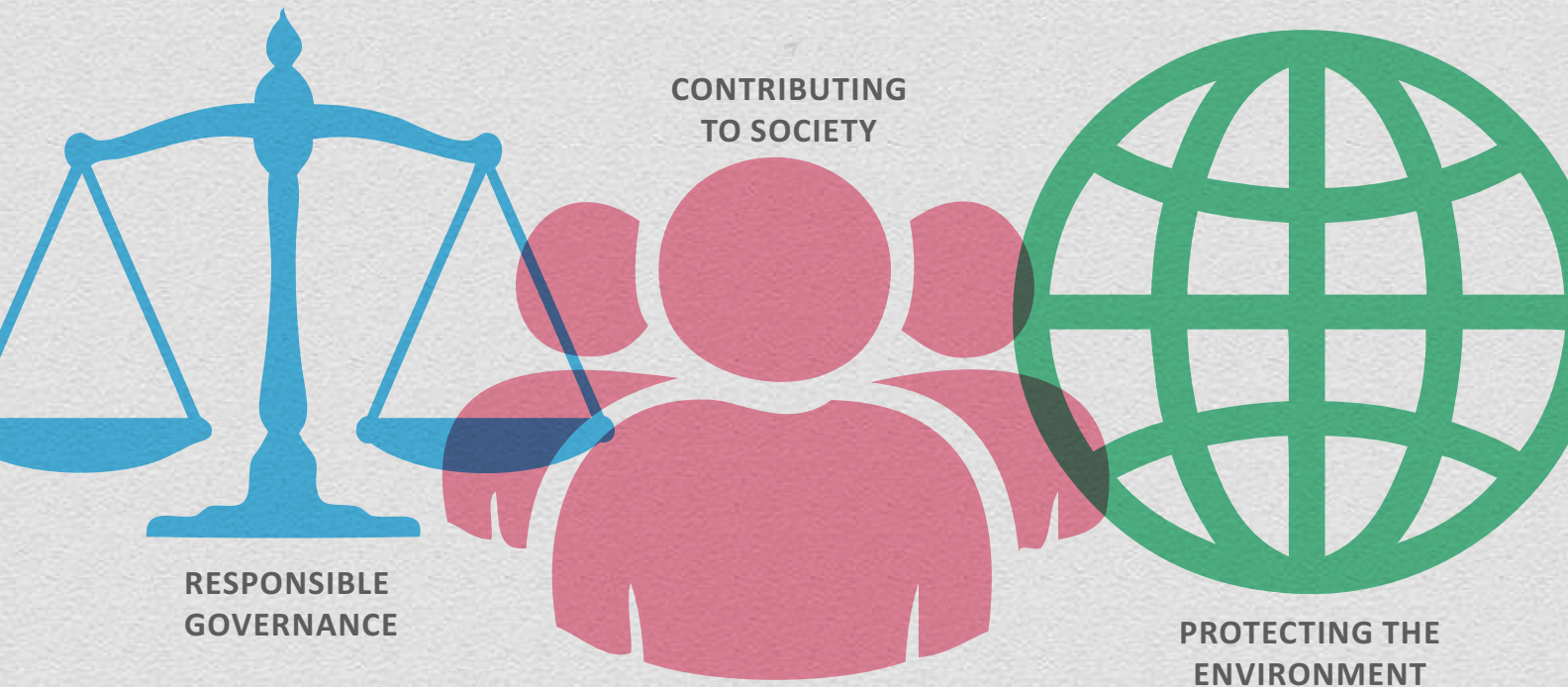
- Continued to provide global investors access to corporates and industry experts in India via virtual delivery platforms
- Topics included economic impact of and policy choices during Covid-19, ESG investments in a post Covid-19 world, among others





SUSTAINABILITY AT EDELWEISS GROUP

Edelweiss Group has always been at the forefront of sustainable growth, both for its diverse stakeholders and for society at large. [Our 13 guiding principles](#) determine the values we hold dear, govern all decision-making and set the tone for the culture within which we operate and conduct ourselves. This report is an extension of these values and our commitment to look beyond our own growth, towards addressing larger environmental, societal and governance (ESG) challenges.



ALIGNING WITH THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The United Nations Sustainable Development Goals (SDGs) are the blueprint to achieve a better and more sustainable future for all. 2020 marks the start of the Decade of Action. We are early adopters of the SDGs and have voluntarily committed to uphold them across our operations.

We align with 9 of the 17 SDGs and continue to monitor our progress and the impact we create for our multiple stakeholders across different focus areas.














Sustainable Development Goals	ESG Areas	Stakeholders impacted/ Operating environment	Key Areas of Focus
 PEACE, JUSTICE AND STRONG INSTITUTIONS	Responsible Governance	<ul style="list-style-type: none"> Regulators Investors Customers Employees 	<ul style="list-style-type: none"> Developing effective, accountable and transparent institutions Responsive, inclusive, participatory and representative decision-making Promote a culture of compliance with the highest standards of integrity
 GENDER EQUALITY		<ul style="list-style-type: none"> Society Employees 	<ul style="list-style-type: none"> Ending discrimination and violence against women Promoting women empowerment Equal access to economic resources and equal opportunities for leadership
 DECENT WORK & ECONOMIC GROWTH		<ul style="list-style-type: none"> Employees Society Economy 	<ul style="list-style-type: none"> Creating a safe and healthy working environment and enhancing efficiency and productivity Supporting job creation Promoting entrepreneurship and encouraging growth of MSMEs Contribution to economy by financing real estate infrastructure and affordable housing
 GOOD HEALTH AND WELL-BEING	Contribution to Society	<ul style="list-style-type: none"> Employees 	<ul style="list-style-type: none"> Providing health-care facilities to employees Encouraging healthy lifestyles Supporting reproductive rights
 QUALITY EDUCATION		<ul style="list-style-type: none"> Society 	<ul style="list-style-type: none"> Ensuring access to quality early-childhood and primary education Supporting development of education infrastructure and teaching capabilities
 REDUCED INEQUALITIES		<ul style="list-style-type: none"> Society 	<ul style="list-style-type: none"> Supporting women to get access to rights and entitlements Ensure equal opportunities and reducing inequalities
 CLIMATE ACTION	Protecting the Environment	<ul style="list-style-type: none"> Economy Society 	<ul style="list-style-type: none"> Aiding the development of resilience and adaptability to climate related changes Enhancing awareness, education and capacity of climate change mitigation and adaptation
 AFFORDABLE AND CLEAN ENERGY		<ul style="list-style-type: none"> Environment 	<ul style="list-style-type: none"> Increasing the share of renewable energy in energy consumption Improving energy efficiency
 RESPONSIBLE CONSUMPTION AND PRODUCTION		<ul style="list-style-type: none"> Environment 	<ul style="list-style-type: none"> Using natural resources efficiently Environmentally sound management of waste and limiting waste generation Reducing release of emissions and greenhouse gases

OUR STAKEHOLDERS AND OPERATING ENVIRONMENT

At Edelweiss, we view sustainability as an extension of our operating structures, ensuring sustainable practices are adopted across business functions.

We engage with diverse stakeholders to understand their key requirements and concerns. Our aim is to address their needs by instituting appropriate systems, processes and strategies across the Group, delivering high value to them.

A detailed description of our efforts towards each stakeholder group and area of impact is available on [our website](#).

Key Stakeholders/ Areas of Impact	Material Topics	Our Objectives	Sustainable Development Goal Mapping
Regulators	<ul style="list-style-type: none"> Corporate Governance Compliance Ethical & transparent practices 	Adhering to the highest standards of corporate governance practices and ethical behaviour; Creating a safe and reliable financial services ecosystem through policy advocacy	
Customers	<ul style="list-style-type: none"> Satisfactory services Multiple channels Responsiveness Data privacy & security 	Ensuring consistent, high-quality customer experience by creating a customer centric culture focused on their needs	
Investors	<ul style="list-style-type: none"> Shareholder value Financial performance Corporate Governance Compliance Risk Management Disclosures & Transparency 	Protecting and increasing shareholder value and focussing on sustainable growth and profitability	
Employees	<ul style="list-style-type: none"> Enriching career Learning, Development & Training Health & Wellness Benefits 	Enabling employees to thrive, be respected and valued, achieving their full potential; Providing a safe and enabling environment with a focus on employee well-being	  
Society	<ul style="list-style-type: none"> Women empowerment Gender equality Education Livelihoods Rural development 	Enabling sustainable and equitable development	  
Economy	<ul style="list-style-type: none"> Promotion of MSMEs Civic infrastructure & housing 	Contributing to the national agenda by supporting small businesses, financially empowering enterprises and individuals and developing housing infrastructure	
Environment	<ul style="list-style-type: none"> Responsible consumption Waste & emissions Efficient use of natural resources 	Minimising adverse environmental impacts	  



Responsible Governance

Edelweiss is committed to adhering to the highest standards of corporate governance practices and ethical behaviour. Our policies and procedures consider applicable national and global laws and regulations, providing clear guidelines on expected professionalism and conduct.

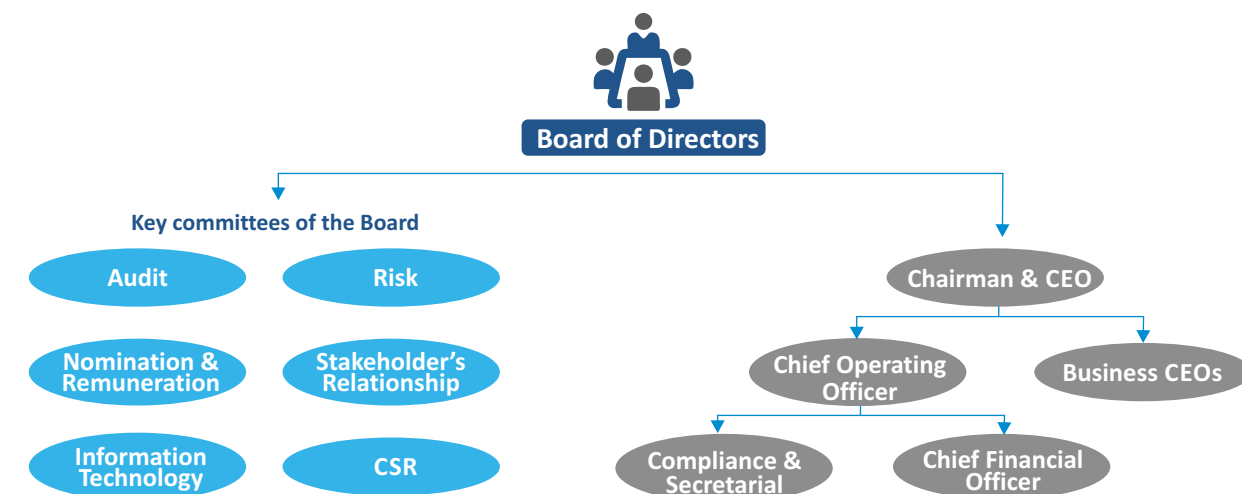


PEACE, JUSTICE AND STRONG INSTITUTIONS



PEACE, JUSTICE AND STRONG INSTITUTIONS

BOARD COMMITTEES AND ORGANISATION

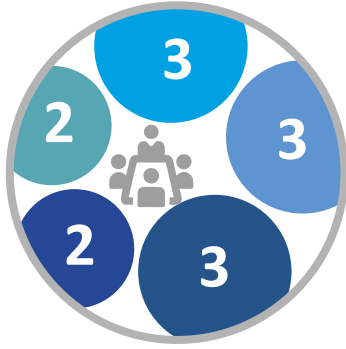


GOVERNANCE STRUCTURE

- 13-member Board with **majority independent** directors and **three women** directors. All major committees are **dominated and chaired by independent directors**
 - Balanced and rich Board composition with over **350 man-years of experience**
 - Board members strive for **100% attendance and active participation** in all Board and Board Committee meetings

	Independent Directors	Executive Directors	Non-Executive Directors
BOARD			
BOARD COMMITTEES			
Audit		—	—
Risk			—
Nomination & Remuneration		—	—
CSR			—
Stakeholder's Relationship			—
Information Technology			—

★ Chair of the Board/Committee



Age Composition of the Board

- **Nine** board members in the age group of **50 to 64 years** and four in the age group of 65 to 75 years

- 50-54 Yrs
- 55-59 Yrs
- 60-64 Yrs
- 65-69 Yrs
- 70-75 Yrs

★ Detailed [profile of our Directors](#) and details of the [composition of the Board committees and their terms of reference](#) are available on our website.

ESG GOVERNANCE AT EDELWEISS

- Formation of an **ESG Council** in FY20 to provide effective governance on ESG parameters



A **women majority body**, the ESG Council comprises of heads of various enterprise units including HR, Admin, Compliance and Governance, Marketing, Corporate Development and Investor Relations



Brings together **rich and varied experience** of managing key stakeholder relationships



Supported by a team of **sustainability champions from various enterprise units** who monitor and track performance on various identified ESG parameters

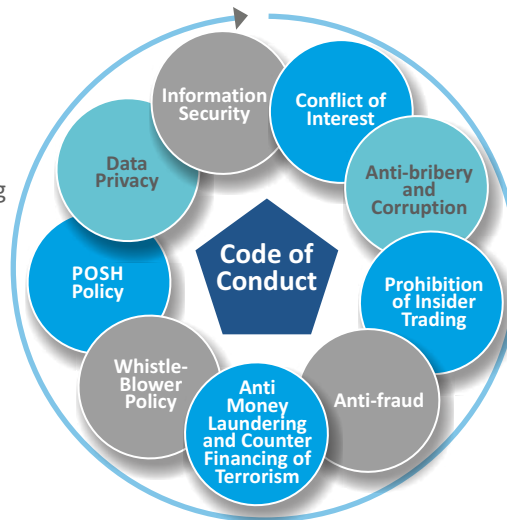
- Edelweiss's ESG agenda is further augmented by a **CSR Committee** and **EdelGive Foundation**

LEGAL AND REGULATORY COMPLIANCES

- Operate with a **strong culture of compliance**, regulatory standards and remediation of escalations
 - Adoption of a '**Group Compliance**' approach
 - **Independent Compliance Officers** for each business entity and decentralisation of ownership
 - **Automation of regulatory compliances** through technology-based applications
 - **Periodic review** of regulatory compliances, directives of sectoral regulators and the SEBI LODR by the Audit and Board Committees

FRAMEWORKS AND POLICIES

- **Code of Conduct** adopted at an **organisational level** for senior management and directors covering critical areas such as professional integrity, honesty and ethical conduct



★ These policies are available for reference at [on our website](#). Additionally, our [detailed report on Responsible Governance](#) summarises the key highlights and details on implementation of these policies.

- **Periodic communication on awareness and training** for all the relevant stakeholders provided



Compliance and risk consciousness amongst **employees fostered through an annual recognition programme**



Over 60 Internal Complaints Committee (IC) members trained on POSH policy, investing **over 960 training hours**

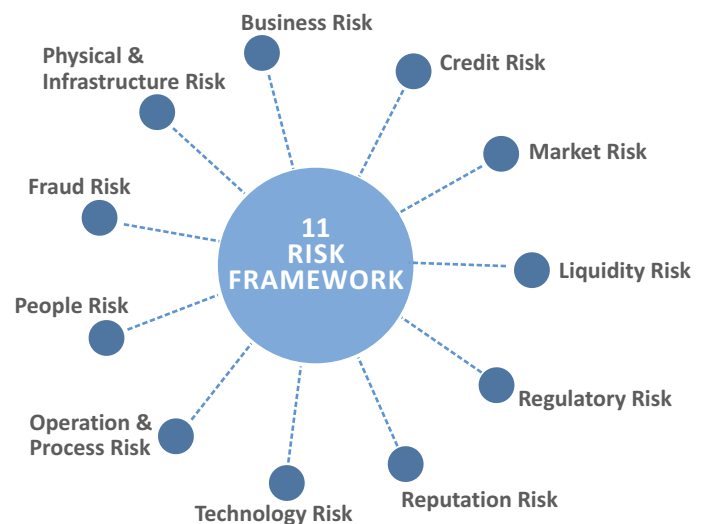


All employees at the time of joining Edelweiss and thereafter on an annual basis, are required to complete trainings on Anti Money Laundering and Counter Financing of Terrorism (AML/CFT), Prevention of Sexual Harassment, Prohibition of Insider Training, Whistleblower Policy through the Edelweiss SHIELD module

- **Reported and investigated 8 POSH cases** in FY20, which were concluded with appropriate actions
- **Six whistle-blower complaints** received through online portal, email and post in FY20, were investigated, none of which were identified as a whistle-blower case

RISK MANAGEMENT

- Risk Management Committee constituted to devise and adopt **risk management frameworks** and plans for identification, evaluation and assessment of risks
- **11 Risk Framework** adopted to identify, quantify and monitor risk events in a comprehensive **Risk Register** across the Group
- Incident/exception **reporting mechanism** adopted to ensure timely reporting on deviations from the policies and processes
- Mandatory Risk Management **Training Programme** for employees facilitated
- Risk and Compliance **Awards** for employees and businesses
- **Independent assurance** on the effectiveness of the risk framework provided by Internal Audit



RESPONSIBLE INVESTMENT

- Voluntary adoption of ESG policy, **anchored to Principles of Responsible Investment (PRI) and UN Global Compact's 10 principles**, by Edelweiss's Asset Management entity (EAAA) – India's largest player in Private Debt (AUM of ₹217 billion as of FY20)
- **Material ESG issues** focussing on human rights, labour, environment and anti-corruption taken into consideration by EAAA
- List of **exclusionary sectors** formulated
- Process of strengthening ESG frameworks and processes, and **introducing ESG reporting** initiated

SUPPLIER AND VENDOR RELATIONSHIP MANAGEMENT

- **Comprehensive Enterprise Procurement Guidelines** which incorporate important ESG issues is in the implementation phase
- Mandatory **vendor sign-off on a Supplier Code of Conduct** initiated, specifically enumerating vendor compliance with applicable environmental laws, regulations and other ESG parameters
- Target to **roll out and adopt the framework** across various business groups within Edelweiss in the medium term

POLICY ADVOCACY

Active participation in industry bodies and associations, policy discussions to highlight and address concerns on financial and economic growth, sustainable development and climate change.

Part of Alternative Investment Management Association (AIMA) APAC ESG working group.

INVESTOR RELATIONSHIP MANAGEMENT

We recognise our shareholders and investors to be our most important stakeholders and strive to create and protect value for them.

- Shareholder-base of **165,800 retail and institutional investors** as of March 2020
 - Ensured regulatory compliance by **timely and accurate disclosure** of material events, updates, and financial performance
 - **Proactive engagement** with shareholders
 - **Effective planning, execution and tracking** of investor outreach initiatives enabled by information systems and processes
 - **Multiple modes of communication** adopted with investors
 - Stock exchange filings
 - Investor Collaterals
 - AGM
 - Analyst calls
 - E-mails
 - Media interactions
 - Website
 - Conferences
 - Non-deal road shows
 - **22 events and outreach programmes hosted** in FY20 which include domestic conferences, overseas non-deal roadshows and post results analyst conference calls
 - Ensured wider and **active coverage by eight research analysts**
 - Continued focus on **enhancing the quality of disclosures** to investors and analysts, through benchmarking with peers
 - **Proactively gathered investor feedback** and channelised it to the company management
 - **Revamped the investor web page**, with a user-friendly interface for contact through web query/request form for service and information requirements
 - Four investor complaints received and resolved in FY20
-

CUSTOMER EXPERIENCE

At Edelweiss, we serve a diversified client base that includes corporations, institutions and individuals. We put our customers at the centre of all that we do.

- **Addressing customer concerns** through physical, digital, ATL and BTL engagement, across customer journey from pre-sales to servicing
- Robust **Customer Experience Framework** adopted
- In the process of appointing **Customer Experience Champions** in each business
- Constitution of a **Customer Council** comprised of senior leaders
- **Customer Experience Officers Forum** initiated to share best practices and drive learning across customer representatives
- **No reported cases** of loss of customer data or breach of customer privacy
- Sophisticated **complaint management systems** adopted
 - **625,035** queries, complaints and requests received for FY20 with only 78 complaints and requests pending
 - **21** complaints registered by Edelweiss AMC with SEBI, none outstanding for FY21
 - **588** complaints registered by Edelweiss Tokio Life Insurance with IRDA, **17** outstanding for FY21
- Robust **measurement of customer experience** through a combination of metrics:
 - Digital Net Promoter Score
 - Customer Satisfaction Surveys
 - Individual business led performance measures



Contributing to Society

At Edelweiss, it is our constant endeavour to create value for all our stakeholders, but most importantly, for society at large. Through our business and philanthropic initiatives, we aim to create an equitable and sustainable environment of growth for communities to survive and thrive.



GENDER EQUALITY



DECENT WORK AND ECONOMIC GROWTH



GOOD HEALTH AND WELL-BEING



QUALITY EDUCATION



REDUCED INEQUALITIES



GENDER EQUALITY

WOMEN EMPOWERMENT & GENDER EQUALITY

Our philanthropic initiative, EdelGive Foundation, is committed to addressing the social and economic inequalities that prevent women and girls from achieving their full potential, with a focus on the following five priority areas:



Freedom from **Violence and Discrimination**



Access to **Legal Justice**



Grassroots **Leadership**



Access to **Rights and Entitlements**



Freedom from **Economic Dependence**

Supported **23 projects with 15 of EdelGive Foundation's NGO partners** to protect women's rights



157,434 women and girls supported since 2018-19 (114,934 in FY20) in their fight for addressing gender equality related issues



Formed **5,454 SHGs/JLGs** (454 SHGs/JLGs in FY20)



19,806 women and girls supported (4,313 in FY20) under financial inclusion programme



Supported 20,077 survivors of domestic violence and/or sexual violence (8,508 in FY20) in their legal journey



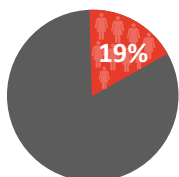
5,765 grassroot leaders developed and supported (2,794 in FY20)

WORKFORCE DISTRIBUTION

We have one of the better female workforce participation rates in the financial services industry in India.

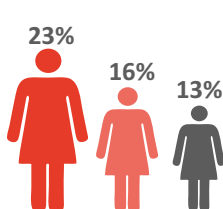


21% female employees in total workforce as of March 31, 2020

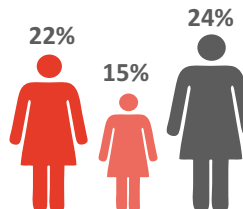


19% of the total 1,773 contract staff are females

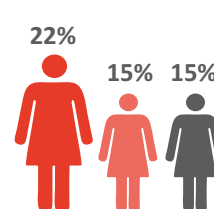
Proportion of female employees by Management level



As a % of total employees as on Mar 2020



As a % of new hires



As a % of total exits



Junior



Mid



Senior



DECENT WORK AND ECONOMIC GROWTH

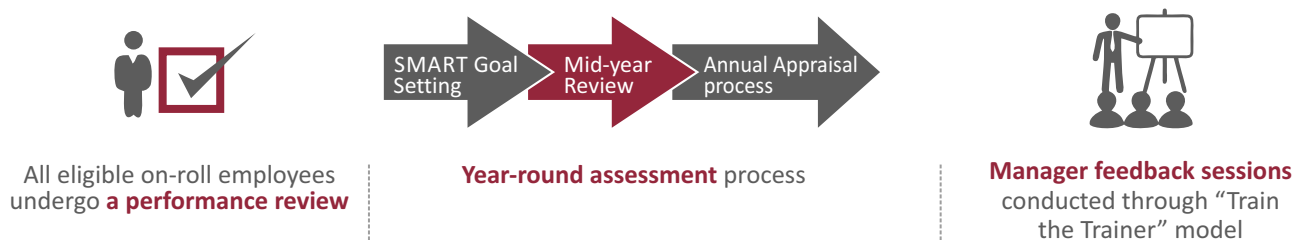
INCLUSION AND WORKPLACE DIVERSITY

Edelweiss has experienced and diverse talent across different entities of the Group. Our procedures ensure the absence of discrimination by providing fair and equal opportunities to all employees and applicants.

- Propagating an **inclusive workplace** respecting distinctive skills, experiences, and perspectives
 - Sensitivity towards inclusion strengthened across employees and leaders
 - Inclusion as a competitive advantage for Edelweiss implemented through policies and practices
- Inclusive brand – **All IN** ensures diversity across the Group
 - You are **IN**tegral to the Edelweiss family
 - Your **IN**dividualism makes you unique
 - Your opinions are **IN**valuable
 - You should speak up without **IN**hibitions
 - You **IN**spire others with your ideas
 - You **IN**volve others to get a fresh perspective

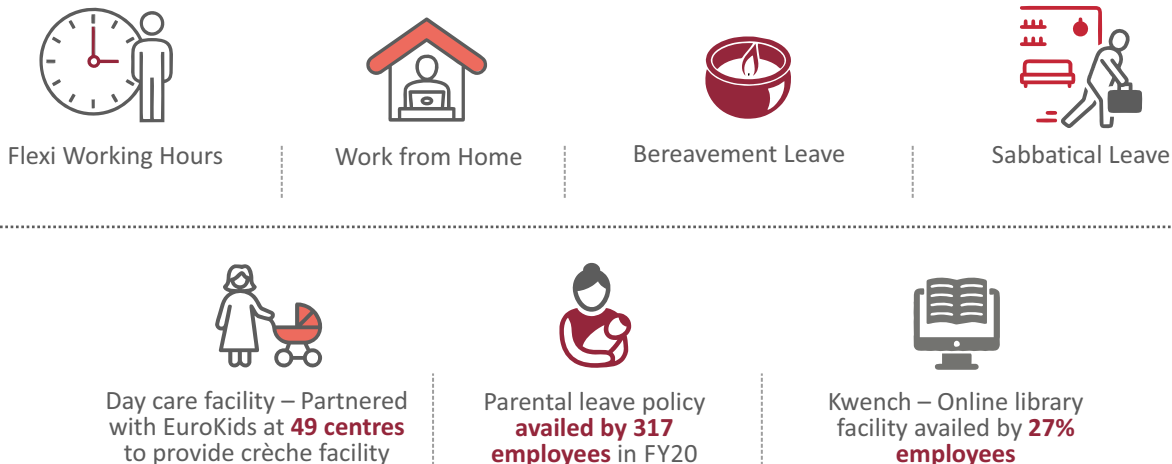


PERFORMANCE MANAGEMENT



EMPLOYEE WELFARE

Our diverse employee welfare programmes are designed to create an efficient, healthy and satisfied workforce.

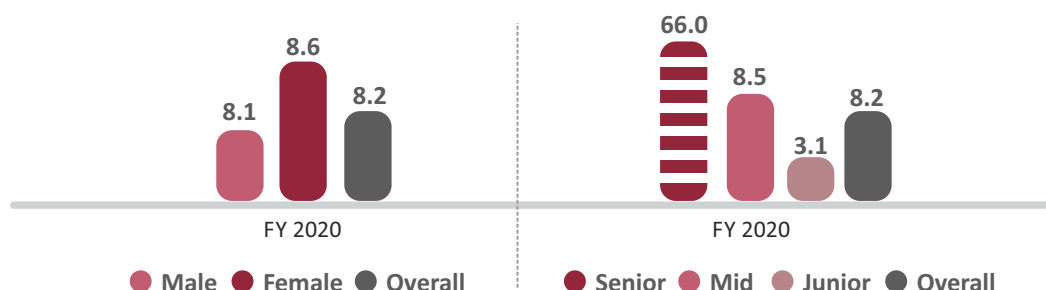


LEARNING AND DEVELOPMENT

Our training and development initiatives enable our employees to enhance technical and behavioural skills that are required for their professional and personal growth.

- **87,548** hours of training undertaken in FY20

Average hours of training/employee by gender and by management level*



* Avg. number of hours = Total Training hours / Number of employees at year end

- **6.7%** of employees belong to a Leadership Group at Edelweiss¹
- **Diversified leadership development programmes:**

Programme	Percentage of employee base	Particulars
Managing Committee (ManCo)	0.6%	<ul style="list-style-type: none"> • Cohort of seniormost leadership • Custodian of culture, values and synergies across the Group • 28% of the ManCo have tenure of more than 12 years
Senior Leaders	2.1%	<ul style="list-style-type: none"> • SLs are the connective tissue of the organisation and form the bridge between strategy and execution • Structured engagement and development opportunities provided which include effective mentoring, regular SL huddles, informal breakfast meetings with the Chairman • 50% of the SLs have a tenure greater than 5 years
Business Leaders	3.0%	<ul style="list-style-type: none"> • Two-year developmental journey for mid management employees • 150 hours of mentoring, 36 classroom sessions, 77 online lessons, 8,750 total hours of learning recorded
Emerging Leaders	0.9%	<ul style="list-style-type: none"> • 2-year developmental programme for young leaders at the start of their leadership journeys • Provide exposure to Edelweiss businesses and culture, foster leadership capabilities, as well as enable building an organisation-wide network

¹ Includes some employees who are part of the "Young Leaders" programme at Edelweiss Tokio Life Insurance

- **Learning & Educational Assistance Programme (LEAP)** adopted to enhance professional knowledge and promote talent – Provide tuition fee assistance to employees that wish to appear for listed certifications and courses
- **Educational Assistance Policy** adopted to facilitate educational progress of wards of employees through financial assistance – Availed by 162 employees and extended support worth ₹8 million

AWARDS AND RECOGNITIONS

To acknowledge and appreciate star performers across the organisation, Edelweiss has several well-established internal awards and recognition programmes for employees.



60 employees felicitated with the Long Service Awards for completing 10,15 and 20 years in calendar year 2019



25 awardees from a competitive pool of 4,000 online employee applications, felicitated at Edelweiss's Annual Employee Recognition Programme – **TITANS 2019**



Risk and Compliance Awards conducted inviting 115 nominations of which 13 were declared winners

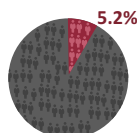
CONTRIBUTION TO THE ECONOMY

Our goal at Edelweiss is to deliver maximum returns to our stakeholders while simultaneously having a positive impact on society and economy. Our strength comes from the diversified business model, which provides our customers with varied financial products and services to meet their economic goals.

Employment provided by Edelweiss



Diverse workforce of 10,726 employees as of March 31, 2020



5.2% of the workforce is less than 25 years of age

Supporting Small Enterprises



Financing working capital needs of small entrepreneurs through **business loans with average ticket size of ₹1.5 million** across 99 locations



Salary Advance product empowers employees from the MSME sector to avail an advance on their salary



Customised loans to purchase equipment/machinery to help micro and small enterprises build their manufacturing capabilities



Financed **2,500 Women Entrepreneurs** in FY20

Real estate infrastructure financing



~51,000 units financed across 96 projects

- Average price of a flat in the financed projects is approximately ₹7.9 million

Affordable Housing Loans



Serving **16,220 customers** with an average **household income of ~₹0.55 million**



Average ticket size of homes financed is **~₹1.3 million**

- **Of the loans extended:**
 - 45% of the customers are **new to credit customers**
 - Over 44% of individual customers are **women**
 - Over 75% of the loan book accounts for **homes in tier 2 & tier 3 locations**



GOOD HEALTH AND WELL-BEING

EMPLOYEE HEALTH AND SAFETY

At Edelweiss, we care about the health, fitness and safety of our employees and make it our paramount commitment.



24.4% employees availed
Mediclaime benefit



56% employees availed **free**
annual health check-up facility



Medical practitioners visit premises
at a scheduled frequency



Partnership with Striders –
35 employees **trained for**
marathons in FY20



215 employees participated in
the **Run India Run Mumbai**
Monsoon Marathon



RoundGlass Reach App used to promote
#FitWithEdelweiss pledge taken
by over 1,200 employees



Enhancing work-life balance via
Edelcare; employees
engaged in various initiatives
including fitness, health, sports
and hobby pursuits



Promote
a Drug Free Workplace



Fire safety site inspections,
building evacuation drills and
fire safety training executed
at regular intervals



QUALITY EDUCATION

EdelGive Foundation aspires to provide children with equal access to quality education, irrespective of background, gender and socio-economic standing. We work in collaboration with government systems to achieve widespread, long-term change and empower the community to make this change sustainable. EdelGive Foundation broadly categorises its work around four priority areas:



School Transformation



Early Childhood Education



Innovation & Experimentation



Research & Advocacy

Executed **17 education programmes**, through **13 NGO partners** of EdelGive Foundation



Worked for enhancing the **learning outcomes of 1,719,659** (389,963 in FY20) children



Supported 17,575 schools (5,747 in FY20) through the Quality Education Programme



Worked closely with and **supported over 66,705 Teachers and Government officials** (20,273 in FY20) for delivering quality education



REDUCED INEQUALITIES

Through contextual and targeted interventions developed by EdelGive Foundation's NGO partners, we are working to develop sustainable livelihood options for some of the most vulnerable communities, through systemic transformation in four focus areas:



Water for Livelihood



Financial Inclusion



Skill & Institutional Building



Employability Skill Building

Through **EdelGive Foundation's NGO** partners, we



Empowered and promoted the **social and economic inclusion of farmers, women and youth**



Supported 25,826 women (9,719 in FY20) to get access to rights and entitlements



Upskilled over 10,528 farmers (5,438 in FY20) through various capacity building training programmes in sustainable agricultural techniques



Achieved average **40% enhancement in annual income** of farmers in FY20



Supported 8 Farmer Producer Companies (**FPCs**)



Funded ₹432 million (₹208 million in FY20) towards Sustainable Livelihood Programme

Protecting the Environment

Building and supporting sustainable practices is the bedrock of our stewardship towards protecting our environment. Edelweiss is committed to adopting and supporting responsible usage of natural resources and safeguarding our environment and climate through varied initiatives across the Group.



CLIMATE ACTION



AFFORDABLE AND CLEAN ENERGY



RESPONSIBLE CONSUMPTION AND PRODUCTION



CLIMATE ACTION

EdelGive Foundation works with grassroots organisations in remote parts of rural India to build resilience amongst communities.

WATERSHEDS AND LIVELIHOODS



Supported construction/repairs of 216 (148 in FY20) watershed structures for water conservation



Brought under irrigation 1,212 hectares of land (284 in FY20), for enhanced agriculture yield



Supported 10,528 families (5,438 in FY20) through sustainable livelihood programmes



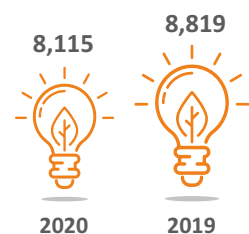
Supported 9,447 farmers (2,149 in FY20) for climate smart agriculture/ organic farming



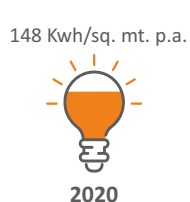
AFFORDABLE AND CLEAN ENERGY

We are committed to improving energy efficiency and increasing the proportion of renewable energy usage across our operations, through investments in sustainable energy solutions.

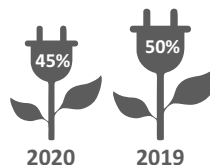
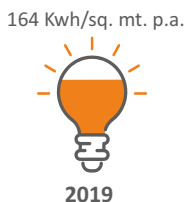
ENERGY CONSUMPTION AND SAVINGS *



Reduction in total electricity consumed by 8% in FY20



Through energy consumption optimisation initiatives, **energy intensity reduced by 10%** in FY20, which is 19% lower than BEE standards



Proportion of renewable sources in total power consumption is 45% of the total power consumption



Electricity consumption through **renewable sources has increased 2.3x** as compared to FY18

Renewable energy capacity

- 1.2 MW solar power captive generation installed capacity at Solapur generated 1,687 Mwh in FY20
- Solar roof-top generation capacity of 0.06 MW at Fountainhead, Alibaug generated 54 Mwh in FY20
- Wind Power Purchase Agreement (PPA) for 2.8 MW capacity generated 2,756 Mwh units in FY20

* Data for our 3 key locations Edelweiss House, Kohinoor House and Fountainhead (our leadership development centre) which comprises ~38% of our total workforce

Energy saving initiatives:

- **Default ambient temperature** of all public areas and meeting rooms set at 24°-26°C as per BEE and government regulations
- **HVAC schedule running operation modified**, reducing the unnecessary usage of ACs



85% of fixtures converted from conventional lighting to LED



Automatic switches and sensors installed in unmanned areas to reduce/optimize energy consumption



Sleep mode and night mode lighting automation enabled to conserve electricity



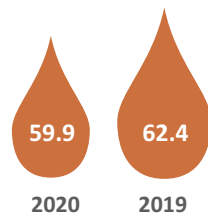
RESPONSIBLE CONSUMPTION AND PRODUCTION

We are committed to ensuring resource efficiency in our operations by responsibly managing waste and attempting to reduce the Greenhouse Gas (GHG) emissions, wherever possible.

WATER CONSUMPTION *

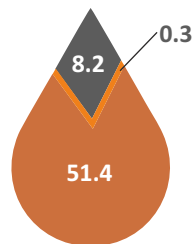
- Total water **consumption reduced by 4% in FY20**

Total water consumption (Megalitres)



● Water consumption

Water consumption by source (Megalitres)



● Third-Party ● Ground ● Surface

- Saved 0.73 Megalitres of water through **Rainwater Harvesting**



- Reduction of water consumption through **Fine Aerators**



- Installed **waterless pots** at all urinals



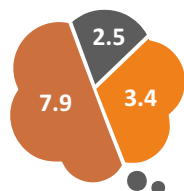
- 8.8 Megalitres of waste and sewage water has been **recycled through a sewage treatment plant** at Fountainhead



EMISSIONS *

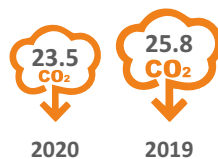
- **Reduction in total GHG emissions by 7%** and **GHG intensity by 9%** via effective carbon management initiatives in FY20

GHG emissions Kilotons



● Scope 1 ● Scope 2 ● Scope 3

Kg/sq.ft. p.a.



● GHG Intensity

- **Rationalized business travel requirements** of employees thereby reducing our Air Fuel Emissions by a healthy 11% FY20

WASTE MANAGEMENT *

3Rs of Waste Management, viz. **Reduce, Reuse and Recycle** have been organically incorporated in our day-to-day routines



Plastic water bottle consumption reduced by 8,500 bottles



32.4 tonnes of e-waste recycled



7.34 tonnes of food waste **converted into compost** by composting machine



8.04 tonnes of paper **waste converted into green Edelweiss writing pads** with the help of associated NGOs



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EdelweissGroup



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