

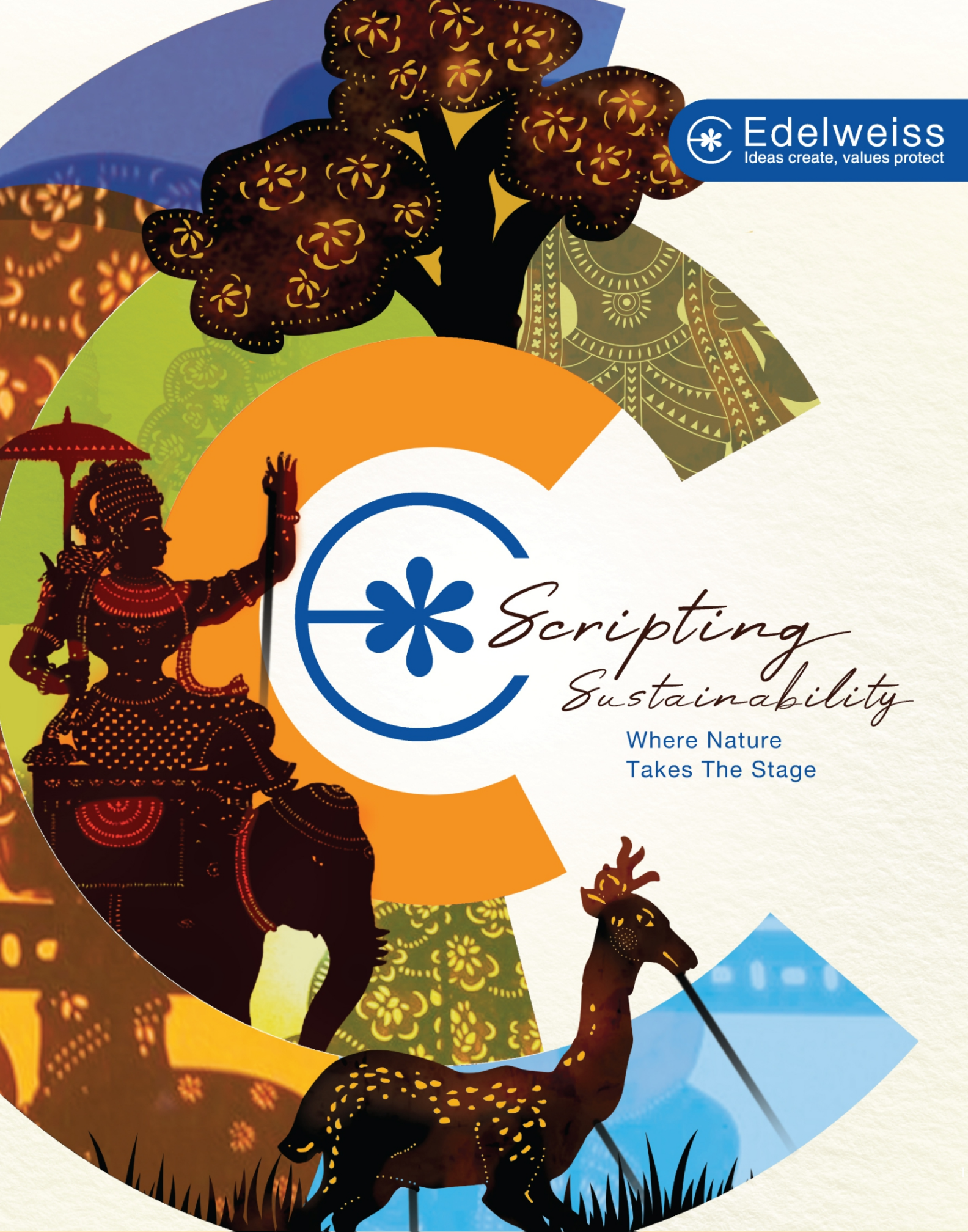


**Edelweiss**  
Ideas create, values protect



# *Scripting Sustainability*

Where Nature  
Takes The Stage







# Kerala's Shadow Puppetry

In the quiet of the night, a storyteller takes the stage. Behind a glowing screen, puppets come to life, their movements casting dynamic shadows that weave ancient tales. Tholpavakoothu, Kerala's shadow puppetry, embodies sustainability, tradition, and precision, aligning with ESG principles in multiple ways.

The use of natural materials like organic dyes promotes eco-conscious craftsmanship, while its role in preserving cultural heritage supports social sustainability by empowering artisans and storytellers.



Organic Process



Eco-Friendly Materials



Sustainable Practices



Ecological Balance







## Message from the ESG Council Chairperson

In a world increasingly shaped by rapid technological advancement, where people, processes, and systems are evolving at an unprecedented pace, a critical question arises:

### How do we build businesses that are not only efficient and agile, but also humane?

There is no denying that today's world is driven by cutting-edge technology, tools, and platforms that operate with remarkable precision and speed. This progress is intended to simplify our lives – and, to a large extent, it does. But that is only one side of the story.

We also live in times marked by fast-evolving global dynamics, which is complex, unpredictable, and often challenging. In this hyperconnected environment, change is instantaneous, and decisions must be made swiftly, often with incomplete information. Amid such volatility, the true test for any organisation lies in its ability to remain grounded in purpose and values while navigating uncertainty.

At Edelweiss, we believe that sustainability is not just a strategic imperative; it is an outcome of vision realised through strong ethos, deep-rooted values, and unwavering commitment. As we embrace an AI-enabled future, our focus remains on ensuring that technological progress enhances, not undermines, our Environmental, Social, and Governance (ESG) objectives.

Our values are our roots. The deeper and stronger they are, the more sustainable our outcomes. These values

have remained the cornerstone of our identity at Edelweiss, guiding us through times of growth and challenge alike. They keep us focused on our purpose and help us align our decisions and actions to the long-term good.

### The journey of Edelweiss is defined by several core commitments:



At the core of our people practices lies a deep commitment to employee well-being. Our wellness initiatives are thoughtfully designed to nurture both mental and physical health, creating a balanced, healthy, and supportive work environment. To support this, we implement a variety of programs, including Stress Management Workshops, Medical Health Camps, Health Talks, Eye and Dental Camps, Blood Donation Drives, Annual Executive Health Check-ups, Wellness Wednesdays, and Yoga Day activities.

We continue to provide hybrid work arrangements, aligning with the evolving needs of our workforce, offering flexibility, and enhancing morale. Additionally, we have introduced tech-enabled incident rooms, providing employees with platforms to raise concerns, discuss challenges, and collaboratively find solutions. Our commitment to building a sustainable and inclusive workplace has been acknowledged widely. **Our Life Insurance business has been recognised as a Great Place to Work™ for the fifth consecutive year, ranking 30<sup>th</sup> in the 2024 Best Places to Work™ in India.**



*At Edelweiss, we believe that sustainability is not just a strategic imperative; it is an outcome of vision realised through strong ethos, deep-rooted values, and unwavering commitment.*



### Environmental Stewardship

In line with our commitment to sustainability, we actively seek opportunities to reduce our environmental footprint. Edelweiss has championed various green initiatives, including investments in renewable energy, promoting a paperless workspace, and organising tree planting and beach cleaning drives.



### Social Impact

Through the EdelGive Foundation, we partner with nearly 300 grassroots NGOs to drive change across education, women's empowerment, and community resilience & climate action. We believe in collaborative, community-led solutions to society's most pressing challenges.

Gender has been one of our core focus areas at EdelGive. We launched the *UdyamStree* campaign to recognise and support women micro-entrepreneurs in rural India. In December 2023, we expanded this focus to urban professionals with the launch of *Stree-Leads* – a campaign aimed at accelerating women's leadership in the corporate sector. The campaign seeks to break down societal barriers and promote gender parity in leadership by leveraging modern media and mass outreach.

Stree-Leads has successfully evolved into a robust platform aimed at reshaping the narrative around women's leadership by integrating research, advocacy, storytelling, and thought leadership, into a unified campaign. The initiative has recently won the

**ET Brand Equity Kaleido Awards 2025 (Silver)** for the best integrated PR Marketing Campaign.

Another transformative initiative is the **GROW Fund** – a pioneering programme that supported 100 grassroots NGOs in strengthening their organisational capacity. By investing in HR, finance, and technology systems, GROW helped these NGOs build long-term resilience. The results speak for themselves:

99%

Reported stronger  
leadership

76%

Developed long-  
term plans

97%

Improved their  
digital capabilities

Inspired by the success of such programmes, we are already working to extend these learnings and frameworks to address emerging societal needs.

As we move forward, we do so with optimism, clarity, and responsibility. We recognise that real progress stems not only from innovation – but also from integrity, empathy, and sustainability. Each initiative we undertake is guided by purpose, executed with care, and designed to create meaningful, lasting impact.

At Edelweiss, Scripting Value is about the care we put into every decision, the foresight we bring to every strategy, and the persistence we apply in building long-term value for all our stakeholders.

Warm regards,

**Vidya Shah**

Chairperson, ESG Council, Edelweiss  
Executive Chairperson, EdelGive Foundation





# Sustainability Overview

At Edelweiss, we have consistently led the way in advocating sustainable and inclusive growth for our diverse stakeholders and society at large. Our governing philosophy is rooted in 13 guiding principles, which are diligently upheld by our management and staff, shaping the values that drive our operations.

Regular training ensures that employees integrate these principles into their daily work. This report offers an in-depth look of these values and our commitment towards addressing broader environmental, societal, and governance issues.



## Responsible Governance

Aligning with the SDG framework as early adopters of SDGs, we have proactively committed to upholding these objectives across all our operations.


## Contribution to Society

We currently align with 10 of the 17 Sustainable Development Goals (SDGs), with comprehensive mechanisms in place to consistently evaluate our progress and the positive impact we deliver across multiple priority areas for our varied stakeholders.

## Protecting the Environment





## Responsible Governance


Sustainable Development Goals	Stakeholders Impacted/ Operating Environment	Key Areas of Focus
 Peace, Justice and Strong Institutions	<ul style="list-style-type: none"><li>Regulators</li><li>Investors</li><li>Customers</li><li>Employees</li></ul>	<ul style="list-style-type: none"><li>Developing effective, accountable, and transparent institutions</li><li>Responsive, inclusive, participatory, and representative decision-making</li><li>Promote a culture of compliance with the highest standards of integrity</li></ul>



## Contribution to Society




Sustainable Development Goals	Stakeholders Impacted/ Operating Environment	Key Areas of Focus
 Gender Equality	<ul style="list-style-type: none"><li>Society</li></ul>	<ul style="list-style-type: none"><li>Ending discrimination and violence against women</li><li>Promoting women's empowerment</li><li>Equal access to economic resources and equal opportunities for leadership</li></ul>
 Decent Work and Economic Growth	<ul style="list-style-type: none"><li>Employees</li><li>Society</li><li>Economy</li></ul>	<ul style="list-style-type: none"><li>Creating a safe and healthy working environment and enhancing efficiency and productivity</li><li>Supporting job creation</li><li>Promoting entrepreneurship and encouraging growth of SMEs</li><li>Contribution to economy by financing real estate infrastructure and affordable housing</li></ul>



Sustainable Development Goals	Stakeholders Impacted/ Operating Environment	Key Areas of Focus
 Good Health and Well-Being	<ul style="list-style-type: none"><li>◆ Employees</li></ul>	<ul style="list-style-type: none"><li>◆ Providing healthcare facilities to employees</li><li>◆ Encouraging healthy lifestyles</li><li>◆ Supporting reproductive rights</li></ul>
 Quality Education	<ul style="list-style-type: none"><li>◆ Society</li></ul>	<ul style="list-style-type: none"><li>◆ Ensuring access to quality early childhood and primary education</li><li>◆ Supporting development of education infrastructure and teaching capabilities</li></ul>
 Reduced Inequalities	<ul style="list-style-type: none"><li>◆ Society</li></ul>	<ul style="list-style-type: none"><li>◆ Supporting women to get access to rights and entitlements</li><li>◆ Ensure equal opportunities and reduce inequalities</li></ul>
 Industry, Innovation, and Infrastructure	<ul style="list-style-type: none"><li>◆ Society</li><li>◆ Investors</li></ul>	<ul style="list-style-type: none"><li>◆ Improve access to financial services, including affordable credit for small-scale industrial and other MSMEs</li><li>◆ Facilitating investments in quality, reliable, sustainable, and resilient infrastructure to support economic growth and increase quality of life</li></ul>



Protecting the Environment

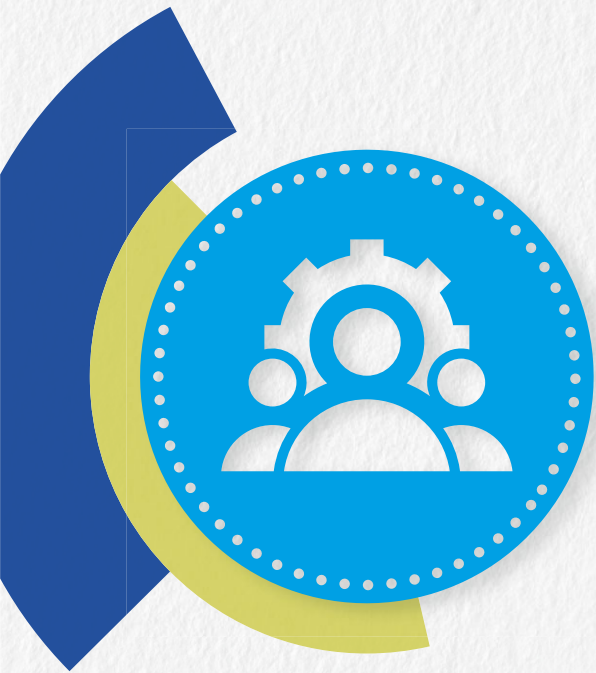
Sustainable Development Goals	Stakeholders Impacted/ Operating Environment	Key Areas of Focus
 Climate Action	<ul style="list-style-type: none"><li>◆ Environment</li><li>◆ Society</li></ul>	<ul style="list-style-type: none"><li>◆ Aiding the development of resilience and adaptability to climate-related changes</li><li>◆ Enhancing awareness, education, and capacity of climate change mitigation and adaptation</li></ul>
 Affordable and Clean Energy	<ul style="list-style-type: none"><li>◆ Environment</li></ul>	<ul style="list-style-type: none"><li>◆ Increasing the share of renewable energy in power consumption</li><li>◆ Improving energy efficiency</li></ul>
 Responsible Consumption and Production	<ul style="list-style-type: none"><li>◆ Environment</li></ul>	<ul style="list-style-type: none"><li>◆ Using natural resources efficiently</li><li>◆ Environmentally sound management of waste and limiting waste generation</li><li>◆ Reducing release of emissions and GHGs</li></ul>



Our values and dedication not only result in our own growth but also in tackling broader societal, environmental, and governance issues.











# Our Stakeholders and Operating Environment

At Edelweiss, we embed sustainability into every aspect of our operational framework, ensuring that sustainable practices are embedded in all aspects of our business operations. We actively collaborate with a wide range of stakeholders to understand their primary needs and

concerns. Our objective is to fulfil these requirements by deploying effective systems, streamlined processes, and strategic approaches across organisation, thereby delivering substantial value.

Key Stakeholder/ Areas of Impact	Material Topics	Objective	SDG Mapping	Link to the Detailed Report
 Regulators	<ul style="list-style-type: none"><li>Corporate Governance</li><li>Compliance</li><li>Ethical and transparent practices</li></ul>	<p>Adhere to the highest standards of corporate governance practices and ethical behaviour</p> <p>Create a safe and reliable financial services ecosystem through policy advocacy</p>	 Peace, Justice and Strong Institutions	<a href="#">Read More...</a> <b>Responsible Governance</b>
 Customers	<ul style="list-style-type: none"><li>Satisfactory services</li><li>Multiple channels</li><li>Responsiveness</li><li>Data privacy &amp; security</li></ul>	<p>Ensure consistent, high-quality customer experience by creating a customer-centric culture focused on their needs</p>	 Peace, Justice and Strong Institutions	<a href="#">Read More...</a> <b>Enhancing Customer Experience</b>

Key Stakeholder/ Areas of Impact	Material Topics	Objective	SDG Mapping	Link to the Detailed Report
 Investors	<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>	<p>Protect and increase shareholder value and focus on sustainable growth and profitability</p>	 Peace, Justice and Strong Institutions	<a href="#">Read More...</a> <b>Catering to Our Shareholders</b>
 Employees	<ul style="list-style-type: none"><li>Enriching career</li><li>Learning, development &amp; training</li><li>Health &amp; wellness benefits</li></ul>	<p>Enable employees to thrive, be respected, and valued, and thereby achieve their full potential</p> <p>Provide a safe and enabling environment with a focus on employee well-being</p>	 Good Health and Well-Being  Gender Equality  Decent Work and Economic Growth	<a href="#">Read More...</a> <b>Our People</b>
 Society	<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>	<p>Enable sustainable and equitable development</p>	 Quality Education  Gender Equality  Reduced Inequalities	<a href="#">Read More...</a> <b>Contribution to Society</b>
 Economy	<ul style="list-style-type: none"><li>Promotion of SMEs</li><li>Civic infrastructure and housing</li></ul>	<p>Contribute to the national agenda by supporting small businesses, financially empower enterprises and individuals and develop housing infrastructure</p>	 Industry, Innovation and Infrastructure  Sustainable Cities and Communities	<a href="#">Read More...</a> <b>Contributing to Our Economy</b>
 Environment	<ul style="list-style-type: none"><li>Responsible consumption</li><li>Waste and emissions</li><li>Efficient use of natural resources</li></ul>	<p>Minimise adverse environmental impacts</p>	 Affordable and Clean Energy  Responsible Consumption and Production  Climate Action	<a href="#">Read More...</a> <b>Protecting the Environment</b>





# Responsible Governance

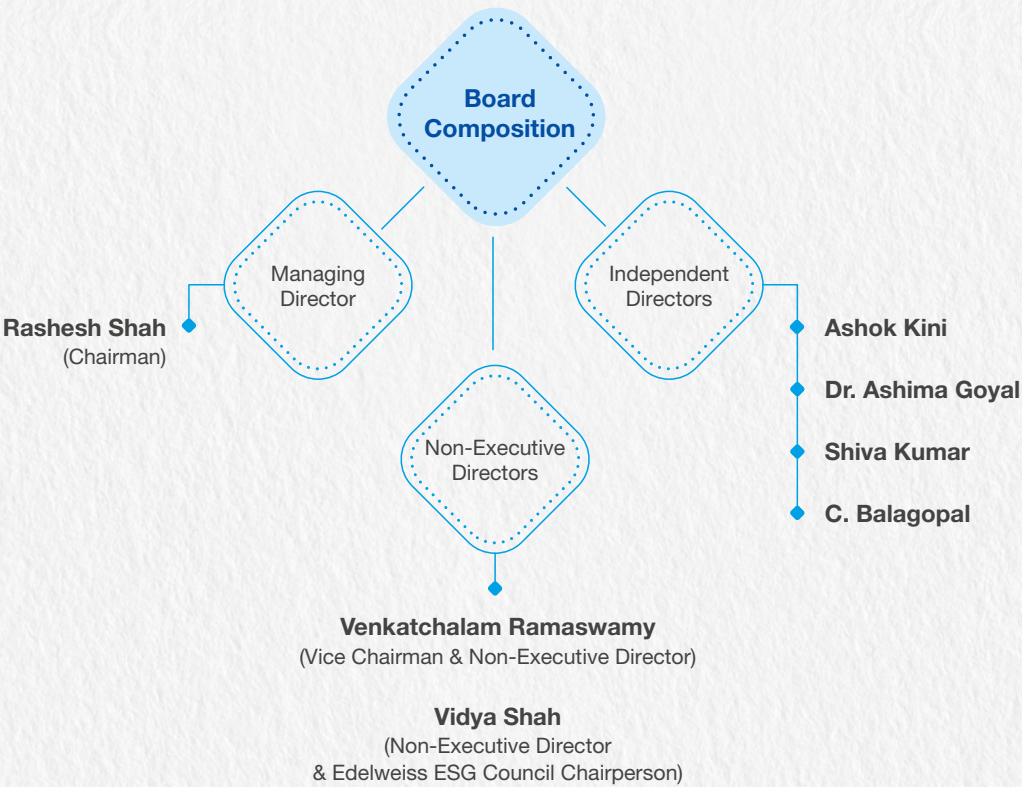
At Edelweiss, Governance stands as the bedrock of our operations. It enables us to serve our stakeholders with efficacy, establishing a resilient framework for business growth and fulfilment of our mission.

Our policies and procedures comply rigorously with relevant national and global laws and regulations, offering transparent directives for expected standards of professionalism and conduct.

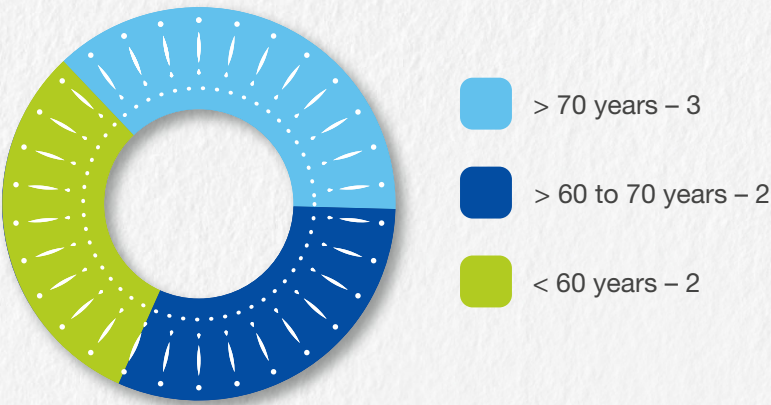
## Governance Structure

7-member Board with two women Directors.

- Balanced Board composition with over 270 man-years of experience.
- Board members strive for 100% attendance and active participation in all Board and Committee meetings.

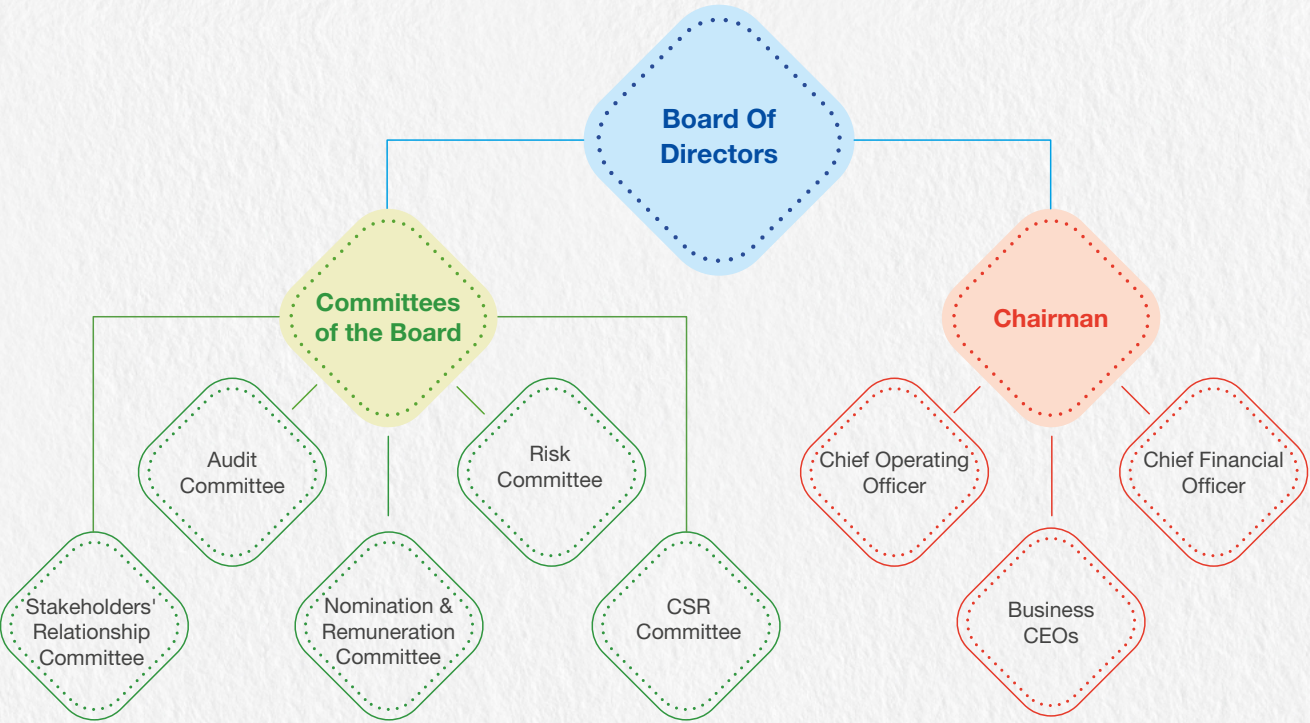


Two Board Members are below 60 years of age and three are above 70 years.



Detailed profile of our Directors and details of the composition of the Board Committees and their terms of reference are available on our website.

## Board Committees and Organisation







Governance forms the cornerstone of our operations. It empowers us to serve our stakeholders effectively, establishing a robust framework for business growth and fulfilment of our mission.



ESG Governance at Edelweiss

ESG Council is in place since FY20 to provide effective governance for addressing 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

Edelweiss' ESG agenda is further augmented by a CSR Committee and EdelGive Foundation.

Legal and Regulatory Compliance

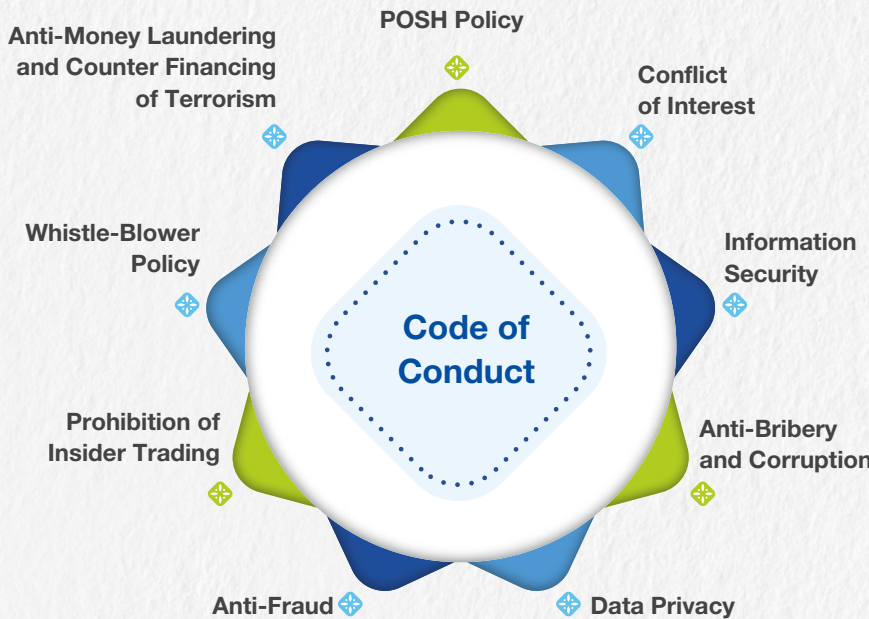
All businesses at Edelweiss operate with a strong culture of compliance, regulatory standards, and remediation of escalations.

- Business compliance officers and decentralisation of ownership.
- Automation of regulatory compliance through technology-based application.
- Periodic review of regulatory compliances, directives of sectoral regulators, and the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations 2015 by the Board and its Committees.
- E-learning modules and expert sessions by law firms and experienced relevant consultant firms to keep updated on governance practices.

Frameworks and Policies

The Edelweiss Code of Conduct adopted at an organisational level outlines our commitment and sets out a roadmap for employees, senior management, and Directors, covering critical areas such as professional integrity, honesty, and ethical conduct.

These policies are available for reference on our website, [www.edelweissfin.com](http://www.edelweissfin.com). Additionally, our detailed report on responsible governance summarises the key highlights and details on implementation of these policies.



Periodic communication on awareness and training on POSH provided for all relevant stakeholders:



Over 82 members of the Internal Complaints Committee (ICC) across businesses trained on Prevention of Sexual Harassment (POSH) policy investing over 185 training hours



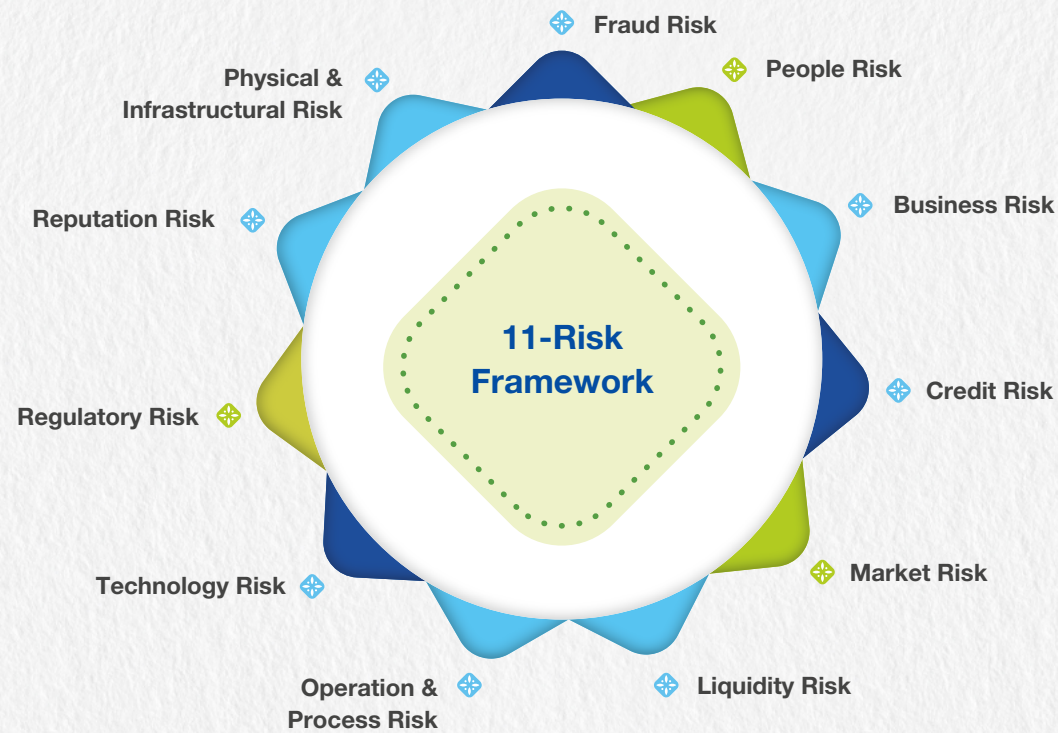
Employees at the time of joining Edelweiss and thereafter on an annual basis, complete trainings on Anti-Money Laundering and Counter Financing of Terrorism (AML/CFT), POSH, Prohibition of Insider Training and Whistle-Blower policy through the SHIELD module

- No POSH cases in EFSL in FY25.
- 3 POSH cases across businesses in FY25.



Risk Management

- Risk Committee constituted to devise and adopt risk management frameworks and plans for identification, evaluation, and assessment of risks.
- Incident/Exception reporting mechanism adopted to ensure timely reporting on any deviation from policies and processes.
- Risk management training programme facilitated for employees.
- Eleven-Risk Framework adopted to identify, quantify, and monitor risk events in a comprehensive risk register across Edelweiss.
- We have formulated a Risk Management Policy. It is included in our 13 guiding principles, and is a crucial element of our philosophy.
- Independent assurance on the effectiveness of the risk framework provided by Internal Audit.



Data Privacy

- Significantly enhanced our cybersecurity governance and data privacy practices through the implementation of ISO 27001 and ISO 27701 respectively.
- No reported cases of loss of customer data or breaches of customer privacy.
- Invested in specialised training and certification for key stakeholders to implement robust data privacy initiatives.

Security & IT Governance

- Increased adoption of AI-powered security solutions to effectively respond to modern threats.
- Undertook major cyber programmes to enhance the cyber incident response preparedness across various businesses.
- Data protection has been further bolstered by the usage of modern cutting-edge technologies that enhance our ability to respond to data risks more efficiently.
- Enhanced cloud security controls to include additional compliance and security standards to further secure cloud adoption.
- Identity being a key pillar of our zero-trust security strategy, undertook further enhancements in this area by leveraging cloud-native identity protection.
- Strengthened overall cyber resilience as a result of above implementations & few other additional security controls.

Suppliers and Vendor Relationship Management

- Framed Comprehensive Enterprise Procurement Guidelines in accordance with the Edelweiss ESG policy.
- Know Your Vendor (KYV) norms adopted by Edelweiss, covering all stages of the vendor lifecycle.
- Mandatory vendor sign-off on a supplier code of conduct initiated, specifically enumerating vendor compliance with applicable environmental laws, regulations, and other ESG parameters.
- Rolled out and adopted the framework across business groups within Edelweiss.

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.

- The Company had over 2,60,000 shareholders as of March 2025. Necessary regulatory disclosures were made to the Exchanges.
- 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. No grievances were received from the shareholders. 222 grievances were received from bondholders, which were suitably responded to.
- ❖ Multiple modes of communication with investors.
  - ◆ Investor collaterals
  - ◆ Stock exchange filings
  - ◆ Investor letters
  - ◆ E-mails
- ❖ Proactive engagement with shareholders.
- ❖ Adoption of effective mechanisms and information systems to enable planning, execution, and tracking investor outreach initiatives.
  - ◆ Analyst calls
  - ◆ Website
  - ◆ AGM

❖ Customer Experience

At Edelweiss, customer centricity is the bedrock of all that we do. We serve a diversified client base that includes corporations, institutions, and individuals.

- ❖ Addressing customer concerns through physical, digital, ATL and BTL engagement, across customer journey, from pre-sales to servicing.
- ❖ Constitution of a customer council and retail forum comprising senior business leaders for improved synergies and collaboration.
- ❖ 10.3-million customer base as of FY25.
- ❖ Sophisticated complaint management systems adopted.
- ❖ Customer experience officers forum initiated to share best practices and drive learning across customer representatives.
- ❖ Robust customer experience framework adopted, based on the C-WOW ASSURED guidelines.
- ❖ Robust measurement of customer experience through a combination of metrics
  - ◆ Individual business-led performance measures.
  - ◆ Digital net promoter score.
  - ◆ Robust measurement of customer experience through a combination of metrics.



At Edelweiss, our unwavering commitment is to deliver enduring value for both our stakeholders and society at large. We hold a steadfast conviction that an inclusive society rests on the pillars of educated children, empowered women, and resilient communities.

Through our strategic business ventures and philanthropic efforts, we endeavour to cultivate an equitable and sustainable environment where communities can prosper and thrive.



Gender Equality



Decent Work and Economic Growth



Good Health and Well-Being



Quality Education



Reduced Inequalities



We firmly believe that an inclusive society hinges on educated children, empowered women, and resilient communities.







# 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 11 projects with 11 NGO partners across 9 states in India in FY25. Over the years, through our NGO partners, we have been able to create a significant impact:

- ◆ **2.70 Lakh** (17,274 in FY25) women and girls supported in their fight for addressing gender equality related issues.
- ◆ Supported **46,079** (6,522 in FY25) survivors of domestic violence and/or sexual violence in the legal journey.
- ◆ **32,030** (5,485 in FY25) women and girls supported under financial inclusion programmes.
- ◆ **71,150** (14,004 in FY25) women supported to get access to rights and entitlements.
- ◆ **35,106** (9,501 in FY25) grassroots leaders developed and supported.
- ◆ Formed **6,173** (91 in FY25) SHGs/JLGs.

## The Coalition for Women Empowerment

This 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. The coalition is currently supported by Ford Foundation, Chintu Gudiya Foundation, Forbes Marshall, and David and Lucile Packard Foundation.

## Stree-Leads: Women in Leadership

In December 2023, aligned with the government's focus on women-led development and endorsed by Hon'ble G20 Sherpa Mr. Amitabh Kant, Stree-Leads launched "A Study on Pathways to Leadership for Women in Finance and Economic Sectors." The study reveals unique challenges women leaders face, offering vital recommendations for corporate and government to foster women's leadership in the private sector.

Building on the insights from this research, Stree-Leads is dedicated to accelerating women's leadership in BFSI, Tech, and Social Enterprise/Philanthropy by dismantling social barriers hindering women's career growth and

championing women's advancement across industries. Through modern media and broad outreach, Stree-Leads seeks to empower early-career professionals, mid-career aspirants, established leaders inclined to mentor, and women re-entering the workforce. The programme prioritises mentorship, networking, and role-modelling, delivering practical leadership strategies while advocating for gender equity and inclusion. It also supports women navigating challenges like bias, imposter syndrome, and work-life balance, with focus on BFSI, Tech, and Social Impact sectors.

The approach adopted by Stree-Leads included the following strategies:

- ◆ **Stakeholder Engagement:** Active engagement through a dedicated LinkedIn page to foster conversations and connections.
- ◆ **Capacity Building:** Offering resources and training programmes to enhance women's leadership skills.
- ◆ **Mentorship:** Providing one-on-one guidance and support to women leaders at various stages of their careers.
- ◆ **Knowledge Products & Thought Leadership:** Sharing insights through leadership journeys and expert perspectives.
- ◆ **Social Media Showcase:** Highlighting role models and leadership journeys on LinkedIn and Instagram.
- ◆ **PR Activities:** Conducting public relations campaigns to increase awareness and drive engagement around women in leadership.
- ◆ **Strategic Collaborations:** Building partnerships through networking events to create a supportive community.



Workforce Distribution

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



26% female employees in total workforce as of 31 March 2025.



22% of the total 583 contract staff is female.

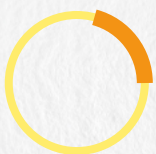
Proportion of female employees by management level as against total employees, new hires, exits;

Female Employees

30% Junior



21% Mid

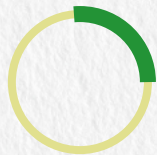


13% Senior

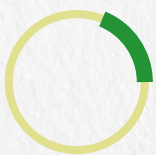


New Hires

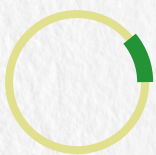
28% Junior



19% Mid



11% Senior



Exits

27% Junior



19% Mid



14% Senior



Above data as on 31 March 2025



Decent Work and Economic Growth

Inclusion and Workplace Diversity

At Edelweiss, inclusion and workplace diversity are more than principles — they're embedded in our culture and drive better decision-making, innovation, and a sense of belonging. Embracing diversity helps us create a fair, respectful, and equitable environment that attracts

and retains top talent. Through our All In. initiative, we champion collective responsibility in building a truly inclusive workplace. Here's how our commitment takes shape:

- Inclusive Policies:** From Equal Opportunity to Parental Leave, our policies are designed to ensure inclusion at every stage of the employee journey.
- Inclusive Behaviours:** We nurture a culture of respect, empathy, and openness, encouraging all employees to value and learn from diverse perspectives.
- Flexibility at Work:** Our flexible working models accommodate a wide range of personal and professional needs, ensuring inclusivity in how work is approached.
- Inclusive Leadership:** Leaders play a key role in recognising and addressing unconscious bias while fostering a culture of inclusive decision-making.
- Awareness and Sensitisation:** Regular training under the POSH Act and other awareness programmes equip employees to maintain a safe and respectful workplace.
- Employee Voice:** We actively listen to our people through 1:1 conversations, focus groups, and town halls — creating space for feedback, ideas, and collaboration.
- Cross-Functional Collaboration:** Diverse teams bring together different skills and viewpoints, sparking creativity and innovation across functions.
- Grievance Platforms and Committees:** We offer structured platforms and dedicated committees to address employee concerns with sensitivity, confidentiality, and fairness ensuring every voice is heard and respected.
- Inclusive People Practices:** Our talent processes — including performance reviews, succession planning, and development programmes — are designed to offer equal opportunity to all, irrespective of identity or background.

Additionally, our initiatives promoting inclusion include:

- Writing Her Story:** Women leaders share impactful narratives to inspire and empower fellow women in the organisation. The series this year spotlighted powerful voices in media, creative fields, and literature, emphasising the transformative impact of storytelling in shaping narratives, building influence, and inspiring change.
- Celebrating Parenthood with Thoughtful Hampers:** Parental hampers were sent to new parents, sparking heartfelt thank-you notes and joyful LinkedIn posts in appreciation of this thoughtful gesture.



**Youthful & Diverse Talent Pool:** We actively on-board freshers, interns, and capable undergraduates, bringing fresh ideas and energy to the organisation.

**Empowering Women Leaders:** The programme was launched for our Life Insurance business's female managers. The 2-day workshop guided by the D&I council included mentorship, team coaching, and leadership presentations, creating a vibrant platform for holistic professional growth.

**Hiring Sensitisation Sessions:** These sessions are conducted for recruiters to promote inclusiveness and reduce biases.

**Empowering Women, Enabling Growth:** Regular policy reviews and initiatives such as wellness webinars, work-life balance sessions, financial planning, and recognition platforms like WOW Café and WOW Champions empower and celebrate our women employees.

**Collaborative Culture:** Platforms like Exco groups, Regional Exco sponsors, social committees, internal project teams, and focused group discussions drive cross-functional collaboration and exchange of ideas.

Talent Acquisition

At Edelweiss, our people strategy remains rooted in attracting and retaining high-calibre talent that aligns with our values, business priorities, and growth aspirations. In FY25, we focused on building core capabilities across key functions including Investment, Compliance, and Research. Our recruitment methodology continues to evolve,

with an emphasis on digitisation, inclusivity, and building sustainable pipelines for the future. This year, our talent acquisition efforts focused on developing young talent, ensuring leadership continuity, and enhancing the quality and integrity of our hiring process through innovation and technology.

Performance Management

At Edelweiss, our robust performance management system empowers employees to leverage their strengths, areas for improvement, and align individual goals with overarching business objectives. This framework enhances performance through continuous, constructive feedback from supervisors, complemented

by structured annual assessments. It fosters a culture of transparency and collaboration, encouraging open dialogue between reporting managers and team members, and promoting mutual respect and alignment of expectations.

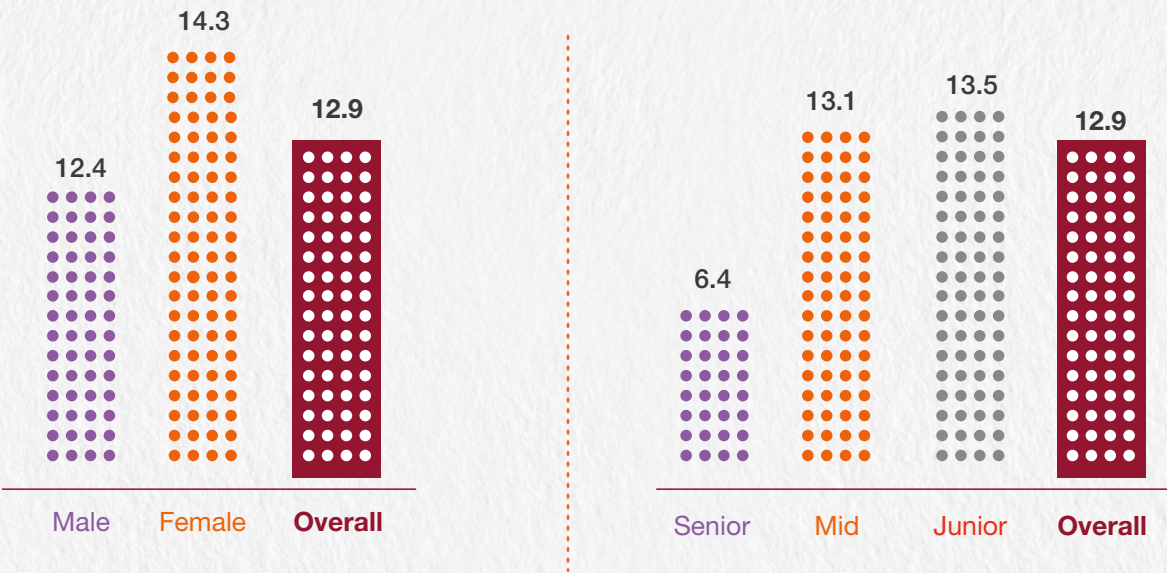


Learning & Development

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



Average number of hours of training per employee by gender and by management level (FY25)



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

GOC

The Group Operating Council (GOC) is composed of business CEOs and key executives within Edelweiss. Beyond their daily management responsibilities, they hold pivotal roles in shaping Edelweiss' overarching strategic direction.



❖ **ManCo**

This group consists of senior leaders from different businesses within Edelweiss. While their focus is on managing their individual functions, this forum serves as a platform for them to interact and build connections with each other, promoting collaboration and synergies.

❖ **Besides ManCo, Other Leadership Development Initiatives Include:**

❖ **Strengthening Leadership at Every Level:**

As part of our commitment to building a future-ready workforce, we invested in structured development journeys for both emerging and senior leaders — tailored to their unique growth stages and business responsibilities.

◆ **Emerging Leaders (EL) Development:**

A focused 18-month journey designed to empower our next-generation leaders through expert-led masterclasses, action learning projects, leadership café sessions, field visits and mobile-first learning via the iDev app. Focus areas included Managing Self, People, Performance, & Business.

◆ **Senior Leaders (SL) Exposure:**

A curated experiential learning visit to Mundra Port offered valuable exposure to large-scale operations, infrastructure, and global supply chain ecosystems, enhancing their ability to make informed strategic decisions.

❖ **Senior Leadership Team (SLT) Forum:**

Comprises Senior & Executive VPs reporting to EXCO, with ~5.5 years average tenure, ensuring leadership continuity. Monthly forums drive discussions on strategy, innovation, and organisation-wide challenges. In 2024, IDPs were created for the cohort, succession planning was actively tracked (0.80 ratio), and role movements used to maintain engagement and growth.

❖ **Project Synergise:**

A 60-day initiative for CEO Circle members and top performers, designed to build hands-on leadership through strategic projects. Over 100 participants gained exposure to collaborative problem-solving, real-time learning, and impactful process improvements.

❖ **Young Leaders (YL):**

This programme is for Firstline Supervisors & Branch Ops Executives, focused on foundational managerial skills with 90% retention and 96% feedback score; enabled career-aligned role movements.

❖ **Emerging Leaders (EL):**

This programme is for Managers & Chief Managers, designed in partnership with SP Jain School of Global Management, to build functional capabilities; over 17% of participants transitioned to aspirational roles.

❖ **Business Leaders (BL):**

This programme is for AVPs & above, designed in partnership with IIM Calcutta, to develop strategic leaders; 68% of VPs and 87% of DVPs promoted internally, showcasing strong internal mobility.

❖ **CEO Circle:**

A flagship year-long journey for high-performing talent offering mentorship, cross-functional exposure, and enhanced visibility. This year, 21 employees from our Credit businesses participated, each paired with a senior mentor.

❖ **Employee Welfare**

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



Open-Door Policy



Bereavement Policy



Flexible Working Hours



Parental Leave Policy  
Availed by 3.7% Employees in FY25



Sabbatical Leave



Hybrid Working Model

❖ **Contribution to Economy**

At Edelweiss, our objective is to maximise returns for stakeholders while positively impacting society and the economy. Our strength lies in our diverse business model, offering customers a range of financial products and services to help them achieve their economic goals.

**Employment by Edelweiss**



5,769

total workforce  
as of 31 March 2025



25%

of the workforce is less  
than 30 years of age

**Responsible Investment**



We have been publishing comprehensive Sustainability Reports since FY20 which showcase our performance against adopted benchmarks and are aligned with globally accepted and UNPRI-aligned reporting standards. Our latest ESG report was aligned with GRI, ILO Declaration on Fundamental Principles and Rights at Work, UNGC, International Bill of Human Rights, UNSDG, SASB, UNPRI, OECD, Equators Principles, International Finance Corporation and Social Accountability International.



Our solar assets have generated around 1,251,000 MWh of renewable energy of which avoided 1.08 MMTCO<sub>2</sub>e carbon emissions. 94,361 kilolitres water has been conserved through robotic cleaning of solar module and rainwater harvesting.




Invested-\$724 million in special situations since FY22 has helped free up capital of banks/non-banks and/or in the revival of companies.




- ❁ EAAA Alternatives became signatory to the United Nations-supported Principles for Responsible Investment (PRI) in January 2023.
- ❁ Under our Asset Management platform, Sekura, two of our highway assets were honoured with the International Safety Award and the OSH Awards 2024 – Excellence in Road Safety – Technology and Service. Additionally, two of our energy assets received the OHSSAI Annual HSE Excellence & ESG Global Awards 2024 in the Gold Award category.
- ❁ Invested ~\$200 million in renewable energy assets till date, contributing meaningfully to India's clean energy transition.
- ❁ Our transmission infrastructure consists of transmission lines spanning 1,835 circuit kilometres, supported by a network of 2,339 towers. These assets facilitate reliable and efficient power distribution across the operational regions. Our renewable energy portfolio includes solar power assets with an effective operational capacity of 1,255 megawatts (MW) AC, contributing significantly to clean energy generation and supporting our commitment towards sustainability and environmental stewardship. Our highway portfolio spans 5,737 lane kilometres across various regions in India, supporting critical transportation infrastructure and enhancing regional connectivity.


Supporting Small Enterprises



Strategic focus continues to centre on MSME lending. This pivot towards retail has delivered significant results, with disbursements reaching ₹3.42 billion this year



Partnership with Central Bank of India, IDFC First Bank and Godrej Capital continues to deepen



Continued disbursements under the Co-Lending Model

Affordable Housing

More than 50% of the housing loans financed in FY25 were in the affordable housing segment, with an average ticket size of ₹1.6 to ₹1.7 million.

- ❁ **21%** of the retail customers are new to credit customers.
- ❁ **61%** of the retail disbursals are for self-employed customers.
- ❁ **74%** of the loan book accounts for homes in non-metro cities.

Asset Reconstruction

- ❁ Exited 40 assets during the year with total recoveries of ~₹5,700 Cr
- ❁ Protected over **30,000** jobs through revival of sick companies since inception

Insurance

- ❁ Covered **6,68,207** lives as on 31 March 2025
- ❁ Covered **18,96,132** individuals under our health insurance policies as on 31 March 2025



...our objective is to maximise returns for stakeholders while positively impacting society and the economy.



Good Health and Well-Being

Employee Health & Safety

- Edelweiss has always recognised that its greatest asset lies in its people, and ensuring their well-being and safety remains paramount within our culture of employee care. As we adapt to hybrid work environments, our commitment to the holistic wellness of our employees remains steadfast. Under the banner of #FitWithEdelweiss, we pledge to support our employees in mind, body, and soul.
- ❁ We offer comprehensive health coverage, which extends not only to our employees but also to their immediate family members. 29% of employees availed Mediclaim benefit for self and 11% availed for their family members.
  - ❁ Initiatives such as wellness webinars, Zumba sessions, Yoga Day aim to raise awareness about overall health, fitness, and well-being.



- ❁ Regular health talks with medical experts cover various topics such as heart health, stress management, immunity, and cancer awareness, ensuring employees stay informed and proactive about their health.
- ❁ A corporate wellness initiative was organised in collaboration with the Sports Authority of India, under the Fit India Movement launched by Hon'ble Prime Minister of India Narendra Modi. The activities focused on promoting both physical and mental well-being.
- ❁ Our focus on wellness has contributed to the Life Insurance company's recognition as a Great Place to Work for five consecutive years, as well as accolades like being ranked in the Top 50 Workplaces for Innovation and Top 25 in BFSI.
- ❁ We organise on-site medical camps, including dental and eye camps, offering employees essential health services. Proactive medical check-ups are also conducted with strong participation rates.
- ❁ Reduce employee risk against drugs and illegal substances by providing a Drugfree Workplace.
- ❁ We have introduced CPR training sessions to equip employees with essential life-saving skills. This initiative aims to build a safer workplace by ensuring our people are prepared to respond effectively in emergency situations — both at work and beyond.
- ❁ For senior leaders, we focus on personal and leadership development through wellness workshops using expressive art and movement therapy, aimed at improving leadership clarity and overall wellness.
- ❁ Blood donation camps and community wellness programmes reflect our commitment to social responsibility and employee engagement.
- ❁ As part of the Stress Management programme, we have set up an exclusive helpline to connect employees with qualified practitioners who quell myths and provide counselling services.
- ❁ Fire safety site inspections executed at regular intervals.
- ❁ We introduced the Stepathon in our EAAA business — a fun and competitive step challenge encouraging employees to stay active. With milestone-based rewards, this initiative fosters healthy habits and a spirited approach to fitness across the organisation.
- ❁ Employees and their spouses are provided with the opportunity to undergo a thorough annual health assessment at any of our network hospitals or diagnostics centres.
- ❁ We place high priority on the health and safety of our employees by ensuring a secure working environment and implementing safety training programmes. We also extend our focus on the health and well-being of employees' families by providing support through our Central Incident room, which is available 24/7 to handle emergency situations and provide accurate information on emergency protocols.



## Quality Education

EdelGive aspires to provide all children equal access to quality education, irrespective of background, gender, and socioeconomic 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 categorised its work around four priority areas:



Enhancing Learning Outcomes and School Transformation



Innovation & Experimentation



Early Childhood Education



Research & Advocacy

In FY25, EdelGive worked with 8 NGO partners while supporting 10 projects across 4 states of India. Over the years, through our NGO partners, we have been able to create a significant impact:

✦ Reached out to **2.2 Cr** children through our learning enhancement programmes, surpassing our own target this year.

✦ Worked closely with and supported over **7.6 Lakh** teachers and Government officials for delivery of quality education.

✦ Supported **1,26,514** schools through the Quality Education programme.

In 2016, EdelGive launched an initiative in partnership with the Government of Maharashtra to address learning disparities among children in government schools. What began as a focused intervention across 4 of the state's 36 districts has now progressed into its third phase, State Transformation, which engages directly with senior state education bodies to catalyse systemic capacity enhancement and institutional reform. The initiative, now known as The Collaborators for Transforming Education, has emerged as one of Maharashtra's most exemplary Public-Private

Partnerships (PPP), earning commendation from the Government of India as a national best practice in CSR, following its formal presentation by the state government. Furthermore, the World Bank and UNICEF collaborated with the Maharashtra State Education Department to convene a Leadership Dialogue featuring distinguished industry leaders. This platform was designed to cultivate entrepreneurial mindsets among school children, particularly young girls, by positioning entrepreneurship as an empowering and viable career trajectory.





## 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 FY25, EdelGive has supported 11 projects of 8 NGO partners, working with the most vulnerable communities across 8 states in India. Over the years, through our

✿ Average **80%** (FY25) enhancement in annual income of farmers.

✿ Trained **2,59,381** families (7,160 in FY25) for sustainable agriculture.

EdelGive became strategic partners to the Migrants Resilience collaborative, a multi-stakeholder coalition, focused 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. In the last six quarters, it has achieved 60% of the total planned outreach.

NGO partners, we have been able to create significant impact, achieving our targets in a few critical areas:

✿ Strengthened **8** Farmer Producer Companies (FPCs).

Through their initiatives, EdelGive has provided support to 125 NGOs during the last financial year through various trainings, workshops, intensive support, etc. 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 focusing on long-term sustainable problem solving, and willingness to adopt new technologies.



## Protecting the Environment

Building and supporting sustainable practices form the foundation 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 businesses.



Climate Action



Affordable and  
Clean Energy



Responsible  
Consumption  
and Production



*Building and supporting sustainable practices form the foundation of our stewardship towards protecting our environment.*







## 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) **8,556** (6,645 in FY25) watershed structures for water conservation.
- Brought under irrigation **3,862** (443 in FY25) hectares of land, for enhanced agriculture yield.
- Funded and influenced **₹850 Cr** (₹80 crore in FY25) including advisory towards sustainable livelihood programmes, over the past 8 years (2017-2025).
- Supported **31,884** farmers (4,915 in FY25) 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 increasing the proportion of renewable energy usage across our operations, through investments in sustainable energy solutions.

### Energy Consumption and Savings



Total electricity consumed in FY25 stood at 9,408 Mwh

Current energy Intensity has increased to 171 kwh/sq. mt. p.a. as against 139 kwh/sq. mt. p.a. However, in comparison to the benchmark of 182 kwh/sq.mt. p.a. we continue to remain more efficient

## Renewable Energy Capacity

- Solar Power Captive Generation:** Solar power installation of 1.2 MW capacity established at Solapur, Maharashtra for Edelweiss House. This plant was restored in May 2024.
- Wind Power Purchase Agreement:** Wind power under the purchase agreement for Edelweiss House is 1.28 MW capacity. Generation of 1,372 Mwh in FY25 led to carbon emission savings of 1,028 tonnes. (The increase in generation is due to credits of FY24).
- Solar Roof-Top Generation:** Solar power installation of 0.06 MW capacity at Alibaug, Maharashtra for Fountainhead. This plant generated electricity of ~37Mwh during the year which led to carbon emission savings of 28 tonnes.

## Energy-Saving Initiatives

- Automatic Monitoring & Control drive on Treated Fresh Air (TFA) is saving 15 Mwh/p.a. units and reducing 11 Kt of Co<sub>2</sub>/p.a.
- Automatic Temperature Control drive on Outdoor Unit Ventilation system is saving 11Mwh/p.a. units and reducing 8 kt of Co<sub>2</sub> /p.a.
- Across all offices and premises, Edelweiss has converted 100% of fixtures from conventional lighting to LED.
- Automatic switches and sensors have been installed in unmanned areas to reduce energy consumption.
- Sleep mode and Night mode lighting automation has been enabled to conserve electricity.
- Default ambient temperature of all public areas and meeting rooms has been set at 24°-26°C as per Bureau of Energy Efficiency (BEE) and government regulations.
- HVAC schedule running operation has been modified, helping us to reduce the unnecessary operation of ACs.
- At our Alibaug Leadership Centre — Fountainhead, the swimming pool pump operation has been revised as per chemical and load demand. Introduction of the flood conventional sediment filter process has served to reduce pump operation.
- We have integrated the Air Handling Unit (AHU) variable frequency drive with AHU room sensors, which modulates the Variable Frequency Drive (VFD) on sensing the return air temperature resulting in better optimisation.





# 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 26% in comparison to pre-pandemic level of FY20.

### Total Water Consumption (Megalitres)



59.9  
(2020)



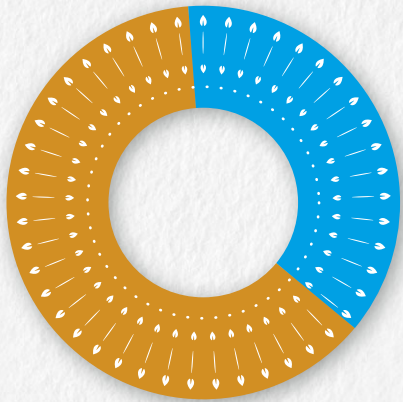
44.2  
(2025)

## Water Conservation Initiatives

- Recycled 29 megalitres of waste and sewage water through a sewage treatment plant and supplied to the garden.
- Reduction of water consumption through use of fine aerators and regulation of water flow.
- Recycling of sewage water decreased by 16% in FY25 to 28 megalitres.
- Water conservation by installing waterless pots at all urinals.
- Operation of alternate washbasin/outlet fixtures due to low occupancy.
- Installation of a borewell with tube settler mechanism which collects water flowing from the canal during the monsoon and transports it to the bore casing through a sediment filter.

## Emissions

### GHG Emissions (Kilotonnes)



Scope 1 — 6.3

Scope 2 — 3.7

Our GHG intensity decreased by 0.7% in FY25, as compared to previous year.

Scope 3 emissions were NIL during the year.

## Waste Management

- 3 Rs of Waste Management, viz Reduce, Re-use and Recycle have been organically incorporated in our day-to-day routines.
- Compost production from food waste increased to 12.4 tonnes.
- Recycling of sewage water decreased by 16% in FY25 to 28 megalitres.

Initiatives for Paper Conservation & Waste Management:



12.4 Tonnes

of food waste converted into compost by composting machine



6.33 Tonnes

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



E-Waste  
3,175 Kg

The high value of e-waste generation is owed to the sale of scraped assets from the closure of a subsidiary.



