



# Sustainability Report 2022

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## A MESSAGE FROM OUR ESG COUNCIL CHAIRPERSON

Coming into 2022, the collective experience of going through the past two years has fundamentally altered our conversations and priorities. The global pandemic has demonstrated the ever-changing nature of the world and the interconnectedness of society. Amidst widespread tragedy, the courage, grit and resilience demonstrated by humans to adapt, reimagine, and move forward is remarkable and this indomitable human spirit deserves to be acknowledged. On this note, I pray that the pandemic has, in recent times, dealt lightly with you and your families are safe.

Our country is still gradually recovering from the grave ramifications caused by the global pandemic. It is a transitional phase for society, and it is in such times, that our top aspiration is to refine our sense of responsibility towards our people, clients and the communities we serve. For us, sustainability goals are not an additional consideration, to be acted upon to fulfil a quota. It is a concerted effort we have worked on and built over the years, to make it integral to the fabric that weaves Edelweiss together.



The Edelweiss Group strongly believes in creating products and services that not only support our stakeholders, but also help incorporate purpose into our operational structures. Working with such aspirations, our practices uphold our value system and organisational culture. Our work is thereby, a true reflection of the employees who work at Edelweiss. Over the past two years, we have enhanced our focus on the mental and physical health of our employees across the Group. To promote convenience and wellness,

we have enabled a need-based, hybrid-working environment for Edelweiss employees to work remotely. We have created a technologically sound foundation, where all teams were able to adapt to a new remote environment. We set up an incident room to respond to employee queries and track their travel history, along with regular advisory communication and updates. Our preparedness enabled us to maintain a healthy and safe employee base, committed to ensure that business operations are least affected. More importantly, it was an opportunity for us to centre-stage wellness, as an idea, and a measurable outcome.

Our customers are at the heart of what we do. During the pandemic period, our focus was on ensuring continuity for our clients and to mitigate any disruption while remaining flexible. We altered our products – whether in insurance or in loans, to provide the required flexibility for our clients who too, were facing challenges.

Through EdelGive Foundation, we interact with one of our most important stakeholders – communities. In addition to supporting its 36 portfolio NGOs, EdelGive went a step ahead in its mission to





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enable the growth of grassroots organisations working with vulnerable communities across the country. Based on the learnings of the first wave and understanding the challenges grassroots organisations face, EdelGive recently launched the GROW Fund. GROW is a first-of-its-kind initiative of global and Indian philanthropists, working to jointly support and sustain the capacity, growth, and future-readiness of 100 grassroots organisations across India, over a period of 24 months. Throughout this time, our focus has been to ensuring need-based and flexible resources for the organisations that work towards solving issues in their respective communities.

The pandemic has also reiterated that humans, despite the biggest leaps of advancement, is mirrored by the natural system. If we ignore nature, we do so at our own peril. The previous year has been a phase of active reflection that has helped us gain a deeper perspective on climate change and the intersection of distinct social issues contributing to the phenomenon. Therefore, there is a need for adopting



environmentally sound infrastructure and resources. As an organisation, we are enabling a focussed lens on climate action, whereby we not only regularly review our environmental policies, but also protect our commitment to a sustainable lifestyle. Last year, we expanded the scope of our activities to adopt sustainable environmental practices across Edelweiss, focussing on water conservation, energy consumption, reduced emissions, and waste management. This sensibility has translated into our recruitment actions and collaborations, where we seek like-minded people, as potential employees and partners across varied sectors.

Through the course of the pandemic, we have proved our ability to respond swiftly, create robust systems and processes, tackle challenges innovatively, and continue to uphold the value system that acts as the guiding force for the organisation. However, the biggest learning for us collectively has been the realisation that when we place our clients and our people as our key priorities, we not only survive, but thrive.

We will continue to share our experiences with you, as we evolve, being an organisation that leads by example, to build a more sustainable Edelweiss Group. We thank you for your continued belief and support in us.

### **Vidya Shah**

**Chairperson, ESG Council, Edelweiss Group**  
**Executive Chairperson, EdelGive Foundation**



# Our Response to COVID-19

The COVID-19 pandemic and its lockdowns put immense pressure on the economies and businesses globally. It also deepened the strain on the economy in India. At Edelweiss, we enabled a swift and seamless transition to work from home without any significant loss in productivity. While we worked towards slowly returning to normalcy, we maintained a strict focus on safety and hygiene. We were also cognisant that staying connected and remaining available for all our stakeholders, especially customers, was critical, despite the physical distance.



**A Responsible  
Corporate Citizen**



**Responsibility to  
our People**



**Responsibility to  
Customers and Partners**



## A Responsible Corporate Citizen

The last year saw two more waves of the pandemic. The second phase – worse than the first – saw communities struggling to access hospital services, oxygen facilities and having to cope with deeper vulnerabilities of lost livelihoods and physical and mental well-being. The recurring cycles of the pandemic also threatened the breakdown of the country's grassroots organisations that on one hand were continuing to meet the needs of their communities, while battling for their own survival on the other.

Our COVID-relief initiatives in the past year were aimed at enabling grassroots communities to survive and recover from the various impacts of the pandemic. We continued to support critical work by providing humanitarian assistance through the provision of rations to affected communities, support for the revival of livelihoods through the provision of seed kits, financial assistance to set up small businesses, etc.



To combat the larger challenge facing India's grassroots organisations, we launched the GROW Fund with an aim to scope, support and strengthen 100 small and medium-sized organisations through non-programmatic grants supplemented with capacity building to enable their institutional resilience and future readiness.



- ▶ For FY22, we funded and raised close to ₹270 million towards COVID-related work for over 20 organisations to ensure direct relief, address the migrant crisis, and rebuild lives and livelihoods, especially for rural communities
- ▶ Within a year, the GROW Fund actualised from germinating as an empathetic response to the devastation we witnessed, to a programme concept deeply rooted in our collaborative philanthropy approach, into an execution stage initiative successfully bringing together a cohort of funders that pledged intent and funds to support a community of 100 NGOs across India



EdelGive's approach is to provide need-based timely support and commitment for revival, rehabilitation, and resilience building.

- ▶ Support to grassroots organisations across India working with COVID-affected communities
- ▶ Advise and provide linkages and management to Indian, international and diaspora funders intent to support COVID-19 relief work
- ▶ Promulgating within the funder ecosystem, the concept of institutional resilience as core to organisational effectiveness and programme impact, by manifesting the GROW Fund





## Responsibility to our People



### **At Edelweiss, we were proactive in managing the crisis and encouraged employees to work from home.**

We were focused on the safety and well-being of our employees even as we ensured business continuity and operated at the same levels of efficiency as earlier.



### **Our Approach**

- ▶ Employees continued to work from home. Some businesses categorised roles and accordingly adapted a hybrid working model to bring in efficiencies into the system
- ▶ Frequent communication on COVID appropriate behaviour (CAB) to increase awareness amongst employees as a precautionary measure
- ▶ Implemented safe practices for office premises, travel, visitors, external meetings and events, health status reporting and quarantine guidelines
- ▶ An employee support group conducted one-on-one well-being checks in, by creating a group of volunteers who reached out to every single employee
- ▶ Social distancing mandated in all common areas as a precaution to avoid spread of infection
- ▶ Activated 'Incident Room', an Edelweiss emergency response hub, to respond to employee queries and track travel history
- ▶ Revised medical insurance coverage against COVID-19 for employees and their dependent family members
- ▶ A strong communication strategy to align all employees together and provide a safe channel for sharing of information, feedback and address concerns

## Focus Areas during Transition

A three-tier people strategy was crafted after detailed deliberation and overview of external and internal factors. As an organisation, the primary pillars of our people strategy are:



Employee safety and well-being



Communication



Productivity

One of our guiding principle is '**We will take care of our people**' and in unprecedented times like these, the primary element of our people strategy is employee safety and well-being.

- 90% of our employees have adopted a hybrid working model
- We have implemented measures as needed, to keep the office premises safe for our critical resources who are required to come to work
- COVID-19 helpline: An exclusive helpline was set up to connect employees with a qualified doctor to provide WHO/GOI verified information, quell myths and address queries about COVID-19
- COVID-19 counselling helpline services: Another exclusive helpline was set up for employees to reach out to trained counsellors for any support as needed to get through this sensitive phase in case they experienced fatigue, stress, and anxiety
- Our Group medical insurance policy covers employees and their insured family members for hospitalisation, quarantine and treatment
- Incident Room: 24x7 COVID helpline with on-ground response team, tie-ups for tests, plasma, oxygen, and hospital admissions
- Onsite-vaccination drives and reimbursements for all employees and their families
- Special leaves (up to 14 days) if an employee or a family member tests positive
- Salary advance policy to provide financial assistance
- Support to the family of employees who succumbed to COVID
  - Life insurance payments up to 3x of CTC and ex-gratia
  - Medical insurance, education assistance and offer of employment extended to bereaved family members on a case-to-case basis
- Employee development
  - Focus on online learning content relevant to an individual
  - Reimbursing course expenses from online learning sites like Coursera, Udemy, LinkedIn Learning
  - Librarywala: To get our teams into a habit of reading regularly, we collaborated with a well-known library vendor and ensured our people had easy access to a wide range of literature, including books and magazines

## Employee Wellness Sessions



- Webinars for positive mental wellbeing, holistic health, vaccination for children, and session on Omicron precautions by expert doctors
- Virtual events included talent shows, CEO coffee breaks, festival celebrations, family connects fitness challenges, and townhalls

- Regular health webinars and sessions by medical experts
- Online consultation with a general physician
- Counselling sessions with psychologists
- Consultations for employee's spouse, children, parents, and any other family member who is part of medical insurance policy
- COVID Taskforce to provide aid to affected employees and their families
- COVID care hampers provided to employees being treated for COVID

## Communication

We have engaged with our employees via a 4-pronged communication strategy to ensure the following:

Information on health and business is communicated from the right sources to beat rumour mills



**'WE'RE IN THIS TOGETHER AND TOGETHER, WE WILL EMERGE OUT OF THIS STRONGER'.**

### Our channels of communication

#### Townhall/Edelogue

Across the organisation, we have held multiple townhalls including Edelweiss One Connect, a townhall by senior leaders and members of the Board to ensure a formal communication channel between business leaders and employees for organisational updates and to address concerns and listen to feedback. Edelogue facilitated a dialogue with our leaders, who connect with their teams regularly and guide them as required.

#### Employee Connect

- Regular and detailed communication from CHRO provided essential updates and clear direction on the road ahead
- Activities to engage employees through formal and informal connects were conducted periodically like book reviews, movie/TV series reviews or sharing of experiences and best practices during the lockdown
- Samvaad – a forum for retail division for communication and appreciation



## Productivity

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### Technology Support

With focus on productivity, we provided enhanced support for digital connectivity while working remotely, along with implementation of a host of cybersecurity initiatives to ensure uninterrupted operations during COVID lockdown.



### Guidelines and Sessions

Special workshops were conducted for employees on how to manage a team, work from home, be productive during the lockdown, and collaborate in the virtual world.

## Learning and Development

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All our learning activities were successfully transitioned to a digital format during the pandemic. All sessions, discussion forums and activities were conducted online. We also designed and conducted a learning campaign named MindLift comprising curated content and courses on topics relevant to the new normal, such as leading and managing digital teams, resilience,

empathetic communication, managing stakeholders, working digitally, etc.

There were also frequent online connects with senior leaders as they shared their perspective and experiences, both at a personal and professional level, during the pandemic. Key business insights were also discussed.

## Resumption

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COVID-19 has been a great eye opener and has brought forth our vulnerabilities as a society. The experience has redefined the way we lead our lives, the way we work and indeed the way we connect with others. In such challenging times, with increased incidence of infectious and lifestyle diseases, it is even more important that we create a safe environment and lifestyle for ourselves and our communities.

Given the magnitude of the crisis, there was no ready or laid-out strategy to follow in these difficult times. Our resumption strategy focussed on the following:

- Re-evaluation and identification of critical resources and a detailed risk assessment for each employee
- Phase-wise resumption plan for each business and corporate functions
- Widespread adoption of the hybrid working model
- SOPs and guidelines for
  - Ensuring business continuity
  - Ensuring health and safety of all employees and customers
  - Facilitating a uniform set of standards amongst all Edelweiss offices on safety and operating procedures



## Responsibility to Customers and Partners

We knew that in such unprecedented times, our customers would be anxious and would need all the handholding 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

- 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 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 General Insurance leveraged on technological edge

- Open API gateway, data lake, enhanced partner portals and new product customization modules. This enables us to connect and integrate with our partners seamlessly
- First within the industry to rollout open API gateway for the ecosystem of business partners & developers enabling Plug & Play integration

### Edelweiss Mutual Fund Goes Digital

- Leveraging digital platforms like Edelweissmf.com, Galaxy, Bharatbond.in, Edelweiss Mutual Fund enabled seamless digital investments and advisories
- Conducted numerous investment and advisory sessions to dispel uncertainty and share expert advice



### Edelweiss MSME participated in ECLGS (Emergency Credit Line Guarantee Scheme)

- Launched by Ministry of Finance to support the MSME sector with growth capital for their business
- Additional funding under the scheme to support the existing borrowers in MSME sector
- Quick and timely support to overcome financial crisis

### Edelweiss Tokio Life Insurance Reimagines Customer Experience

- Leveraging technology, introduced 'dial for success', a digital tool that helped convert face-to-face advisory to digital advisory, making it easier for customers to stay safe
- Enhanced non-medical limits; used credit bureau scores and 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 to facilitate seamless online claim intimation and tracking
- Introduced a dedicated medical helpline for customers to access GOI/WHO verified COVID-19 information

### Edelweiss Tokio Life Insurance Launches COVID Shield+

- India's first individual COVID life insurance policy helps policyholders to secure their savings in the ongoing pandemic

### Edelweiss Wealth Management Uses Technology to Connect with Clients

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

### Edelweiss Institutional Equities Enables 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 policy choices during COVID-19, ESG investments in a post COVID-19 world, among others

*Images are stock images for illustrative purposes*

# Sustainability Overview

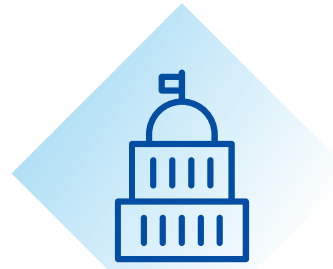
As one of India's leading diversified financial services company, Edelweiss has always been on the forefront of sustainable growth, both for its diverse stakeholders and for society at large.

Our **13 guiding principles**, upheld by our management and employees, have determined the values with which we operate and conduct ourselves. Employees are frequently trained on the adoption of these principles in their day-to-day operations. This report elaborates on these values and our commitment to look beyond our own growth, towards addressing larger societal, environmental and governance challenges.

## ALIGNING WITH THE SDG FRAMEWORK

We are early adopters of SDGs and have voluntarily committed to uphold these objectives across our operations.

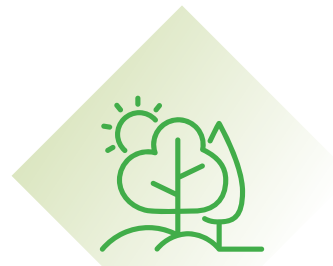
We align with 10 of the 17 SDGs and we continue to monitor our progress and the impact we create for our multiple stakeholders across different focus areas.



**Responsible Governance**



**Contribution to Society**



**Protecting the Environment**

## Sustainable Development Goals

## Stakeholders impacted/ Operating environment

## Key Areas of Focus

### Responsible Governance



PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS

- Regulators
- Investors
- Customers
- Employees

- Developing effective, accountable, and transparent institutions
- Responsive, inclusive, participatory, and representative decision-making
- Promote a culture of compliance with the highest standards of integrity

### Contribution to Society



GENDER  
EQUALITY

- Society

- Ending discrimination and violence against women
- Promoting women's empowerment
- Equal access to economic resources and equal opportunities for leadership



DECENT WORK  
AND ECONOMIC  
GROWTH

- Employees
- Society
- Economy

- Creating a safe and healthy working environment and enhancing efficiency and productivity
- Supporting job creation
- Promoting entrepreneurship, and encouraging growth of SMEs
- Contribution to economy by financing real estate infrastructure and affordable housing



GOOD HEALTH  
AND WELL-  
BEING

- Employees

- Providing health-care facilities to employees
- Encouraging healthy lifestyles
- Supporting reproductive rights



QUALITY  
EDUCATION

- Society

- Ensuring access to quality early-childhood and primary education
- Supporting development of education infrastructure and teaching capabilities



REDUCED  
INEQUALITIES

- Society

- Supporting women to get access to rights and entitlements
- Ensure equal opportunities and reduce inequalities



INDUSTRY,  
INNOVATION  
AND  
INFRASTRUCTURE

- Society
- Investors

- Improve access to financial services, including affordable credit for small-scale industrial and other MSMEs
- Facilitating investments in quality, reliable, sustainable, and resilient infrastructure to support economic growth and increase quality of life

### Protecting the Environment



CLIMATE  
ACTION

- Environment
- Society

- 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

- Environment

- Increasing the share of renewable energy in power consumption
- Improving energy efficiency



RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION

- Environment



















- Using natural resources efficiently
- Environmentally sound management of waste and limiting waste generation
- Reducing release of emissions and GHGs



# Our Stakeholders and Operating Environment

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

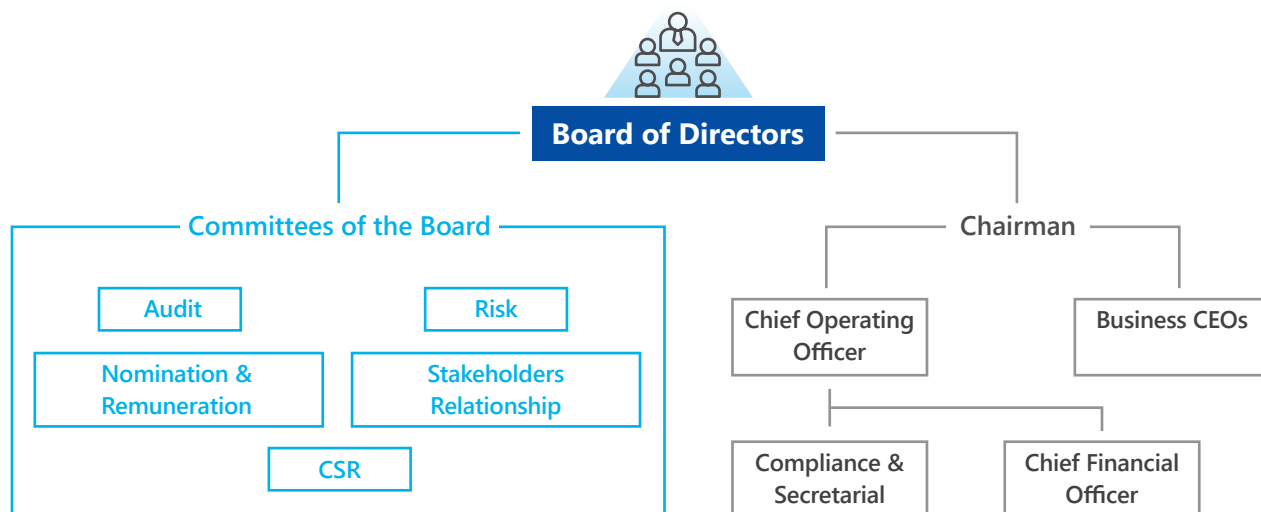
We engage with diverse stakeholders to understand their key requirements and concerns. Our aim is to address their needs by instituting appropriate systems, processes, and strategies across the group, to deliver high value.

Key Stakeholder / Areas of Impact	Material topics	Objective	SDG Mapping	Link to the detailed report
 <b>Regulators</b>	<ul style="list-style-type: none"> <li>Corporate governance</li> <li>Compliance</li> <li>Ethical and transparent practices</li> </ul>	Adhere to the highest standards of corporate governance practices and ethical behaviour; Create a safe and reliable financial services ecosystem through policy advocacy		Read More... <a href="#">Responsible Governance</a>
 <b>Customers</b>	<ul style="list-style-type: none"> <li>Satisfactory services</li> <li>Multiple channels</li> <li>Responsiveness</li> <li>Data privacy &amp; security</li> </ul>	Ensure consistent, high-quality customer experience by creating a customer-centric culture focused on their needs		Read More... <a href="#">Customer Experience</a>
 <b>Investors</b>	<ul style="list-style-type: none"> <li>Shareholder value</li> <li>Financial performance</li> <li>Corporate governance</li> <li>Compliance</li> <li>Risk management</li> <li>Disclosures &amp; transparency</li> </ul>	Protect and increase shareholder value and focus on sustainable growth and profitability		Read More... <a href="#">Catering Shareholders</a>
 <b>Employees</b>	<ul style="list-style-type: none"> <li>Enriching career</li> <li>Learning, development &amp; training</li> <li>Health &amp; wellness</li> <li>Benefits</li> </ul>	Enable employees to thrive, be respected, and valued, and thereby achieve their full potential; Provide a safe and enabling environment with a focus on employee well-being	  	Read More... <a href="#">Our People</a>
 <b>Society</b>	<ul style="list-style-type: none"> <li>Women's empowerment</li> <li>Gender equality</li> <li>Education</li> <li>Livelihoods</li> <li>Rural development</li> </ul>	Enable sustainable and equitable development	  	Read More... <a href="#">Contribution to Society</a>
 <b>Economy</b>	<ul style="list-style-type: none"> <li>Promotion of SMEs</li> <li>Civic infrastructure and housing</li> </ul>	Contribute to the national agenda by supporting small businesses, financially empower enterprises, and individuals and develop housing infrastructure	 	Read More... <a href="#">Contributing to the Economy</a>
 <b>Environment</b>	<ul style="list-style-type: none"> <li>Responsible consumption</li> <li>Waste and emissions</li> <li>Efficient use of natural resources</li> </ul>	Minimise adverse environmental impacts	  	Read More... <a href="#">Protecting the Environment</a>



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

### BOARD COMMITTEES AND ORGANISATION



### GOVERNANCE STRUCTURE

- ▶ 12-member Board with **majority independent** directors and **one woman** director
- All major committees **headed and chaired by independent directors**
- Balanced and rich Board composition with over **390 man-years of experience**
- Board members strive for **100% attendance and active participation** in all Board and committee meetings

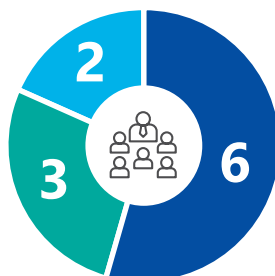
#### Board Composition (As on March 31, 2022)

Executive Directors	Non-Executive Directors	Independent Directors
<b>Mr. Rashes Shah</b> (Chairman & MD)	<b>Ms. Vidya Shah</b> (Non-Independent Director & Chairperson, Edelweiss ESG Council)	<b>Mr. P.N. Venkatachalam</b>
<b>Mr. Venkatchalam Ramaswamy</b> (Vice Chairman & Executive Director)		<b>Mr. Navtej S. Nandra</b>
<b>Mr. Himanshu Kaji</b> (Executive Director)		<b>Mr. Kunnasagaran Chinniah</b>
<b>Mr. Rujan Panjwani</b> (Executive Director)		<b>Mr. Biswamohan Mahapatra</b>
		<b>Mr. Ashok Kini</b>
		<b>Dr. Ashima Goyal</b>



- ▶ Six board members in the age group of 55 to 60 years, three board members in the age group of 61-70 and two board members in the age group of 71 and above

■ 55-60 Yrs  
■ 61-70 Yrs  
■ 71 yrs and above



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

We have an **ESG Council** in place since FY20 to provide effective governance on ESG parameters



As a **women-led majority body**, the ESG Council comprises heads of various enterprise units including HR, admin, compliance and governance, marketing 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

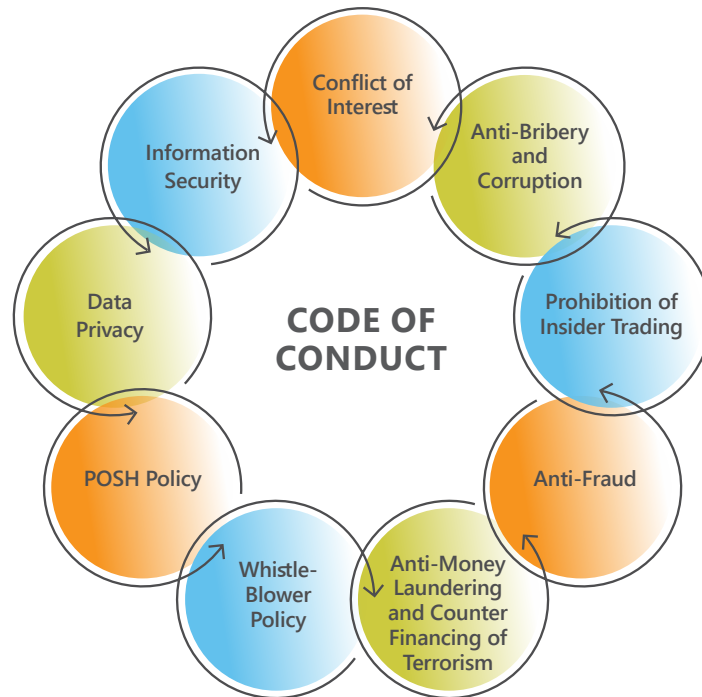
- ▶ Edelweiss's ESG agenda is further augmented by a CSR Committee and [EdelGive Foundation](#)

Operate with a **strong culture of compliance**, regulatory standards, and remediation of escalations

- ▶ **Independent compliance officers** and decentralisation of ownership
- ▶ **Automation of regulatory compliance** through technology-based applications
- ▶ **Periodic review** of regulatory compliances, directives of sectoral regulators, and the SEBI LODR by the Audit and the Board Committees

## FRAMEWORKS AND POLICIES

**Code of conduct adopted at an organisational level** for employees, senior management, and Directors covers critical areas such as professional integrity, honesty, and ethical conduct



These policies are available for reference at [Edelweiss investor relations web page](#). 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 relevant stakeholders provided



**Over 99 members of the** Internal Complaints Committee (IC) trained on Prevention of Sexual Harassment (POSH) policy, investing **over 1,036 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), POSH, prohibition of insider training, whistle-blower policy through the SHIELD module

- **No POSH cases** in FY22.
- **Two whistle-blower complaints** received across Group entities in FY22, were investigated and concluded by taking appropriate action.



## RISK MANAGEMENT

- ▶ Board has formulated **risk management policy** to manage risks. It is included in our [13 guiding principles](#), and forms part of our culture
- ▶ Risk Management Committee constituted to devise and adopt **risk management frameworks** and plans for identification, evaluation, and assessment of risks
- ▶ **Eleven risk frameworks** 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 any deviation from policies and processes
- ▶ Mandatory risk management **training programme** facilitated for employees
- ▶ **Independent assurance** on the effectiveness of the risk framework provided by Internal Audit



## 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

## DATA PRIVACY

- ▶ Data privacy policy and processes in place to ensure adequate safeguards for collection, storage, and processing of personal and sensitive information and data of customers and third parties
- ▶ Enabling firewalls, intrusion detection systems, network monitoring, encryption, and other tools to prevent and detect cyber security attacks
- ▶ Ongoing process to embed data privacy programme in the enterprise-wide risk management framework
- ▶ No reported cases of losses of customer data and breaches of customer privacy





### SECURITY & IT GOVERNANCE

- ▶ **Adopted zero trust security model to optimise productivity and reduce risk.** This shift in working model requires strict identity verification for every person and device trying to access resources on a private corporate network
- ▶ Prioritised **cloud security framework and governance** at Edelweiss Group
- ▶ Implemented **state-of-the-art security solutions** for data classification, data protection, data loss prevention, advanced threat protection, zero-day protection, etc.
- ▶ **Strengthened IT governance** and focus on process standardisation

### SUPPLIERS AND VENDOR RELATIONSHIP MANAGEMENT

- ▶ **Framed comprehensive enterprise procurement guidelines** in accordance with the Edelweiss environment social and governance policy
- ▶ **Rolled out and adopted the framework** across business groups within Edelweiss
- ▶ Mandatory **vendor sign-off on a supplier code of conduct** initiated, specifically enumerating vendor compliance with applicable environmental laws, regulations and other ESG parameters
- ▶ **Know your vendor (KYV)** norms adopted by Edelweiss covers all stages of the vendor lifecycle

### INVESTOR RELATIONSHIP MANAGEMENT

We recognise our shareholders and investors as important stakeholders and strive to create and protect value for them. We engage proactively with our shareholders and have developed effective mechanisms and relationship management systems to enable us to effectively plan, execute and keep track of investor outreach initiatives.

- ▶ Shareholder-base of **over 220,000 retail and institutional investors** as of Mar 22
- ▶ **Timely and accurate disclosure** of regulatory compliance w.r.t material events, updates, and financial performance
- ▶ **Proactive engagement** with shareholders
- ▶ **Adoption of effective mechanisms and information systems** to enable planning, execution, and tracking investor outreach initiatives
- ▶ **Multiple modes of communication** with investors
  - Stock exchange filings
  - Investor collaterals
  - Analyst calls
  - E-mails
  - Website
  - Media interactions
  - Conferences
  - AGM
- ▶ Continued focus on **enhancing the quality of disclosures** to investors and analysts, through benchmarking with peers
- ▶ **Proactively gathered investor feedback** that was channelised to the company management after analysis for potential actionable inputs
- ▶ User-friendly interface for contact through web query/request form on service and information requirements
- ▶ Adoption of robust investor **grievance redressal systems**
  - 64 investor complaints received and disposed in FY22

### 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 we do.

- ▶ **~5 million** customer-base as on Mar 22
- ▶ **Addressing customer concerns** through physical, digital, ATL and BTL engagement, across customer journey, from pre-sales to servicing
- ▶ Robust **customer experience framework** adopted
- ▶ Sophisticated **complaint management systems** adopted
- ▶ Robust **measurement of customer experience** through a combination of metrics:
  - digital net promoter score
  - Customer satisfaction surveys
  - Individual business led performance measures
- ▶ Constitution of a **customer council** and **retail** forum comprises senior business leaders for improved synergies and collaboration
- ▶ **Customer experience officers forum** initiated to share best practices and drive learning across customer representatives



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 AND 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**

EdelGive has supported **20 projects** with **15 NGO partners** across **9 states** in India in FY22. Over the years, through our NGO partners, we have been able to create a significant impact:



**213,218  
(39,166 in FY22)**

women and girls supported in their fight for addressing gender equality-related issues



**23,855  
(211 in FY22)**

women and girls supported under financial inclusion programmes



**46,296  
(3,943 in FY22)**

women supported to get access to rights and entitlements



Supported **27,630 (2,456 in FY22)** survivors of domestic violence and/or sexual violence in their legal journey



**8,092 (1,693 in FY22)**  
grassroots leaders developed and supported



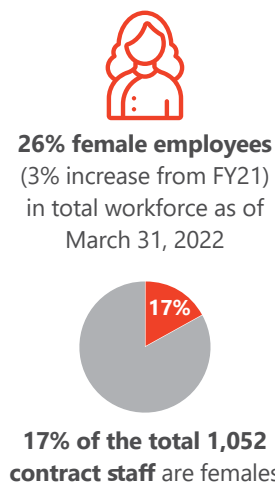
**Formed 5,967 (511 in FY22)** SHGs/JLGs



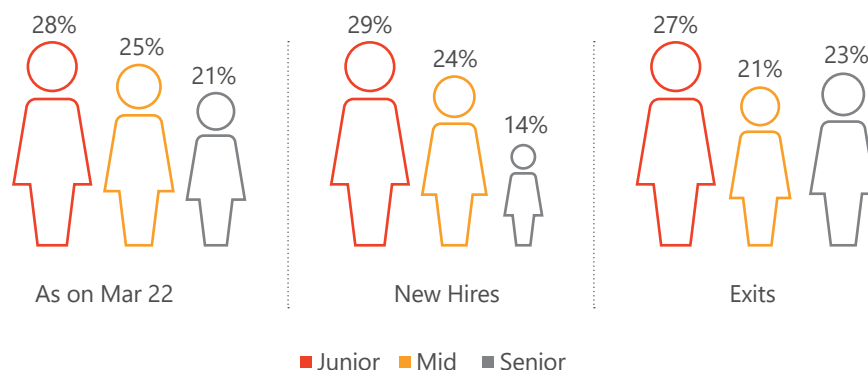
- ▶ The **Coalition for Women Empowerment** was initiated by EdelGive in 2019, bringing together funding organisations and grassroots organisations as stakeholders, united by a common mission of facilitating social and economic empowerment of women and girls in India. It focuses on providing 360-degree support to grassroots organisations through enabling funding for critical rights-based programmes
- ▶ EdelGive Foundation has launched the **#UdyamStree Campaign in October 2020** as an initiative to boost women's entrepreneurial spirit and gradually create a conducive ecosystem for women to thrive
- ▶ **Partnership with Haqdarshak, a social organisation that enables citizens and MSMEs with access to government welfare and financial services:** Through Haqdarshak's reach into the last-mile, and efforts to raise awareness of government schemes, 3,000+ women entrepreneurs were impacted and 212,700 women entrepreneurs were benefited through scheme linkage

## WORKFORCE DISTRIBUTION

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



Proportion of Female employees by Management level as against total employees, new hires and exits:



## DECENT WORK AND ECONOMIC GROWTH

### INCLUSION & WORKPLACE DIVERSITY

Edelweiss boasts of experienced and diverse talent across different entities of the Group. Through our unique inclusion initiative **All in., we reinforce tenets that play to their strengths and enable employees with different backgrounds, gender, ways of thinking, and styles of operating to work together effectively and holistically.** Our procedures ensure the absence of discrimination by providing fair and equal opportunities to all employees and applicants. A significant component of our value-based culture is commitment to acknowledge and appreciate efforts of employees through extensive recognition programmes.



- ▶ 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 INtegral to the Edelweiss family
  - Your INdividualism makes you unique
  - Your opinions are INvaluable
  - You should speak up without INhibitions
  - You INspire others with your ideas
  - You INvolve others to get a fresh perspective

Through our tenets of inclusion, we foster an inclusive workplace where employees have a voice, sense of belonging and uniqueness, feel valued, learn, and develop in a collaborative environment.

**Inclusive leadership:** Leaders do walk the talk by demonstrating inclusion in their day-to-day practice. Inclusion is woven into leadership agendas and dialogues by design and reinforced as part of our culture. It was further accentuated during the pandemic crisis wherein leader connect series, senior leader huddles and regular townhalls enabled two-way communication at organisation and business levels.

#### **Inclusive policies and working practices:**

Enabled employees and managers with communication and collaboration tools to engage and interact with team members with a broad set of work from home guidelines. Policies are implemented to foster an environment of fairness, accessibility, and opportunity.



## **TALENT ACQUISITION**

Edelweiss has always been extremely focussed on attracting the right talent, who bring in diverse perspectives and add to our strength as an organisation. It is a strategic approach with a differentiated model for junior, mid, and senior talent. **In the new normal, our process of identification, interview and choice also evolved to adapt to remote and hybrid working, while keeping candidate experience and our brand at the core.**

### **Candidate Experience Journey Map**

Our endeavour to create a meaningful, unified, and holistic process of candidate journeys is key to each stage of experience – even in a hybrid or remote environment – as follows:



#### **Awareness**

Our efforts towards building and maintaining a skill set led pipeline through multiple channels enables our candidates to know about us. This also enables scalable personalisation of messaging based on candidate persona and role.



#### **Consideration & Interest**

At this stage, we enable candidates to research about us through our website and social channels and anchor their interest in our brand and role. Candidates are encouraged to ask questions about role, culture, brand and what makes us unique.



#### **Interview & Selection**

In this stage, candidates are provided with in-depth functional understanding of the role, team, and career development opportunities. **Video interviews are extensively used to achieve this.** Further, businesses also follow behavioural event interviews and psychometric assessment tools for mid and senior level hiring to understand the nuances of assessing candidates for specific behaviours for a better fit.



## Contribution to Society



All eligible on-roll employees undergo a **performance review** excluding mid-year joiners and exits before six months

## PERFORMANCE MANAGEMENT

At Edelweiss, a robust performance management system enables employees to identify areas of strength and improvement and set individual goals for themselves, which are in line with overall business objectives.



### Year-round assessment process



Manager feedback sessions conducted through train the trainer models

## Darwin Box Implementation

- ▶ This year, we have transitioned to a robust new-age performance management system to enable employees to go through a smooth goal review and appraisal process. This system enables real-time performance management with the feasibility to do frequent check-ins and an extremely user-friendly interface and simple yet effectively built-in workflows.
- ▶ Successful integration and implementation of the new system has led to smooth implementation of the performance evaluation process

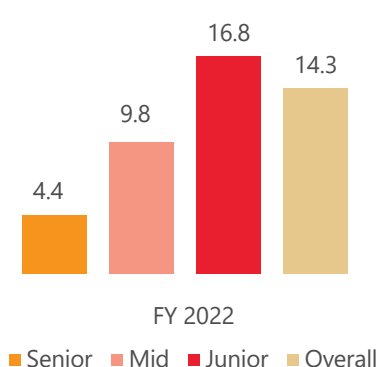
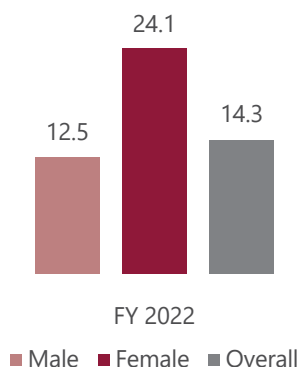
## LEARNING & DEVELOPMENT

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

▶ **179,217** hours of training undertaken in FY22

▶ **12,491** employees covered over FY22

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



\* Avg. no. of hours = Total Training hours / No. of employees who have taken training

▶ **~5%** of employees belong to a Leadership Group at Edelweiss





A key design principle embraced in programme leadership design is interlinkages between leadership groups at various levels.

## Contribution to Society

### ManCo

This group represents the people holding the senior-most leadership positions at Edelweiss, heading both corporate functions and various businesses of the Group. While their daily role involves managing respective functions and businesses, they are also involved in decisions to drive the overall strategy of the Edelweiss Group. There is a calendarized schedule for ManCo connects, that provides a platform for these stewards of Edelweiss to engage in strategic discussions.

Besides ManCo, other leadership development initiatives include:



**LEAD** is the Leadership Exploration and Development initiative. Selected candidates go through a one-year rigorous developmental intervention through various internal and external coaching, mentoring, high impact retreats and learning modules.



**Business Leaders Programme** is an initiative designed to identify and groom high performing talent and high potential leaders at mid-management level who can take charge of their own functions in the coming year. We have partnered with a premier B-schools of the country with the focus to develop leaders' technical skills as they evolve towards the next level of leadership. This collaboration is geared to create fungible leaders who can move across business functions depending on their aspirations and needs of the organisation.



**Women's Leadership Programmes** at our businesses aims to provide support to all the women in the organisation who are at the cusp of becoming leaders but are struggling due to environmental factors. The programmes help them to break barriers in creating their personal brand and skill sets of influencing and becoming inspirational leaders.

Additionally, the Educational Assistance policy provides financial assistance to facilitate the educational progress of wards of employees.

## EMPLOYEE WELFARE

Fostering a supportive working environment and enabling work-life balance through employee-friendly policies -



Open door policy



Flexi Working Hours



Work from Home



Parental leave policy  
**Availed by ~5% employees** in FY22



Sabbatical Leave



Bereavement Leave  
**Availed by ~7% employees** in FY22



Mediclaim and COVID-19  
coverage in health policies



Faced with lockdowns during the pandemic, we successfully transitioned from working from home for most of our employees (relaxations as per the government mandate), to providing all employees the necessary support needed for the transition. Regular connects with employees were conducted to understand and resolve grievances with the process, if any.

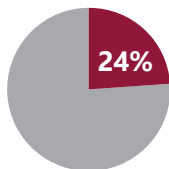
## CONTRIBUTION TO ECONOMY

As one of India's leading diversified financial services group, our goal at Edelweiss is to achieve maximum returns for our stakeholders while simultaneously having a positive impact on society and the economy. Our strength comes from our diversified business model which provides customers with varied financial products and services to meet their economic goals.

### Employment by Edelweiss



**Diverse workforce** of 8,804 employees as of March 31, 2022



**~24% of the workforce** is less than 30 years of age

### Responsible Investment

- ▶ In line with our objective of responsible investment, funds launched in FY22 have in compliance with Article 8 of Sustainable Finance Disclosure Regulation (SFDR) Article 8
- ▶ Formulated an ESG Governing Council to determine ESG strategy and oversee implementation
- ▶ Investments made from "special situations funds" have been instrumental in saving over 150,000 jobs
- ▶ Invested in 12 renewable solar power assets with generation capacity of ~813 MWdc under our Infrastructure Fund which will result in carbon displacement of 13.8 million tonnes throughout the asset lifecycle
- ▶ Our road assets investment will save ~7,340 kl of water through rain-water harvesting systems over the asset life
- ▶ Over 28,000 mid-income and affordable homes are enabled to be completed through our real estate funds
- ▶ Published EAAA ESG Reports in FY20 & FY21 and will continue to publish every year showcasing performance against adopted benchmarks and further integration of ESG in investment

## SUPPORTING SMALL ENTERPRISES



Serving the underserved MSME segment across 80 locations in India through our 34 physical branches



Products created to cater to the new to credit segment which is underserved as on date



Co-lending partnership helps to offer a cost attractive pricing on loans to micro and small enterprises



Strong presence both in secured and unsecured lending market



## Contribution to Society

### AFFORDABLE HOUSING



42% of the housing loans financed in FY20-21 was in affordable housing segment



~24,000 loans were disbursed till FY22



ATS of affordable homes financed is ~₹1.4 million

#### Of the loans extended,

- ▶ 32% of the customers are new to credit customers
- ▶ Over 56% of the individual customers are women
- ▶ Over 50% of the loan book accounts for homes in tier 2 & tier 3 locations

### ASSET RECONSTRUCTION



Acquired distressed assets worth ~₹52 billion for revival and restructuring, of which 11% was from the retail portfolio



Revived 27 assets during the year with total recoveries of ~₹27 billion



Protected over 30,000 jobs through revival of sick companies since inception

### INSURANCE

- ▶ Covered ~932,500 lives as on Mar 22
- ▶ Covered ~1,651,500 individuals under our health insurance policies



## GOOD HEALTH AND WELL-BEING

### EMPLOYEE HEALTH & SAFETY

Edelweiss' biggest strength has always been its people and their care, well-being and safety forms the core of our culture.



**90% of our employees** have been operating in a hybrid working mode



We have taken all the **measures** required to make our office premises **safer for our critical resources** who need to come to work



~**16%** of employees availed **Mediclaim benefit for self** and ~**7%** availed for their family members



**Inclusion of COVID-19 coverage in corporate health insurance policy** for employees and their dependent family members



**Doctor Helpline Service** – An exclusive dedicated helpline service that connects employee with a qualified doctor providing WHO/GOI verified information



**Counselling services** for employees and their family members. It is a non-judgemental, confidential platform for employees to reach out to expert counsellors for free online consultation on a variety of well-being and health issues

Constantly engaging employees on various wellness initiatives through

- ▶ Webinar series by nutritionist and health coaches
- ▶ Parenting webinars
- ▶ Multiple fitness routines and challenges
- ▶ Reading materials on variety of well-being topics
- ▶ Habit forming nudges
- ▶ Employees inspiring each other by sharing their fitness stories on our social platforms



Reduce employee risk against drugs and illegal substances by providing a **Drug Free Workplace**



**Fire safety site inspections** executed at regular intervals

2021-22 has witnessed resilience and the emergence of a new normal following the outbreak of COVID-19 and its multiple waves. This adaptation to the new normal, whether professional or personal, has been a learning in itself. During this period, our focus has truly been safety of employees and family members.

We continued to adopt a hybrid working approach and conducted frequent pulse checks with employees to address any key pain points. Regular connects with senior leaders were also held to discuss the future direction of the organisation with respect to the pandemic. This instilled a deeper sense of belonging in employees. Additionally, sessions on positive mental wellbeing and anxiety management, holistic health etc. were conducted in collaboration with our wellness partners.



## Contribution to Society



### QUALITY EDUCATION

EdelGive aspires to provide all children 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 communities to make this change sustainable. EdelGive Foundation broadly categorises its work around four priority areas:



School Transformation



Early Childhood Education



Innovation & Experimentation



Research & Advocacy

In FY22, EdelGive worked with **11 NGO** partners while supporting **11 projects** across **6 states** of India. Over the years, through our NGO partners we have been able to create a significant impact:



Reached out to **1,968,344 (20,148 in FY22)** children through our learning enhancement programmes, surpassing our own target this year



Supported **31,043 (3,744 in FY22)** schools through the quality education programme



Worked closely with, and supported over **74,149 (4,402 in FY22)** teachers and government officials for delivery of quality education

**EdelGive launched The Collaborators in 2016 to support the Government of Maharashtra** in addressing persistent gaps in learning outcomes of children in government schools. With a modest beginning in four out of 36 districts in Maharashtra, the programme has expanded to **7 districts, with 9 funders and three non-profit organisations (NPOs), to benefit over 1 million children in six years.** Furthermore, the Government of Maharashtra signed an extended MoU with EdelGive Foundation **up to 2026** with the provision to expand to all districts of Maharashtra.

The Collaborators has also been recognised as one of the most important public-private partnerships (PPP) in Maharashtra. The coalition has earned the Government of India's recognition for being among the best practices in CSR, when presented by the Government of Maharashtra to the Government of India, World Bank and UNICEF.

**Partnership with Maharashtra State Education Department** - In line with the National Education Policy (NEP), 2020 (which recommends the development of curriculum in four areas – school education, early childhood care and education (ECCE), teacher education, and adult education), the partnership with the Maharashtra state education department envisions promoting enterprise development through sensitisation, soft skills and confidence-building among school children, especially young girls studying in Classes VIII to XII. From across Maharashtra, 2,000+ students would join with an aspiration and vision to become job creators and not only job seekers.





## 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

In FY22, EdelGive has supported 17 projects of 14 NGO partners, working with the most vulnerable communities across 10 states in India. Over the years, through our NGO partners, we have been able to create significant impact, achieving our targets in a few critical areas:



Average **42.8% (FY22)** enhancement in annual income of farmers



Brought under irrigation **2,443 (889 in FY22)** hectares of land, for enhanced agriculture yield



Strengthened **8** farmer producer companies (FPCs)



Funded **₹1.82 billion (₹456 million in FY22)** towards sustainable livelihood programmes, over the past 5 years (2017-22)



Supported **63,014 families (49,572 in FY22)** through sustainable livelihood programmes

EdelGive became strategic partners to the **migrants resilience collaborative, a multi-stakeholder coalition, focussed on ensuring safe and responsible recovery of migrant families and their livelihoods in India post COVID-19**. The Collaborative will support 10 million workers and their families in 100 districts and cities (across source and destination) over the next 5 years.

EdelGive offers non-financial support to NGOs, by providing capacity building across four key areas: **finance and sustainability, human resources and communication, strategy and leadership, and processes and technology**. EdelGive strategised capacity building for organisational strengthening by focussing on long-term sustainable problem-solving, and willingness to adopt new technologies.

Through their initiatives, EdelGive has provided support to **40+ NGOs** during the last financial year through various trainings, workshops, Intensive support etc.



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



Climate Action



Affordable and Clean  
Energy



Responsible Consumption  
and Production



## CLIMATE ACTION

### WATERSHEDS AND LIVELIHOODS

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



Supported (construction or repairs) of **1,258 (960 in FY22)** watershed structures for water conservation



Brought under irrigation **2,443 hectares of land (889 in FY22)**, for enhanced agriculture yield



Supported **19,694 farmers (8,126 in FY22)** for climate-smart agriculture / organic farming

EdelGive Foundation became a **core partner to the India climate collaborative**, a first-of-its-kind initiative bringing together India's top philanthropies to **address the increasing and pressing climate crisis in India**. This partnership aims to work towards promoting ecological balance through a co-benefits approach. Eminent global philanthropies like MacArthur Foundation, Bloomberg Philanthropies, Oak Foundation, to name a few, have extended their support to this alliance.



## AFFORDABLE AND CLEAN ENERGY

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



## Protecting the Environment



**Reduction in total electricity consumed by 1% to 7,350 Mwh in FY22**

### ENERGY CONSUMPTION AND SAVINGS\*



Through energy consumption optimisation initiatives, **energy intensity reduced by 1% YoY to 134 kWh/sq.mt. p.a. in FY21 which is 18% lower than BEE standards**



**Share of renewable sources** in total electricity consumption increased to 38% in FY22 from 15% in FY21.

### Renewable energy capacity

- ▶ 1.2 Mw solar power captive generation installed capacity at Solapur generated 677 Mwh in FY22
- ▶ Solar rooftop generation capacity of 0.06 Mw at Fountainhead Alibaug generated ~47 Mwh during in FY22 which led to savings in carbon emission of 35 tonnes
- ▶ Wind power PPA for 2.8 Mw generated 208 Mwh units in FY21 led to savings in carbon emission of 156 tonnes

### Energy-saving initiatives



**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

- ▶ **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**, to reduce unnecessary running of air conditioners

- ▶ **Integrated Air Handling Unit (AHU)** variable frequency drive with AHU room sensors which modulates the variable frequency drive (VFD) on sensing the return air temperature



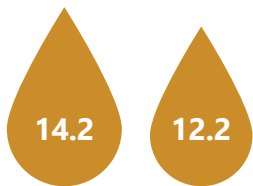
## RESPONSIBLE CONSUMPTION AND PRODUCTION

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

### WATER CONSUMPTION\*

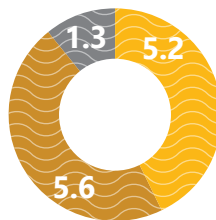
Total water consumption reduced by 28% YoY

#### Total Water consumption (Megalitres)



■ Water consumption

#### Megalitres



■ Surface  
■ Third-Party  
■ Ground



Reduction of water consumption through **Fine Aerators**



Installed **waterless pots** at all urinals



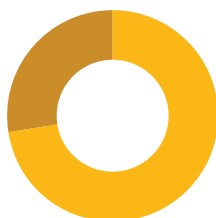
**Borewell installation** for water collection from canal flowing during monsoon



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

### EMISSIONS\*

#### GHG emissions Kilotons



■ Scope 1 ■ Scope 2

- ▶ **Reduction of 37% in GHG emissions** via effective carbon management initiatives in FY22
- ▶ In FY22, as compared to a COVID-19 impacted FY21, our GHG intensity increased by 51%, as against a regular year of FY20, we have a **reduction by 45%**
- ▶ **Scope 3** emissions was **Nil** during the year
- ▶ During FY22, we had **negligible air fuel emissions** as business travel was reduced by increased adoption of digital means



## Protecting the Environment

### WASTE MANAGEMENT \*

- ▶ 3Rs of Waste Management, viz. **Reduce, Reuse and Recycle** have been organically incorporated in our day-to-day routine
- ▶ **Compost production** from food waste **increased by 11% to 4.39 tonnes**
- ▶ **Recycling of sewage water** increased 8x in FY22 to 12.4 megalitres

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### Initiatives for Paper Conservation & Waste Management



4.3 tonnes of food waste converted into compost by composting machine

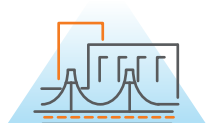


3.5 tonnes of paper waste converted into green Edelweiss writing pads with the help of associated NGOs

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*\* Data for our 3 key locations (Edelweiss House, Kohinoor House, and Fountainhead) which house nearly 1/3rd of our total workforce*

# Making a difference



## Helping Infra EPC Player Sustain Growth

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The infrastructure sector was a major casualty of the Covid crisis in India. Amid the crippling impact on the industry, a Hyderabad-based EPC player, with a multi-state footprint in the Infrastructure Construction space, found itself struggling to stay afloat.

Edelweiss extended immediate credit loans to the company, which has an excellent track record of executing vital projects in irrigation, roads and industrial structures. Not only did the company succeed in coming out of the depths, it went on to deliver impressive business growth. The company reported increased turnover of Rs 100 crore in the last financial year.

Our crisis intervention also had the positive effect of helping their staff and employees retain their jobs amid the Covid crisis. This is in line with our ethos of looking beyond business growth to address the larger societal challenges.



## Saving Lives Through Healthcare Support

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The Covid pandemic stretched the healthcare infrastructure, in India and globally, like never before. Amid the crisis, a Delhi-based pharma healthcare provider required urgent funds to purchase 24 machines for installation at a hospital's premises. At Edelweiss, we realised the criticality of moving quickly in this life-and-death situation. We extended the much-needed working capital to the healthcare provider to help meet their customer obligation.

The loan came as a boon for the company at a time when the entire industry was reeling under immense pressure. They successfully installed the machines at the hospital in time to support the Covid-afflicted, providing the patients with immediate succour. What's more, this helped the hospital sustain the trust of the patients in their hour of desperate need. We see this having a long-term impact in the form of sustainable people relationships for the future.



## Extending Timely Aid to Mumbai Restaurant

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The Hospitality industry, globally and in India, took a serious beating amid the Covid crisis. The pandemic caused many dine-in restaurants to shut down business, while forcing others to shift to the home delivery model.

In this macro environment, a Mumbai-based restaurant also found itself facing closure. However, our timely loan aid helped them increase their home deliveries through established Food apps and their own mobile application. The restaurant has since reported an increase in turnover, paving the way for its long-term growth.

The crisis caused by Covid is a thing of the past for this SME, which has found new avenues to enhance its earnings.



## Energising Sustainable Future Growth

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As a responsible corporate, Edelweiss believes renewable energy to be a major propeller of India's clean energy transition. In line with this approach, we have acquired the energy portfolio of 12 solar energy assets spread across five different states. Sekura Energy, which is the holding entity of these solar assets, is 100% owned by our Edelweiss Infrastructure Yield Plus fund. Sekura Energy supplies around 84% of the generated power to Central Government counterparties like the National Thermal Power Corporation and the Solar Energy Corporation of India. The renewable energy portfolio, comprising a total of 813 MWdc of operating solar energy capacity, has been acquired under a Power Purchase Agreement (PPA) with asset duration of 25 years. The average residual life of the portfolio is over 22 years.

The projects provide sustainable, low-cost and pollution-free energy, and are designed to drive progress on India's target of achieving 450 GW of renewable energy capacity by 2030. The energy portfolio will help in 13.8 mn tonnes of carbon displacement. Robotic cleaning of the assets will further yield 25,000 kL of water savings per year. The potential for advancing India's sustainable development goals is immense, indeed.



## Bridging India's North-eastern Gaps

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Poor infrastructure connectivity has isolated the North-East region of India from the rest of the country. This has emerged as a major challenge in enabling the region's economic growth. To facilitate the development of the region, we have acquired two road assets in the North Eastern part of the country from an engineering and construction company. The road assets, with combined length ~60 kms, are held by Sekura Roads, which is 100% owned by our Edelweiss Infrastructure Yield Plus fund.

The concession contract period is 12.5 years, during which we see these assets transform the under-developed region into a vibrant economic hub. The transformation will include bridging the gap in the region's economic and social development through targeted interventions in the form of road safety measures, including signages and training sessions. Cognizant of the stray cattle menace which endangers the safety of commuters, we have also launched a cow protection drive involving awareness sessions with the local population. The road assets will serve to integrate the region even more cohesively with the rest of India.





[www.edelweissfin.com](http://www.edelweissfin.com)