

360° Approach to Change

360 ONE WAM Limited

**Sustainability Report
2022-23**



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MESSAGES FROM THE KEY PEOPLE



Nilesh Vikamsey
Independent Director,
Chairman

Dear Stakeholders,

Warm greetings !

I am honoured to write to you as the Chairman of 360 ONE WAM Limited. The name '360 ONE' signifies our unwavering commitment to placing our clients at the centre of everything we do. We have embraced a holistic approach to wealth management, offering a comprehensive product bouquet to our client's wealth and legacy. With thorough research and a team of experts across various asset classes, we prioritize guiding our clients in preserving, managing and growing their wealth. Our shared vision of success ensures that our interests are

aligned and together, we strive for excellence.

In the ever-evolving landscape of the financial services sector, we find ourselves at a pivotal moment. The transformative power of financial services extends far beyond economic growth and profit. Today, we have the opportunity and the responsibility to play a vital role in solving the critical issues that shape our world. We have recognized the urgent need to address challenges such as climate change, social inclusion, innovation and global development. At 360 ONE, we are firmly committed to harness the power of finance to drive positive change in these areas. As we navigate this transformative era, we

acknowledge the profound impact of environmental, social and governance (ESG) considerations on our long-term success and the value we create for our stakeholders. We believe that by integrating sustainable practices, we can contribute to the well-being of our planet, society and economy, while safeguarding the interests of our stakeholders.

In this Sustainability Report, we present the efforts undertaken by 360 ONE to enhance the efficiency of our operations, systems and processes while maximizing value for our stakeholders. We have recognized that achieving the highest standards of legal and regulatory compliance

is not merely an obligation but a foundation for effective management.

I invite each and every one of you to delve into our Sustainability Report and witness the efforts we have taken. From environmental conservation and social impact to diversity and inclusion, corporate governance and ethical business practices, our report reflects our dedication to creating a more sustainable future. We recognize that this is just the beginning and we are committed to continuous improvement, embracing innovation, evolving our practices to meet the ever-changing demands of the world.

It is through our collective efforts that we can embrace Sustainability as a driving force for progress. Together, let us forge ahead, working towards a better world for generations to come.

Thank you.

MESSAGES FROM THE KEY PEOPLE



Karan Bhagat

Founder,
MD and CEO

Dear valued stakeholders,

It gives me pleasure to write to you while reflecting upon the efforts our Organisation has taken in pursuit of Sustainability and our endeavour to uphold and integrate environmental, social and governance (ESG) principles into the operations of the Company. Let me share few accomplishments and future ambitions with you.

We embarked on our journey towards integration of Sustainability in operations, governance and business practices with a 360-degree approach with an aim to provide best in class and bespoke

services to our esteemed clients while creating long term value for all the stakeholders, care for environment, wellbeing of employees and contribution to the society at large. As a first step towards our Sustainability journey, we identified our key stakeholders and conducted a comprehensive materiality assessment with them seeking their inputs to arrive at our key focus areas, in FY 2021-22.

In FY 2022-23, we took the journey forward with focused efforts which yielded encouraging results. We reduced our scope 1 and 2 emission intensity per employee by 84% (by procuring 100%

green energy from Tata Power for our Mumbai Corporate Office). We have integrated ESG as a part of our risk framework for public equities investments in the AMC business. As on March 31, 2023, around 31% AUM under private credit asset class is to ESG positive sectors. Since FY 2021-22 and till March 31, 2023, we have positively impacted 90,000+ unique beneficiaries through innovative blended finance CSR programs. As on March 31, 2023, our gender diversity stands at 31.75% as against industry sector average of 22.5%¹.

¹ as per Aon's India Salary Increase Survey 2022-23

Over the last 15 years, we have transformed into India's premier wealth and alternates management firm, guided by our unwavering commitment to excellence and a steadfast focus on our clients. With a team of over 1000 experienced and skilled experts, we diligently managed the wealth and assets of over 6,900 of India's most successful families. Our clientele includes industrialists, visionary technology founders, leading CEOs, distinguished sportspersons, artists and accomplished professionals, all of whom have placed their trust in us. Together, we have built an unparalleled foundation of trust and excellence. Today, 360 ONE stands as a pillar of strength, managing client assets of around INR 4,13,000 Crore. Our impact extends beyond national boundaries and we serve as a trusted alternative asset manager for some of the world's largest sovereign institutions and university endowments in the United States, Canada and the Middle East. As evidence of our growth, our company is listed on the Indian public markets, with a market value of more than USD 2 billion and our leading investors include Bain Capital, among others.

In a rapidly evolving landscape, we have embraced the transformative power of technology and the evolving expectations of our clients.

We recognize the criticality of virtual engagement for business resilience. By harnessing innovative capabilities, we are delivering new-age services for enhancing client experience. We prioritize building strong relationships, providing personalized assistance and creating a positive and long-lasting impact. In today's interconnected world, cyber security has become a paramount concern for all businesses including wealth and asset management. We prioritize the resilience of our business and continuously enhance our capabilities to safeguard our client's digital assets, ensuring their peace of mind. Our commitment to human capital development prioritizes professional growth, equal opportunities and training, to create an environment where diversity and innovation thrive. We have implemented comprehensive policies to foster inclusivity and have made significant progress in gender diversity, with a remarkable 31.75% gender diversity ratio. These efforts not only strengthen our Organisation but also contribute to the broader advancement of our industry and society. Furthermore, we understand the vital significance of addressing global concerns and contributing to the Sustainable Development Goals (SDGs). We are also reinventing traditional grant-giving, taking a more

catalytic, innovative approach by utilizing blended financing instruments consistent with corporate social responsibility (CSR) rules. This enables us to maximize social return and contribute to the betterment of society. In closing, I extend my heartfelt gratitude to all our stakeholders for their unwavering support and trust in our Organisation.

Thank you.

ABOUT THE REPORT

360 ONE WAM LIMITED ("**Company**") recognises the importance of creating value for all of its key stakeholders (including customers, investors, employees, value chain partner, media, regulators and communities). As a responsible wealth and asset management firm, the Company endeavour to integrate Environmental, Social and Governance ("**ESG**") considerations into its operations and investment decision-making process to generate sustainable returns for its clients, while creating a positive impact on society and the environment. Its ESG efforts are aimed at delivering Sustainability goals and making a meaningful contribution towards a better future.

Since FY 2021-2022, the Organisation has integrated ESG disclosures into its annual report as part of the Business Responsibility and Sustainability Report (BRSR). This aims to communicate Sustainability efforts of the Company and demonstrate its commitment to responsible business practices.

With this Sustainability report, the Company aims to share the initiatives taken to integrate ESG into its business operations and create value for its stakeholders and society.

Reporting Guidelines

This Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Referenced.

Reporting Boundary

This report details the Sustainability performance of the Company and its subsidiaries (collectively referred to as "**360 ONE**" or "**Organisation**") for the financial year 2022-23. The data in this report pertains to 360 ONE's domestic operations.

Statement of Use

360 ONE is committed to being transparent to all its stakeholders about the integration of Sustainability practices in its operations.

This report is made with the vision to disclose the 360 ONE's sustainable and ethical business initiatives and create a benchmark for upcoming developments.

Feedback

360 ONE would appreciate feedback and insights on the contents of this report, as it would help in improving its efforts, performance and policies. For feedback and queries please write to us at sustainability@360.one.

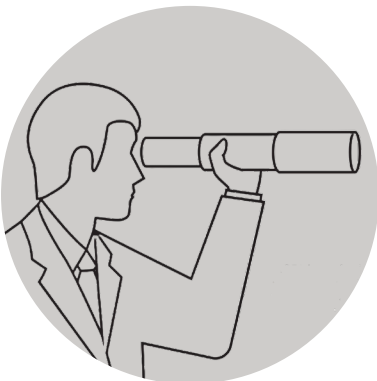
ABOUT 360 ONE

We manage wealth for High net worth Individual (HNI) and Ultra-high net worth Individual (UHNI) Families.

360 ONE WAM LIMITED (formerly known as IIFL Wealth Management Limited), is one of the largest wealth and alternates-focused asset management firms in India. We have built a comprehensive wealth and asset platform over the past 15 years and our new name reinforces our commitment to delivering exceptional value and service to our clients. Our offerings range from wealth and asset management to lending solutions and succession planning services. We offer a comprehensive range of distinct, variable and personalised wealth and alternates-focused asset management solutions through a holistic product platform that serves the discerning needs of India's wealthy.

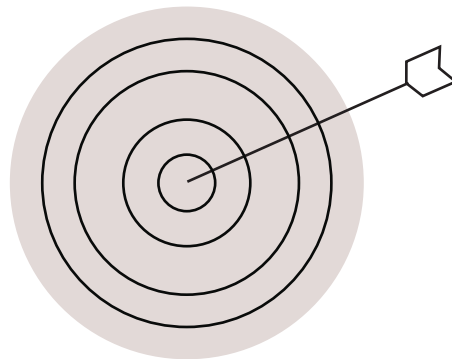
15 years

Wealth and Asset platform



ESG Vision

360 ONE's vision is to be a leading Wealth and Asset Management company and integrate ESG in its operations, governance and business practices with a 360-degree approach for providing best in class, bespoke services to its esteemed clients, for creating long term value for all stakeholders, with care for environment, wellbeing of employees and meaningful contributions to society.



Purpose

360 ONE's purpose revolves around Performance Plus, a philosophy that prioritises achieving measurable, long-term outcomes through various market cycles. The "Plus" denotes the additional value we bring to clients in the form of crafting customised investment solutions, unique experiences and fostering relationships that extend beyond mere figures.



Values



CLIENT-CENTRIC

Our single-minded focus is on our clients, always. We care, we listen, we learn, and we execute to deliver beyond client expectations.



ENTREPRENEURIAL

We have extreme ownership from ideation to execution. We are innovative, agile and outcome-oriented.



RIGHT IN SPIRIT AND LETTER

We do what is right over what is easy, for our clients, fellow employees, and stakeholders. We are transparent, honest, and courageous.



PEOPLE-ORIENTED

We are inspired, collaborative and inclusive. Above all, we respect each other as individuals, colleagues and stakeholders working towards the same goal.



CHANGE CHAMPIONS

We embrace and accept change. We are driven by passion and a positive attitude. We seek opportunities to continuously learn and grow.

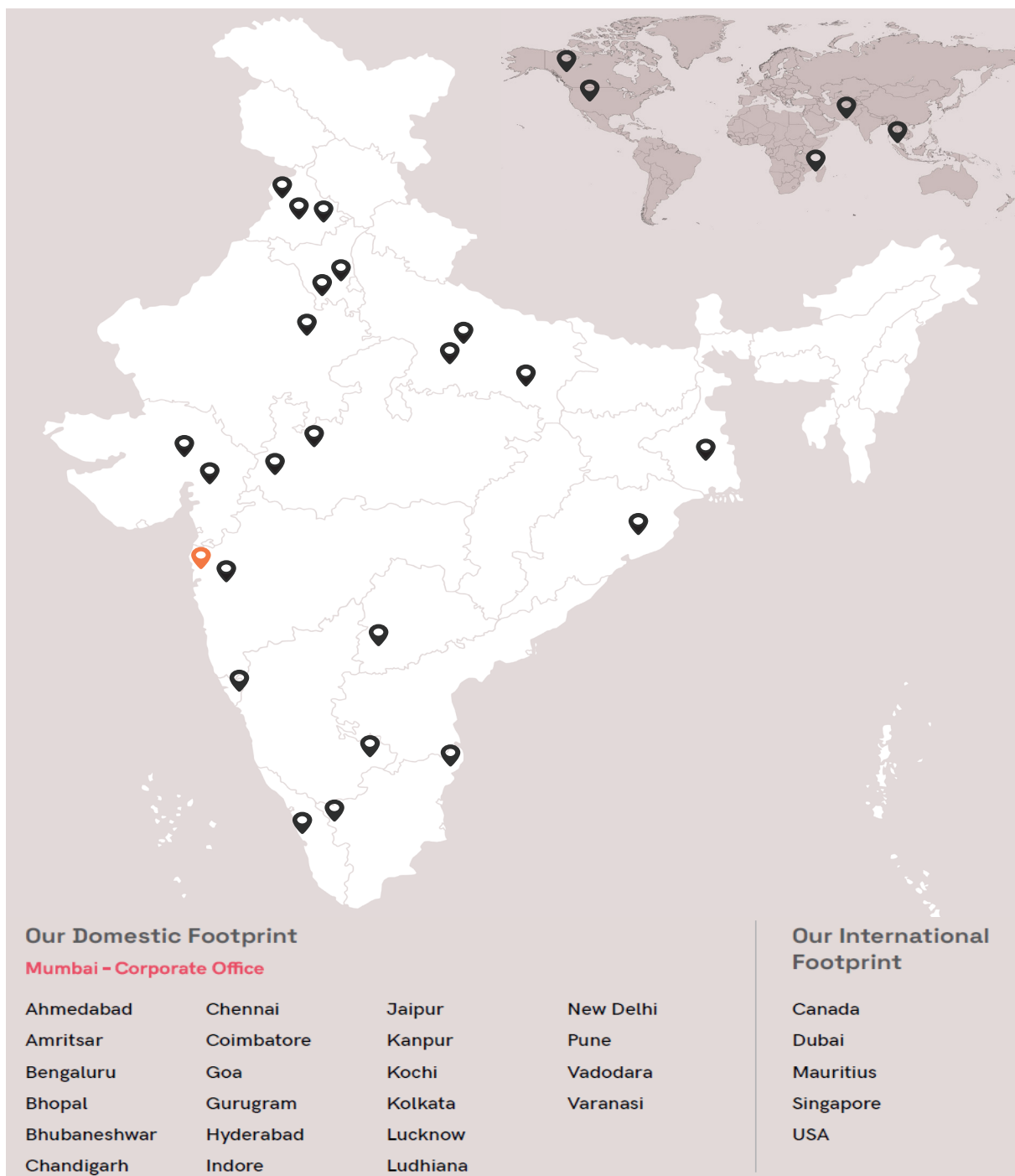


RIGOROUS AND RISK-CONSCIOUS

We are thorough and analytical in our decision-making for clients and our own business. Our enhanced risk awareness and robust governance mechanism helps navigate through all scenarios.

Market Served

360 ONE has a thriving network of physical and digital customer touchpoints across the country. This helps 360 ONE stay closer to its customers as well as drive development for the communities. The branches and touchpoints span 23 locations across India and five international offices, enabling 360 ONE to foster close relationships with its customers and ensure utmost customer satisfaction. 360 ONE also continues to invest in expanding its digital capabilities to complement the physical reach, as well as further enhance its efficiency and customer experience. Domestic and International Footprint of 360 ONE is provided below.



360 ONE Businesses

360 ONE offers a comprehensive range of services, including wealth and asset management, lending solutions and estate planning. It is focused on creating long-term relationships with sustainable business practices that ensure lasting benefits for their clients, investors and the team.

WEALTH MANAGEMENT

360 ONE Wealth has an open architecture which means we recommend the best products in India that meet our client's needs. This is consistently achieved through relationships built on trust generated through sound advice from experts. The holistic advice emerges from deep research and having the best talent in the industry. We offer innovative and comprehensive investment solutions that are tailored to client needs. With this unique proposition, we are truly able to align with our client's interests and be on the same side of the table. Our client segment includes professionals, industrialists, corporate treasuries, senior executives, large traders, funds, endowments, family offices and entrepreneurs.



ASSET MANAGEMENT

At 360 ONE Asset, our primary objective is to generate optimal risk-adjusted alpha for our clients. As the leading alternates-focused firm in India, we offer our clients the advantage of investing in listed equity, private equity, private credit, fixed income and real assets, thereby providing them with an opportunity to capitalise on the growth potential of India. We achieve this goal by utilising our extensive expertise in alternative investments, in-depth knowledge of Indian markets and a team of seasoned investment professionals. The sizeable and growing asset management business is the market leader in alternatives and an important pillar of the 360 ONE, growing synergistically.



LENDING SOLUTIONS

We understand that seizing growth opportunities is essential for the success of our client's business. We aim to equip them with the financial power required to take their ventures to new heights. Whether it is a short-term requirement, finances needed for acquisition or long-term investments for strategic purposes, we have flexible lending models to work to the advantage of our clients.



ESTATE PLANNING

Wealth creation is essential. Equally important is effectively preserving and seamlessly transferring it to the next generation. Our Estate Planning experts offer comprehensive assistance, ranging from drafting wills to establishing trusts and managing assets within them. With a focus on efficiency, compliance and effective structuring, we ensure competent management of our client's financial and nonfinancial assets both now and in the future, facilitating a smooth transition for generations to come. We are the trusted advisor to more than 800 ultra-high-net-worth and high-net worth families in India and the corporate trustee to more than 400 trusts.



Recognition and Accolades

“

Awards are a validation of the trust that is reposed in 360 ONE. We have been honoured with over 150 awards - a testament to the strength of our relationships as well as our offerings.

”



Top Awards Won in FY 2022-23



Asiamoney Private Banking Awards, 2023
Best Domestic Private Bank, India



WealthBriefingAsia Awards, 2023
Best Wealth Manager, India



Global Private Banking Innovation Awards, 2023
Best Private Bank for Wealth Creation and Preservation Best Pure-Play Private Bank, India



The Economic Times Best Brands, 2022
Best Brands, 2022



The Asset Triple A Private Banking and Wealth Management Award, 2022
Best Private Bank, HNWLs, India



Brandon Hall Group Human Capital Management (HCM) Excellence Awards, 2022
Best Learning Program Supporting a Business Strategy



WOW Awards Asia, 2022
Corporate Training/Education Programme of the Year (Bronze)

Corporate Holding Structure

360 ONE WAM LIMITED

(Formerly Known as IIFL Wealth Management Ltd.)

DOMESTIC SUBSIDIARIES

Wholly- Owned Subsidiaries

Distribution

360 ONE Distribution Services Limited (Formerly known as IIFL Wealth Distribution Services Ltd.)

Advisory and PMS

360 ONE Portfolio Managers Limited (Formerly known as IIFL Wealth Portfolio Managers Ltd.)

NBFC

360 ONE Prime Limited (Formerly known as IIFL Wealth Prime Limited)

Family Trustee

360 ONE Investment Adviser and Trustee Services Limited (Formerly known as IIFL Investment Adviser and Trustee Services Ltd.)

Asset Management

360 ONE Asset Management Limited (Formerly known as IIFL Asset Management Ltd.)

Alternates Asset Management

360 ONE Alternates Asset Management Limited

Investment Platform for early stage ventures

MAVM Angels Network Pvt. Ltd.

Gift City

360 ONE IFSC Limited (Formerly known as IIFL Wealth Securities IFSC Ltd.)

AMC Trustee

360 ONE Asset Trustee Limited (Formerly known as IIFL Trustee Ltd.)

CSR

360 ONE Foundation (Formerly known as IIFLW CSR Foundation)

INTERNATIONAL SUBSIDIARIES

Wholly- Owned Subsidiaries

Singapore

360 ONE Capital Pte. Ltd. (Formerly known as IIFL Capital Pte. Ltd.)

Dubai

360 ONE Private Wealth (Dubai) Limited. (Formerly known as IIFL Private Wealth Management (Dubai) Ltd.)

Canada

360 ONE Capital (Canada) Limited. (Formerly known as IIFL Capital (Canada) Ltd.)

USA

360 ONE Inc. (Formerly known as IIFL Inc.)

Mauritius

360 ONE Asset Management (Mauritius) Limited (Formerly known as IIFL Asset Management (Mauritius) Ltd.)

Economic Value Generated and Distributed



Economic Value Generated

2063.77 Cr

Revenues (INR)



Economic Value Retained

57.00 Cr

Economic Value Retained (INR)



Economic Value Distributed

506.56 Cr

Employee benefit and wages (INR)

8.02 Cr

Community Investment (INR)

252.79 Cr

Operating Costs (INR)

226.02 Cr

Payment to Governments (INR)

1013.38 Cr

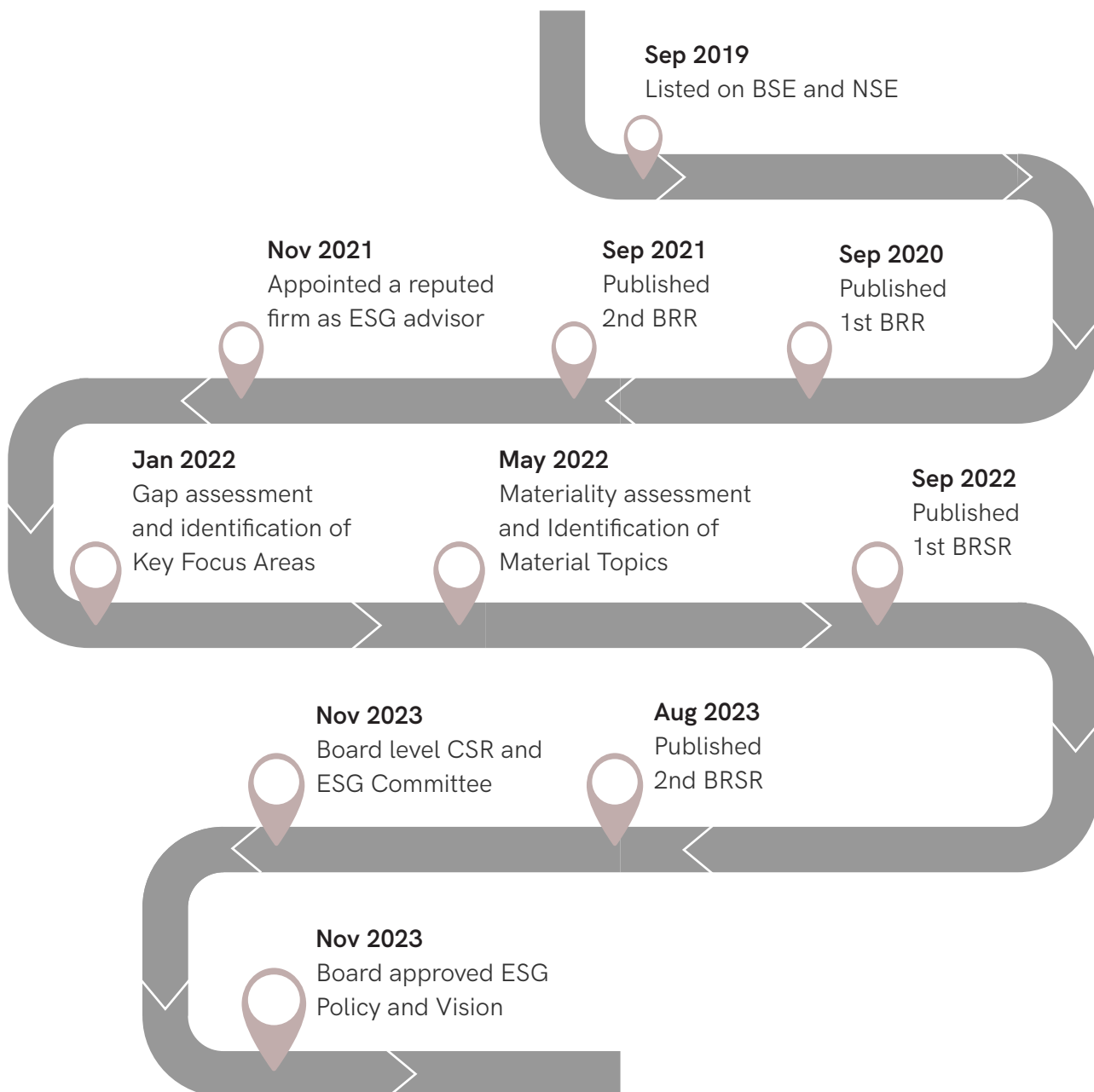
Payment to providers of capital (INR)

2006.77 Cr

Total (INR)

ESG @ 360 ONE

360 ONE's ESG Journey



ESG

HIGHLIGHTS



84%

reduction in Scope 1 and 2 GHG emissions by investing in Green Power from FY 2021-22 to FY 2022-23

248,000

Litres Volume of water saved through adoption of water conservation measures

90,000+

unique beneficiaries positively impacted till date since FY 2021- 22 through innovative blended finance CSR programs

70,000+

Saplings planted as on March 31, 2023

150 +

awards received since inception

11.6

average hours of training per employee in FY 2022-23 (11.4 hours for Male and 12 hours for Female)

Zero

cases of breach of Ethics, Transparency and Trust reported in FY 2022-23

9%

of IT opex spent on Cybersecurity as on March 31, 2023

12.32x[#]

impact of blended finance projects - for every rupee of grant, delta change in beneficiary income/assets/ social security entitlements

Zero

cases of incidents regarding breach of employee health and safety reported in FY 2022-23

Zero

cases of breach of Data Privacy reported in FY 2022-23

[#]As per analysis conducted by third party

31%

AUM under Private Credit asset class focused towards ESG positive sectors as on March 31, 2023

31.75%

gender diversity as against industry sector average of 22.5%* as on March 31, 2023


*As per Aon's India Salary Increase Survey 2022-23




STAKEHOLDER ENGAGEMENT AND MATERIALITY




As per GRI, stakeholders are entities or individual that can reasonably be expected to be significantly affected by the reporting Organisation's activities, products and services, or whose actions can reasonably be expected to affect the ability of the Organisation to successfully implement its strategies and achieve its objectives.

360 ONE is aware that its activities are directly or indirectly influenced by a number of stakeholders such as customers, employees, investors, regulators etc. Therefore, it prioritises understanding and addressing the needs and concerns of its stakeholders in order to build long-term sustainable relationships. By prioritizing stakeholder engagement, 360 ONE ensures that it is aligned with the expectations of its stakeholders, which can help mitigate risks and enhance its reputation in marketplace.

List of stakeholder groups identified as key for 360 ONE and the frequency of engagement with each stakeholder group:

S.N.	Stakeholder	Whether identified as Vulnerable and Marginalized Group	Channels of communication	Frequency of engagement	Purpose and Scope of engagement
1.	Customer 	No	<ul style="list-style-type: none"> Regular business interactions through sale and service teams Customer feedback surveys Customer grievance channels Periodic press releases media interactions programmes Social media 	<ul style="list-style-type: none"> Regularly Need basis 	<ul style="list-style-type: none"> Customer grievances Providing information regarding products and service Customer servicing and feedbacks

S.N.	Stakeholder	Whether identified as Vulnerable and Marginalized Group	Channels of communication	Frequency of engagement	Purpose and Scope of engagement
2.	Investors 	No	<ul style="list-style-type: none"> • Stock Exchange intimations • Investor Presentations • Website • General meetings • Annual Report • Investor/Analyst meets/calls • Media releases 	<ul style="list-style-type: none"> • Need basis • Quarterly • Annually 	<ul style="list-style-type: none"> • Financial performance • Business Updates
3.	Employees 	No	<ul style="list-style-type: none"> • Leadership and HR outreach • Performance reviews • Feedback Surveys • Intranet portal • Town Halls • Learning and development Programmes 	<ul style="list-style-type: none"> • Need based • Annual 	<ul style="list-style-type: none"> • Employee Productivity • Talent management • Learning and development • Annual performance management • Yearly reward and recognition programme • Employee wellbeing
4.	Service Providers/ Value Chain Partners 	No	<ul style="list-style-type: none"> • Meetings • Phone/email 	<ul style="list-style-type: none"> • Need based 	<ul style="list-style-type: none"> • Periodic assessments • Service issues and discussions

S.N.	Stakeholder	Whether identified as Vulnerable and Marginalized Group	Channels of communication	Frequency of engagement	Purpose and Scope of engagement
5	Media 	No	<ul style="list-style-type: none"> Written Communications Interviews and Forums Press release Publications and Announcements 	<ul style="list-style-type: none"> Quarterly/ Half-yearly/ Annually Need based for interviews, forums, and meetings 	<ul style="list-style-type: none"> Staying updated about the latest developments
6	Regulators 	No	<ul style="list-style-type: none"> Meetings Statutory filings Written communication 	<ul style="list-style-type: none"> Quarterly/ Half-yearly/ Annually Need based 	<ul style="list-style-type: none"> Regulatory compliance Corporate governance Financial performance
7	Communities and NGO 	Yes*	<ul style="list-style-type: none"> Meetings Conferences Workshops Phone/Email CSR Partnerships 	<ul style="list-style-type: none"> Need basis 	<ul style="list-style-type: none"> Baseline and need assessment surveys Community engagement programmes Monitoring and Evaluation

*Our CSR programmes are designed to benefit beneficiaries from marginalised and vulnerable backgrounds.

Materiality

In FY 2021-22, the Company conducted its inaugural materiality assessment, involving both internal and external stakeholders, to gain an understanding of key issues influencing value generation. The management subsequently reviewed and approved the identified material topics. In FY 2022-23, senior management carried out an internal review to further refine the material topics to ensure continued strategic alignment.

Steps of Materiality Assessment

IDENTIFICATION

The identification stage involves creating a list of issues based on key external and internal stakeholder consultation, which includes top management and senior management.

ASSESSMENT

This stage deals with shortlisting the topics based on significance of the economic, environmental and social impacts and considerable influence on the assessment and decision of the key stakeholders.

PRIORITISATION

In the prioritisation stage, topics are sorted on the basis of their importance to the key stakeholders. The material ESG topics shortlisted are then validated through an interaction between the HoDs and the senior management.

UN SDG Alignment with Material Topics



Responsible Investment and Product innovation

360 ONE considers ESG factors into its decisions when investing in public equities. It uses a framework to handle risks, capitalize on opportunities, and promote responsible business practices.



Climate change strategy

360 ONE has taken various initiatives to reduce its environmental impact.



Carbon footprint

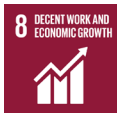
360 ONE promotes various initiatives such as renewable energy procurement, waste management, water management etc. to manage its carbon footprint.





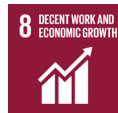
Customer relationship management

360 ONE prioritizes client's risks, interests and upholds ethical practices in investment advisory, transactions, monitoring and reporting.



Talent management, employee engagement, work culture

Creating a positive work environment, ensuring employee satisfaction and encouraging active engagement are essential for building a strong team and a supportive work culture.



Human rights, diversity & inclusion and equal opportunity

The Organisation is committed to strengthen its approach towards human rights and has established various policies to address the same.



Community development

Through targeted initiatives, 360 ONE contributes to CSR activities focusing on critical and relevant thematic areas such as livelihood, financial inclusion and education.



Brand reputation, ethics, transparency and trust

360 ONE values ethical conduct to establish trust with clients, regulators and the community and emphasizes on transparency, fairness, integrity and accountability and adheres to its values.



Data privacy and security

360 ONE is Implementing measures to stay ahead of evolving threats and to ensure a safeguarded environment.





Enterprise Risk Management

360 ONE adopts a comprehensive enterprise risk management strategy, addressing risks and navigating uncertainties.



Health and Safety

360 ONE emphasises on employee health and wellbeing & ensuring a secure working environment for every employee.

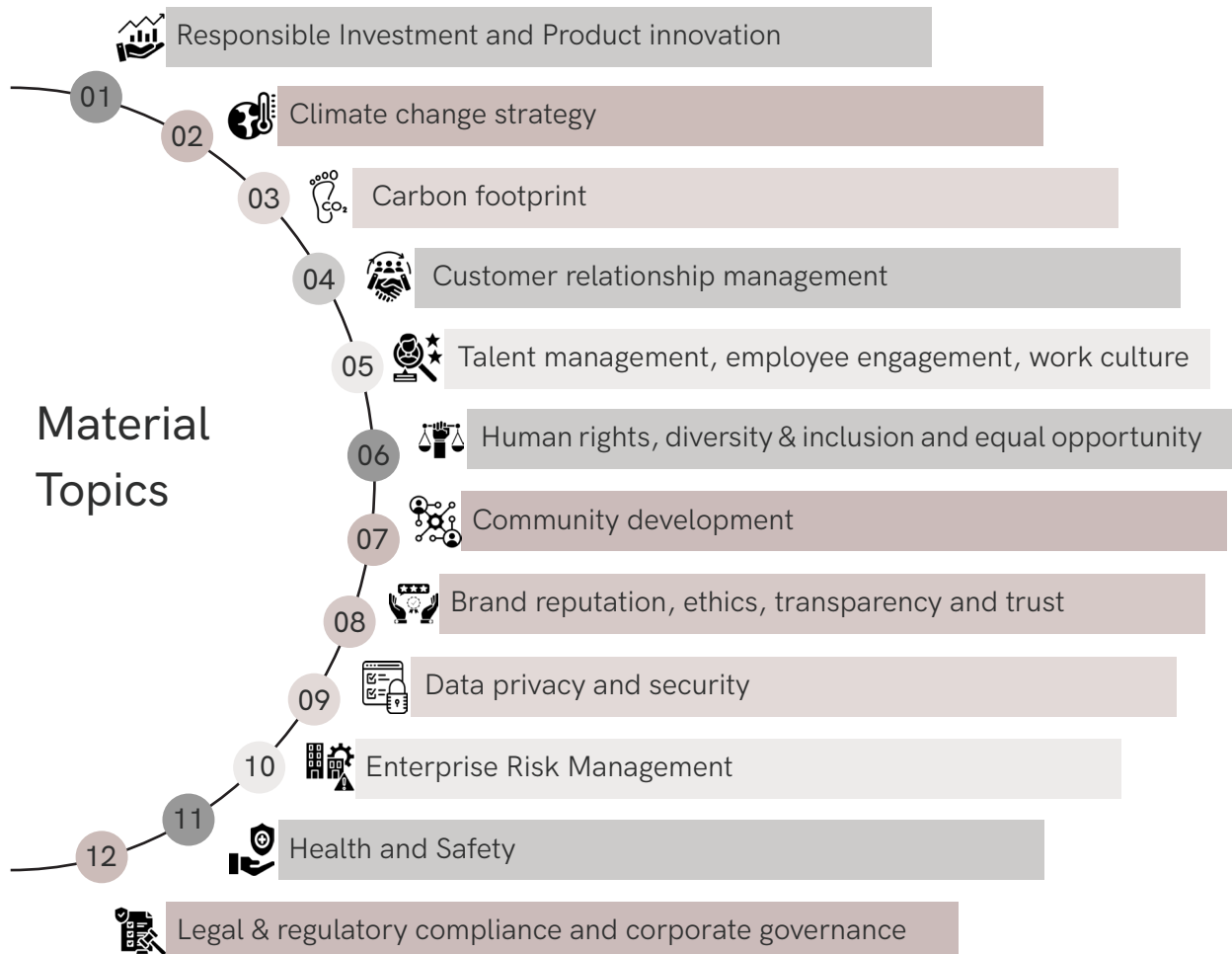


Legal & regulatory compliance and corporate governance

360 ONE adheres to ethical conduct and sound governance for sustainable Organisational success.



Material Topics



HUMAN CAPITAL

Empowering Talent

1052	11.6	31.75%
Total Employees	Average Employee training hours (Per person)	Gender Diversity

Human Capital



360 ONE firmly believes that employees are the driving force behind success of any Organisation. They are its most valuable assets. We are committed to creating a safe and equitable environment for them. We are dedicated towards building a diverse and inclusive workplace that empowers its employees and aligns their success with the Organisation's performance.

We have administered various approaches to increase employee productivity, satisfaction and engagement. We believe that diversity, inclusion and equality are integral to the business and thus we offer all the employees equal opportunities irrespective of gender, cultural diversity, age, or disability. 360 ONE also places utmost importance on the safety and well-being of its employees.

The diversity ratio at 360 ONE for the current financial year stood at 31.75%, demonstrating the commitment to fostering a balanced and inclusive workforce. The aim is to continue nurturing an environment where every individual feels valued, respected and empowered to reach full potential.

Guided by the Policies

360 ONE has adopted various employee-oriented policies covering areas such as:

- ▶ Employee wellbeing and benefits, Employee Health and Safety and Code of Conduct for all employees as part of the 'Workplace Guide' (*available on intranet with access to all employees of 360 ONE*),
- ▶ Prevention of Sexual Harassment and Compliant Procedure Policy available at ([Website](#))
- ▶ Policy on Vigil Mechanism and Whistle Blower Mechanism available at ([Website](#))
- ▶ Equal Opportunity and Commitment to Diversity ([Website](#))

360 ONE has put in place policies for employees (as part of 'Workplace Guide' available on the intranet) which lays down all policies and frameworks of employment that employees need to abide by and inter alia focuses on best employment practices and respecting the human rights of the employees, avoids causing or contributing to adverse human rights impact and addressing such impacts as and when it occurs. The said Company policies are in adherence to the regulatory

and business requirements. 360 ONE has not taken any monetary or in-kind political contribution or assistance from the government, for the benefit of the Organisation.

Harassment Free Workplace

360 ONE understands the importance of protecting human rights and ensuring the well-being of employees and has implemented a range of internal policies. It is committed towards providing a safe and secure workplace that is free from violence and harassment. By upholding human rights and fostering supportive work environment, 360 ONE aims to create culture where every employee feels valued, respected and empowered. It strongly believes that a positive work environment is not only essential for the personal well-being of the employees but it also plays a pivotal role in promoting their professional growth and overall job satisfaction.

In FY 2022-23, there were no incidences or complaints regarding sexual harassment, working conditions, health and safety, discrimination at the workplace, human rights violations, child labour, forced/ involuntary labour, wages and employee safety issues.

360 ONE has a grievance redressal mechanism for sexual harassment-related issues. The Organisation is an equal opportunity employer and the goal is to foster an atmosphere that is friendly, just and peaceful. Employees are guaranteed the "right to work" and are focused on creating an atmosphere that is free from sexual harassment, coercion and disruptive behaviour. To enable easy access for employees to complain, a dedicated email ID – posh@360.one has been provided to tackle complaints under this policy. Employee can also raise concerns through the Helpdesk that is in place on the Organisation's HR Portal, where such grievances can be reported. An Internal Complaints Committee (ICC) has been constituted in line with the POSH Act to address such concerns. The said policy is available on ([Website](#))

For all other types of complaints of discrimination or harassment, a separate provision has been made on the internal HR Portal, where such concerns can be reported and get directed to the concerned set of individuals in the Human Resources Team. Complete protection is given to the complainant/ whistle blower against any unfair practice like retaliation, threat, or intimidation of termination/suspension of

service, disciplinary action, transfer, demotion, refusal of promotion, discrimination, any type of harassment, biased behaviour including any direct or indirect use of authority to obstruct the complainant's right to continue to perform his / her duties / functions.

Employee Grievance Redressal

360 ONE is also committed to creating an environment where all its stakeholders, including contractors, suppliers, service providers, contract personnel and directors, feel secure raising concerns about any unethical or improper behaviour. To ensure this, 360 ONE has a Policy on Vigil Mechanism and Whistle Blower Mechanism which enables stakeholders to report any incident that indicates malpractice, major irregularities, fraud, unethical business conduct, abuse or wrongdoing, or a breach of any Indian legislation. When an employee or a director report in good faith, the existence of any of the aforementioned activities, they are protected under the Policy from being fired, subjected to retribution, or discrimination. 360 ONE has a third-party ethics helpline which creates an open atmosphere that encourages

employees to red flag internal ethics and compliance issues without any fear of retaliation. With these timely alerts, raised internally, the senior management can deal with incidents internally and protect employees, business interests and reputation. The Organisation also has an employee grievance portal which is available on the intranet and is accessible to all employees to voice their day-to-day concerns and get them addressed in a timely manner. The Organisation also offers an external independent multi-channel interface to its employees, for reporting any unethical conduct/malpractice they may see around them. Employees have access to toll free number, access to online reporting and mailing options. The Audit Committee and Vigilance Committee conduct a detailed investigation on any concerns reported. The said policy is available on [\(Website\)](#)

Employee Feedback

360 ONE is in continuous engagement with the team to ensure that they are confident with their work, strive for improvement and display a positive attitude towards work. By actively seeking and listening to employee feedback, it gains valuable insights into its

strengths and areas that need attention. 360 ONE uses the following systems to gather employee feedback.

- ▶ Employee Volunteering Survey
- ▶ Inductions and Training Programs
- ▶ Annual Offsite
- ▶ MoodXpress on the HR Portal

People and HR Practices

The HR practices at the Organisation strive to create a positive and supportive work environment aimed to attract, retain and nurture top talent. A significant amount of investment has been made towards comprehensive learning and development programs which foster a culture of continuous feedback and recognition and promote work-life balance through flexible arrangements and wellness initiatives.

Guided by the Organisation's core value and ethics, 360 ONE is dedicated to the success, satisfaction and well-being of the people. Said core value and ethics aim to build a stronger and more engaged workforce, driving long-term Organisational success. 360 ONE endeavours to incorporate human rights requirements emanating from statutory

requirements in its agreements with value chain partners. 100% of its offices were also assessed for Child labour, Forced labour and discrimination at workplace.

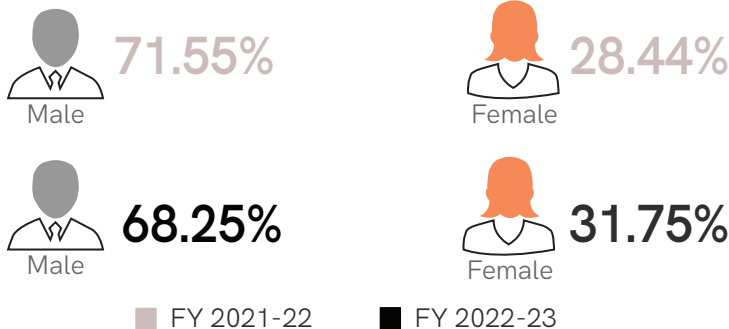
Diversity, Equity & Inclusion

360 ONE has a policy for Equal Opportunity and Commitment to Diversity in place. It is committed to create and maintain a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience and unique perspectives. The policy also ensures equal opportunity to all its employees irrespective of race, colour, ancestry, national origin, gender identity, sexual orientation, marital status, religion, age, disability. The policy expressly prohibits any form of unlawful employee harassment or discrimination at the workplace. The gender diversity in the Organisation as on March 31, 2023, stood at 31.75% and 360 ONE constantly endeavours to improve the same.

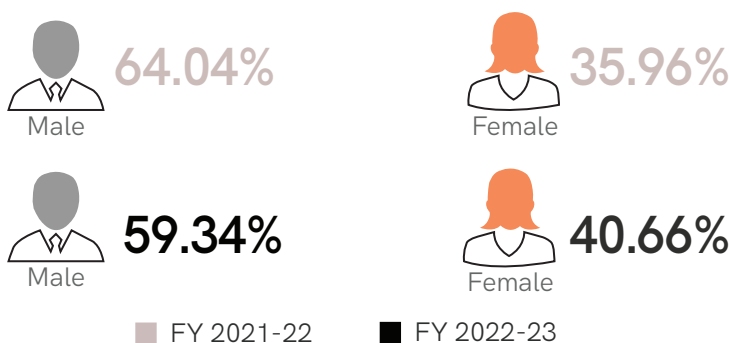
Various initiatives have been implemented in the workplace for easy access for differently-abled individuals. The office areas have been well facilitated with easy access to lifts and ramps for easy movement across the floors of the corporate office, with availability of wheelchair.



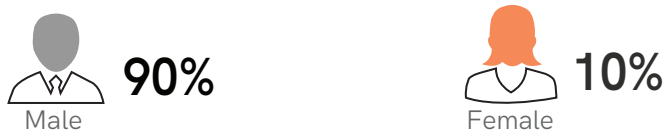
Gender Diversity



New Hires

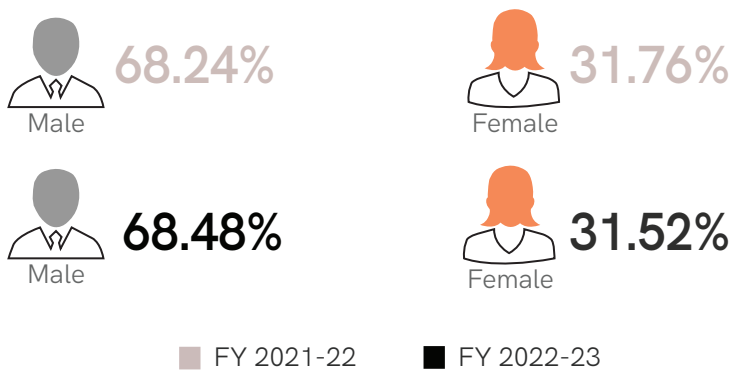


Representation of Women in the Board



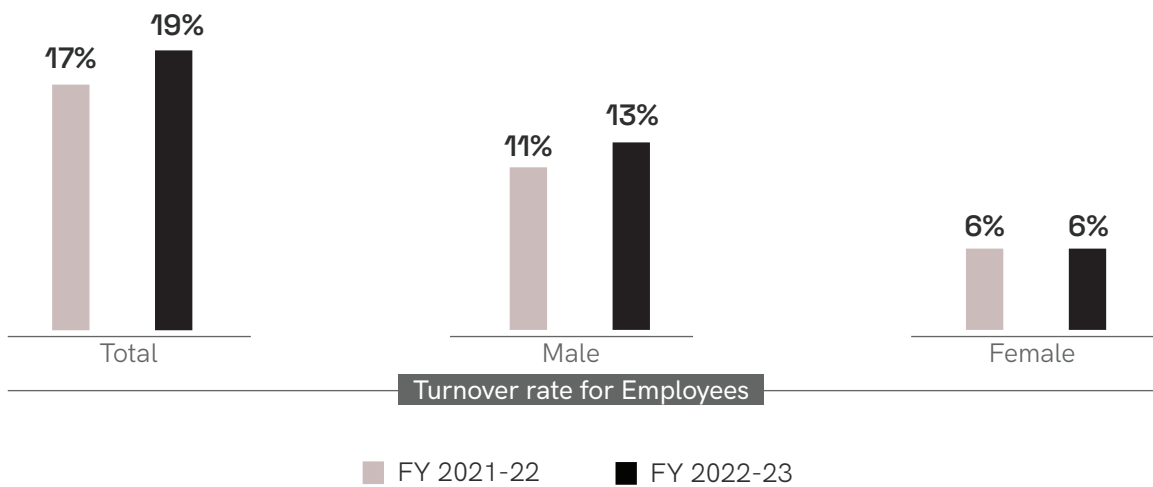
Representation of Women in 360 ONE WAM Limited's Board of Directors

Employee Turnover*



* Categorised between Male and Female Employees as a % of Total Employees who left the Organisation.

Turnover rate for Employee



Fair Remuneration

360 ONE recognizes the importance of fair and competitive remuneration for all their employees. It believes in offering a comprehensive compensation package that aligns with industry standards and reflects the skills, experience and contributions of its workforce. The remuneration framework takes into account factors such as job responsibilities, performance and market trends to ensure that the employees are fairly rewarded for their efforts and are motivated from incentives perspectives.

The remuneration to the key managerial personnel and senior management personnel is decided based on following guidelines:

1. Maintaining a balance between fixed and incentive pay reflecting short and long-term performance objectives appropriate to the working of the Organisation;
2. Remuneration should be reasonable and sufficient to attract, retain and motivate key managerial personnel and senior management;
3. Remuneration payable should comprise of a fixed component and a performance linked variable based on the extent of achievement of individual performance vis-a-vis overall performance of the Organisation;
4. Remuneration shall also be considered in form of long-term incentive plans for key employees, based on their contribution, position and length of service, in the nature of ESOPS / ESPS etc.

The remuneration for other employees is as per compensation structures and policies as may be determined and reviewed from time to time, with an objective of attracting, retaining and motivating them with appropriate balance of fixed and performance linked pay.

Learning and Development

Highlights

11.6 Hours

Average training hours per person

11.4 Hours

Male (Average training hours)

12 Hours

Female (Average training hours)

76%

of the employees are provided trainings on POSH, Vigil and Whistle blower mechanism

Trainings for Employee Development

766 (74.5%)

Unique employees covered

9,500+

Training hours

4+/5

Feedback rating*

**Overall rating for the training imparted*



Details of trainings given

360 ONE provides training to its employees on various aspects such as personality development, computer skills, interpersonal skills and other domain specific trainings. Trainings conducted during the year include:

Training Name	Description
Induction	It is an orientation program designed for new joiners to understand the Organisation's history, culture, products, processes and people. This training also includes training on the Employee Code of Conduct, ESG, CSR, risk management, prevention of sexual harassment at workplace etc.
STRM (Strategic and Trusted Relationship Management)	This training focuses on enhancing the ability of a Relationship Manager to confidently engage with clients and prospects in a more holistic way and instil "best practices" in sales effectiveness enabling better conversion ratio, faster closure and higher AUM.
Masterclass Sessions	Some of the masterclass sessions that were conducted such as 'Managing Clients during any pandemic', 'pitching virtually', 'seeking references successfully', 'Managing People and Prospecting'.
Negotiation Training	This included training on effective management strategy for negotiation and how to find new negotiation opportunities at the bargaining table.
MEP (Manager Excellence Program)	This online learning program included 32 hours of courses + 12 hours of Masterclasses. Course was divided into 2 phases. Phase 1 focused on leading self, managing teamwork, decoding other, practicing excellence. Phase 2 focused on unleashing creativity, making decisions, executing solutions and expanding network.
Prospecting	This training focused on finding right prospects, Effective communication via email/ WhatsApp, Elevator Pitch, Successful first messaging and meetings.
FTR (First Time Right) Workshop	This training focused on enhancing Service quality, building a culture when it comes to driving FTR as a part of Customer Experience. Sharing "best practices" in customer care with focus on the behaviours that people demonstrate and institutionalize the same.
Teach back session on FTR	The Team Leads who underwent training, arranged periodic sessions with their team and shared the learnings of FTR with them.
Service and Operations Excellence Journey	It was an excellence journey designed around the identified 5 broad pillars. Training sessions were organized basis the broad pillars followed by teach-back sessions by Team Leads to the larger audience. A monthly dashboard was maintained for tracking performance of individuals month on month on the 5 pillars. Employees were rewarded on achievement of certain milestones.
Relationship Manager (RM) Bootcamps	It is a program to unlearn/learn/ideate about the various product and platform propositions we have. Participants are trained by the MD and CEO, Co-Founders and heads of the respective business/products.

Apart from the above-mentioned trainings, the Organisation has also subscribed to LinkedIn Learning and makes relevant trainings accessible to all employees. LinkedIn Learning has been used by many employees to upskill themselves and gain knowledge on recent technologies and practices.

Employee Benefits

All of 360 ONE's India employees are covered under the Organisation's Group Term Life Insurance policy. This policy provides financial protection and security to the employee's family, in case of an unfortunate death of an employee. As part of an employee welfare initiative, the insurance premium for this policy is borne by 360 ONE on behalf of the employees. This policy acts as an 'emergency kit' by providing financial protection and security to the employee's family, after his/her unfortunate death. The sum insured is based on Organisational hierarchy.

360 ONE also has in place a group level Mediclaim policy to address the medical and healthcare needs of its employees. The employees are educated about these policies during the induction and they are made available on the internal portals.

Retirement benefits

360 ONE provides transition assistance programme to facilitate continued employability and the management of career endings.

Post retirement, employees are evaluated and an option to work as full-time or part-time consultants, may be provided on a case-to-case basis. Retirement bonus is made available to the employees that is one month's gross salary for every completed year of service to the employees that have been with the Organisation for a minimum of 5 years. The Organisation also contributes to the Employees Provident Fund and further provides a platform for employees to create their own corpus by investing in the National Pension Scheme via the Organisation.

Parental leave

360 ONE recognizes and prioritises the significance of parental leave in promoting the well-being of the employees and their families. The Organisation has implemented a parental leave policy that facilitates a smooth transition into parenthood for the employees. This policy allows the employees to adjust to their new responsibilities.

Employee Health and Safety

The Organisation understands the importance of inculcating healthy and safe behaviour among its employees. To

encourage both physical and mental wellness initiatives such as providing access to physical fitness sessions, emotional and mental health training, nutrition awareness etc. Yoga and meditation training are conducted on a periodic basis. Along with the above, regular safety training and drills are also conducted. The Organisation also conducts the safety management actions for physical security including training on basic and advanced fire safety hazards, including evacuation drills and handling of fire-safety equipment with the help of third-party vendors. Among the other programmes that are carried out by the Organisation, some of the key programmes are as follows:

- ▶ **Physical Fitness sessions:** These sessions include workouts around core strengthening, body stretching exercise specifically back, neck and shoulders, pelvic tilts, dance fitness and no equipment workout sessions.
- ▶ **Yoga and Guided Meditation:** It is aimed at overall wellness of the employees including physical exercise and meditation sessions. These sessions focus on the awareness of core strengthening yoga, immunity boosting

pranayama, various flexibility asanas and calm yourself with yoga.

- ▶ **Emotional and Mental Health:** Apart from the physical wellbeing programmes, 360 ONE also addresses the growing need of mental and emotional health. In the previous year various sessions have been conducted on topics related to encouraging openness about mental illness at the workplace, work life balance, battling burnout, digital detox and lifestyle management etc.
- ▶ **Nutrition:** In busy lives of employees, nutrition requirements of the body are often ignored and that is where 360 ONE has tried to bridge the gap with such awareness and value addition sessions. These sessions cover topics such as health and sustainable eating, food for a healthy heart, emotional eating, fighting obesity, diet for good gut, hair and skin and boosting the natural immunity.
- ▶ **Ergonomics:** Being a service sector Organisation, there are no manufacturing/product risks at the workplace, however, there are risks related to ergonomics in the workplace as well

as those associated with the operation of utilities and employee commute. These are addressed by the relevant personnel at each office location and by facilitating ergonomic workplace chairs, gymnasium and gaming area etc.

- ▶ Additionally, 360 ONE encourages open communication and feedback from employees to continuously improve its health and safety practices.

The Organisation has a robust system of policies and processes to always ensure the wellbeing of its employees. It ensures that there are first-aid kits that are placed on each floor and are replenished on a regular basis. 360 ONE has tie-ups with clinics in the vicinity of its corporate office, to ensure there is a doctor on call and immediate medical assistance as required. Within the premise there is availability of hospital beds, stretcher, wheelchairs and also a hospital setup for any medical emergency support along with oxygen cylinders and oxygen concentrators machines in select offices.

Performance Appraisal

360 ONE follows a meritocratic performance appraisal process. Year on year, through its structured performance management system, high performers are identified and incentivized through career progression.

The performance appraisal process starts with a goal-setting exercise wherein employees collaborate with their immediate reporting authority to align their objectives with the Organisation's vision and objectives. Employees fill an online appraisal form which describes their achievements across the various key result areas and also rate themselves against each such key result area. This exercise ensures clarity and alignment in performance expectations.

This information is then forwarded to their immediate reporting authority and department heads for giving their feedback on the employee's performance and an overall rating is arrived at which is used as a basis for deciding the compensation pay-outs.

All the eligible employees underwent performance and career development reviews.

ENVIRONMENTAL STEWARDSHIP

360 ONE is adopting sustainable business practices. We understand that reducing environmental footprint and mitigating climate risks are responsible ways to manage business operations. Environmental considerations are important for any Organisation in promoting environmental Sustainability and safeguarding the planet for future generations.

In today's global landscape, businesses are confronted with a range of climate-related risks, including extreme weather events, social disruptions, persistent heat waves and biodiversity loss. It is imperative for the business leaders to navigate their Organisations in the right direction and cultivate operational resilience. 360 ONE, acknowledges the importance of transitioning to a low-carbon economy and endeavours to embrace sustainable practices.



Energy

360 ONE is engaged in providing financial services and as such its operations do not account for substantial energy consumption. However, the Company takes all possible measures to conserve energy and reduce its carbon footprint. Several environment friendly measures adopted by 360 ONE include installation of capacitors and Thin Film Transistor (TFT) displays, as well as the adoption of Light Emitting Diode (LED) lighting solutions. Additionally, we

have implemented automatic shutdown mechanisms for idle monitors, air conditioners and lights, effectively reducing energy consumption. Furthermore, various employee education programs have been conducted to raise awareness about the importance of reducing unnecessary printing, limiting access at the central hubs and minimising air conditioning usage. ~86% of our total electricity consumption is procured from renewable sources. Our

corporate office completely runs on green energy. We have been using Radiant Cooling Technology which significantly reduces GHG emissions and helps to increase energy efficiency. The capillary tube cooling system condenses the humidity and produces distilled water in return. 360 ONE seeks innovative solutions that align with the commitment to environmental preservation and helps drive positive change within the industry.



7163.00 GJ

Total Energy consumption

1000.10 GJ

Total Electricity consumption by Grid

3.47

Energy Intensity per rupee turnover
(Total Energy Consumption / Turnover
in rupees)

23.27 GJ

Total Fuel consumption

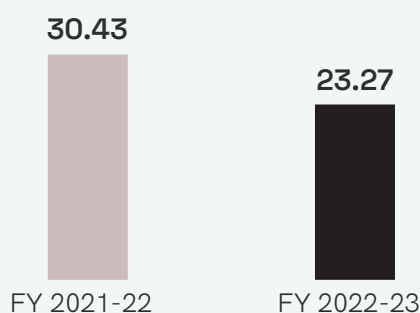
6139.63 GJ

Total Electricity consumption by Renewable sources

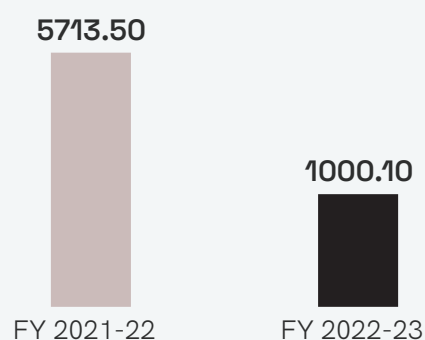
6.79

Energy intensity per employee
(Total Energy Consumption / Total
Employees)

Direct Energy Consumption Diesel (GJ)



Indirect Energy Consumption Electricity from Grid (GJ)

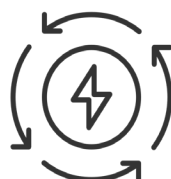


Bifurcation of Renewable and Non- Renewable energy Consumption for FY 2022-23.



14%

Non Renewable Energy



86%

Renewable Energy

CO₂ Emissions

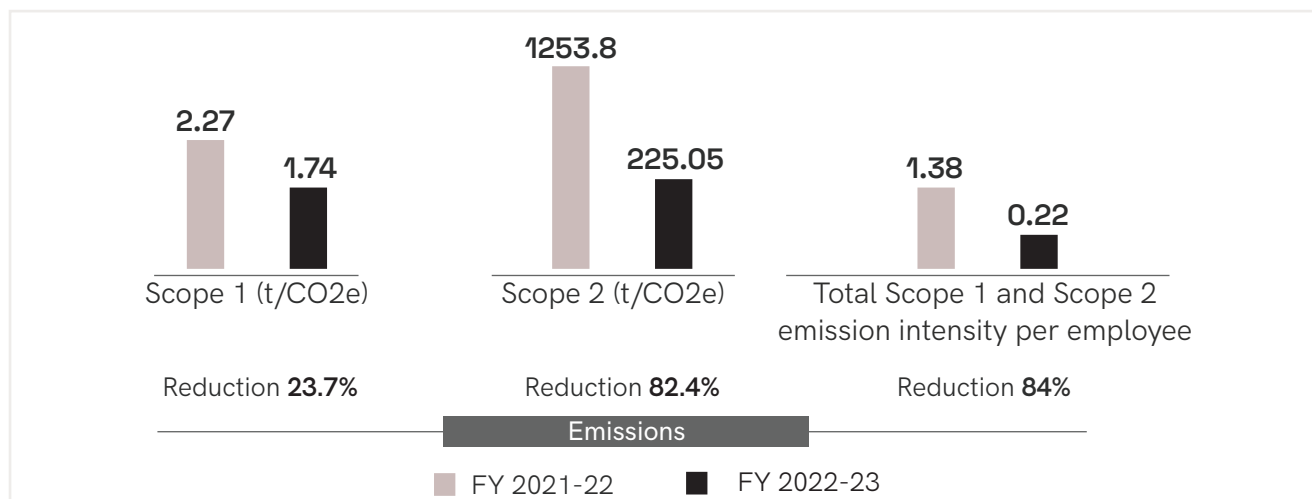
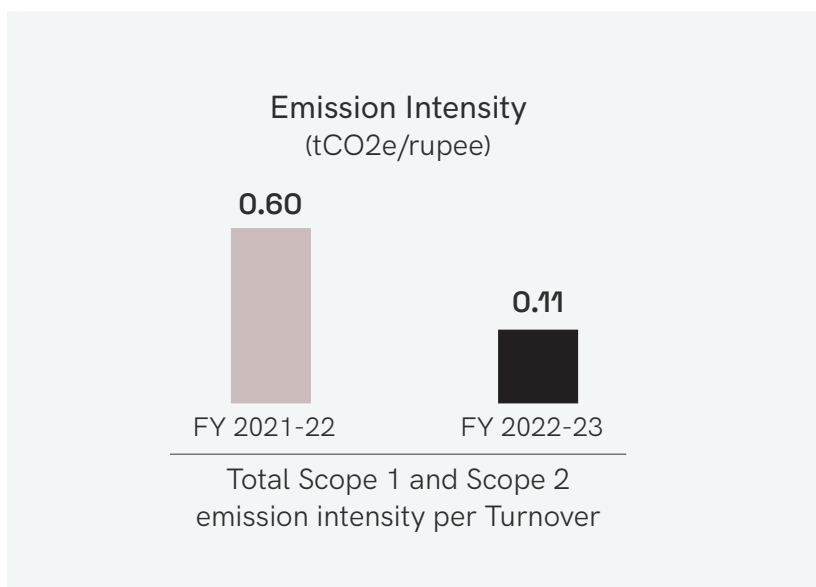
Recognizing the urgency of climate action, we endeavour to reduce our greenhouse gas (GHG) emissions and integrating sustainable practices into the operations. To mitigate the environmental impact, 360 ONE has implemented various initiatives such as promoting video and audio-conferencing facilities to minimise the need for physical travel. The

Organisation recognizes the power of digitalization in creating opportunities for sustainable practices and thus embraces these advancements wholeheartedly.

In line with the commitment to reducing business travel, we promote online meetings and collaborations. This allows us to significantly decrease our carbon footprint associated with travel while ensuring effective communication and

collaboration among various teams.

The Company has also installed two EV charging points at our Mumbai office and are proud to receive the title of “Green Consumer” from TATA Power. To encourage sustainable living, the Organisation also has a car lease policy which facilitates replacement of legacy cars, periodic mandatory servicing, review and upkeep mechanisms along with leasing of new cars.



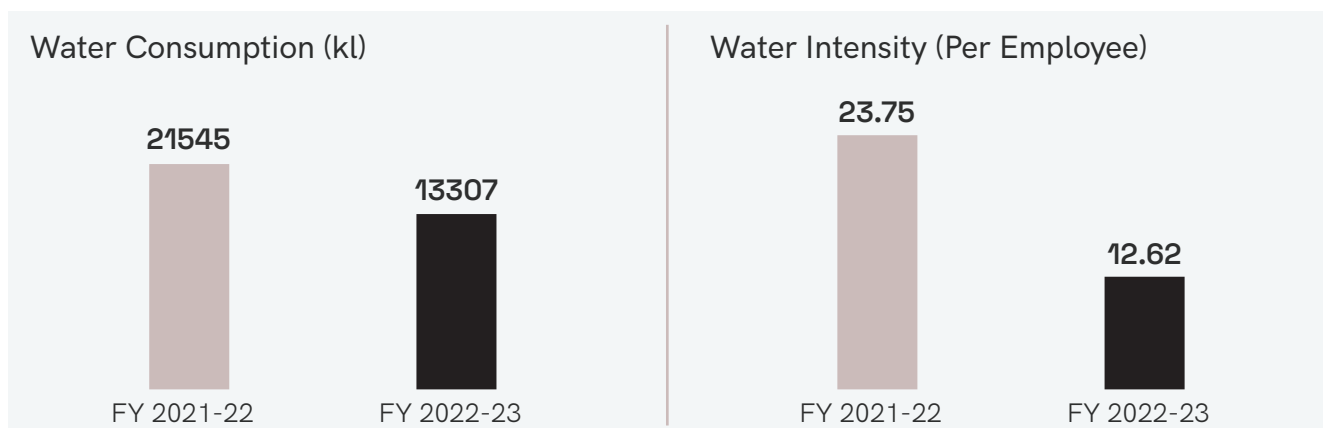
Carbon sequestration

360 ONE has initiated a project in partnership with Grow-Trees. Grow-Trees is a social enterprise that aims to inculcate the practice amongst companies and individuals worldwide to plant trees in public lands. The project aims to plant 46,500 trees over a timeline of 10 years around the Dalma Wildlife Sanctuary in Jharkhand. The plantation will be supervised by routine audits and evaluations and a study will be conducted to evaluate the amount of carbon sequestration. Furthermore, through this initiative, 360 ONE will be able to achieve improvements in soil quality and reduction of land degradation. The initiative will also help to sustain and improve the livelihood of local agricultural communities by providing them resources from the forest in the form of fruits, fodder, timber, fuel etc.



Water

360 ONE recognizes the importance of effective water management practices in safeguarding the environment and addressing global and domestic water scarcity challenges. Towards responsible water usage, the Organisation has implemented various strategies within the office premises. The initiatives focus on reducing consumption and promoting efficient water utilisation. These initiatives include installation of sensor-based urinals and spindles for the taps to help reduce the freshwater consumption for domestic purposes. These systems have been effective in reducing the overall consumption.





Waste

Managing waste is becoming increasingly critical for environmental Sustainability and 360 ONE recognizes the need to actively address it. We work proactively towards preventing, removing and reducing waste thereby minimising its entry into landfills and the environment. By implementing responsible waste management practices, we strive to minimise the ecological footprint and contribute to a cleaner, healthier planet. Our efforts encompass various initiatives including proper e-waste management. To support this initiative, a Scrap Disposal Process has been developed and implemented that defines the methodology for IT and Non-IT scrap management and the procedure for their disposal. 360 ONE takes step to minimise dry waste by reducing the use of kraft

boxes and stationery paper, while encouraging employees and creating awareness to print only when required. The Organisation has encouraged the use of e-visiting cards and digital standees within the premises. It also encourages employees to avoid using disposable cups and plates by carrying their own cups and cutlery to the workplace.

All the recycling initiatives are conducted in collaboration with authorised vendors as it understands the importance of working with trusted partners who adhere to proper recycling practices and regulations.

As part of the ongoing initiative to reduce plastic waste, 360 ONE actively collaborates with the stakeholders and engages its employees. The commitment to this cause is exemplified through our

participation in the 'Bottles for Change' initiative organised by Bisleri International Pvt. Ltd. The Organisation has taken proactive measures to minimise the generation of plastic bottle waste within our premises. The team collects all the used water bottles and ensure that they are provided to the Bisleri team for proper recycling. The efforts have been recognized by Bisleri with an appreciation certificate for the current year.

Waste recycled by the Organisation



3.51

Paper Waste (MT)



8.14

Wet Waste (MT)



2.54

Dry Waste (MT)

Waste Generated

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste	0.1	0.1
E-waste	0.4	0
Bio-medical waste	0	0
Construction and demolition waste	0.5	0.5
Battery waste	0	0.5
Other Non-hazardous waste generated.	17.46	4.20
Total	18.46*	5.307*

Note: No independent assessment/evaluation/assurance has been carried out by any external agency.

*This data is for the Mumbai corporate office only. In majority of FY 2021-22, offices were shut on account of employees working from home due to the COVID-19 pandemic.

CORPORATE SOCIAL RESPONSIBILITY

RE-IMAGINING TRADITIONAL GRANT-GIVING

An Innovative, Blended Finance Model for Higher Social Returns

360 ONE Foundation (**"Foundation"**, formerly known as IIFLW CSR Foundation) is established to design and execute CSR programmes on behalf of 360 ONE. The Foundation implements sustainable and holistic solutions that deliver exponential social impact and measured outcomes and inspire wider change.

Unique Beneficiaries

91744

Since FY 22

28557

Since FY 23

Delivering exponential impact and measured outcomes through blended finance and outcome-based funding

The Foundation has re-imagined traditional grant-giving and evolved a more catalytic approach to deliver better outcomes and exponential impact for underserved communities. Where Good becomes Great.

360 ONE, believes in inclusive growth and equitable development, empowering underserved communities and reducing inequality. As leaders in wealth and asset management, 360 ONE is able to leverage its expertise beyond providing mere funds as part of our responsibility to society. We are committed to maximising both financial and social returns. 360 ONE has re-imagined traditional grant-giving and evolved a more catalytic approach with CSR funds deployed to generate a higher social return by unlocking additional capital, recycling funds, co-funding, with a strong focus on measured outcomes. We vet and co-curate interventions that use blended finance approaches to deliver exponential impact and enable a multiplier effect to the contribution made. Our goal is to improve outcomes and amplify impact for underserved communities through increased leverage of CSR funds.

The Foundation focuses on improving livelihoods through financial inclusion and access to capital. We strive to bridge the gap between the informal sector and formal sources of credit, enabling nano and micro-entrepreneurs and the informal workforce to participate and progress. We aim to achieve this by providing affordable capital to underserved communities, building a credit history for the unbanked, ensuring formal income for daily wage earners, enhancing financial literacy, encouraging savings and reducing debt traps of informal lending. We also believe in long term, holistic solutions to improve livelihoods: developing skills and capacities, establishing market and government linkages - overlayed with financial literacy, inclusion and access. 360 ONE recognises that financial inclusion plays a crucial role in reducing poverty and achieve the UN's Sustainable Development Goals (SDGs).

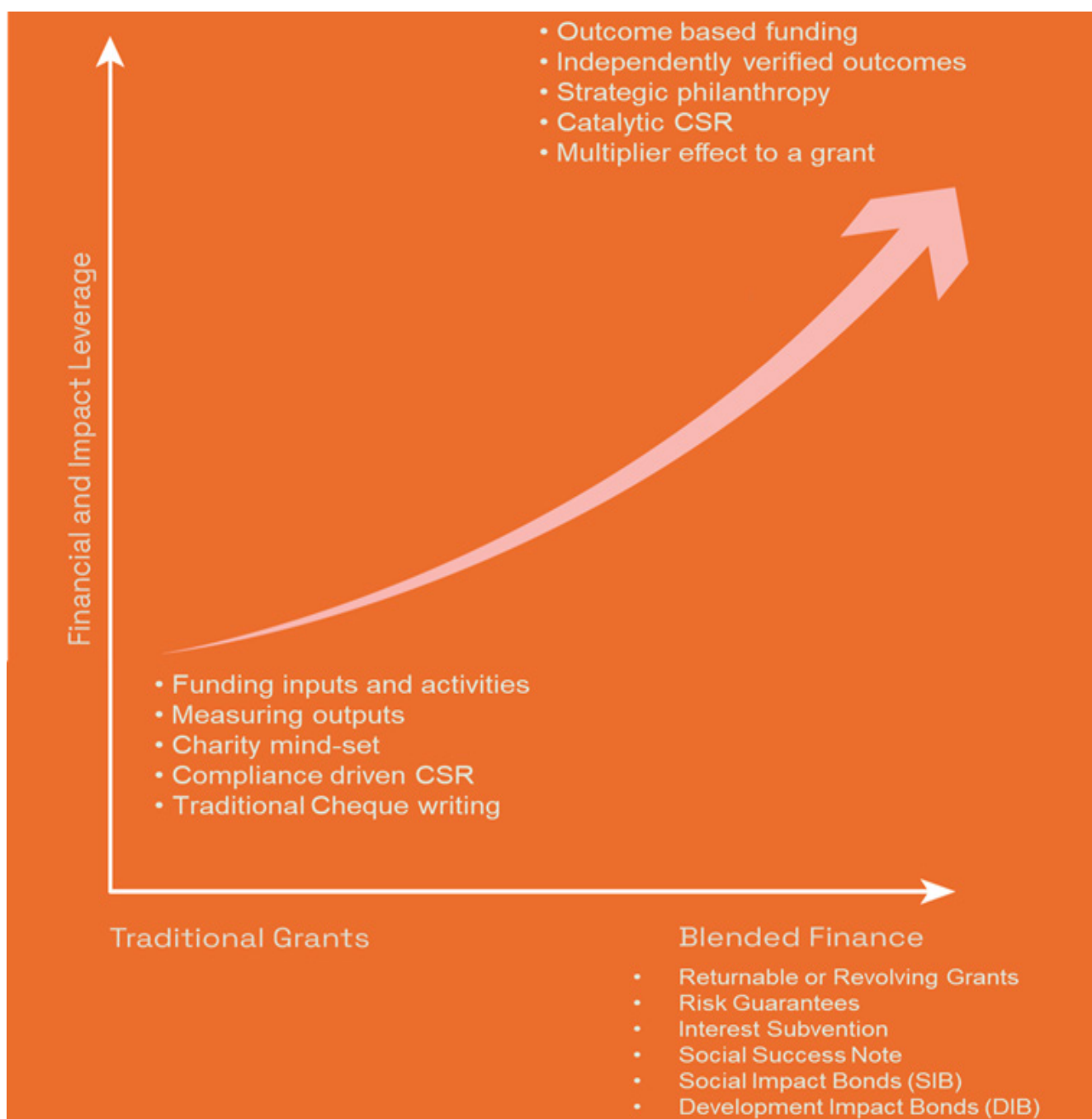
As complexities in the development sector continues to grow, it is critical to look beyond traditional models of socio-economic development and embrace innovative financing solutions that amplify the Organisation's philanthropic

contributions further. Today, in the social sector, one often writes a cheque and hopes that outcomes are achieved. 360 ONE has risen to the challenge and re-imagined traditional grant-giving to adopt a more strategic, impactful and outcome-focused model that generates higher social returns. While conventionally, CSR has been a grant-based model, there is immense potential for CSR to be elevated to play a more catalytic role in the development ecosystem. Grants provide a key source of capital that is missing in the sector - a unique pool of capital which is risk-tolerant, patient and seeks no return. 360 ONE recognises the potential for grants to provide concessionally and bring in commercial capital using blended finance approaches.

Blended Finance is an innovative way to combine private, public and philanthropic capital. It enables companies to increase the quantum of capital available for development financing and allocating this capital towards achieving development outcomes. Blended Finance leverages philanthropic and public funds to unlock commercial capital for the

project which enables the solutions to be more sustainable in the longer term. It enables a better leverage for donors through collaboration - helping graduate from legacy cheque writing or the charity mindset.

Outcome-based funding- refers to the solutions with a higher focus on results and outcomes. Outcome-based funding instruments tie the disbursement of funding for development projects to the achievement of independently verified results that are closely related to the ultimate development objective i.e. outcomes - as opposed to actions, inputs and activities. Principles include clearly defined outcomes, rigorous and independent verification, payments linked to outcomes, risk transfer when relevant, robust performance management, outcome-based budgeting and strong governance and accountability.



360 ONE Foundation: Snapshots of select FY23 Programmes across India

1. Promoting rural entrepreneurship among low-income migrant households

Partner: Rajasthan Shram Sarathi Association

Location: Rajasthan

The project provides a zero-interest loan in form of a returnable grant (ranging from INR 20,000 to INR 50,000), to help rural entrepreneurs scale and expand their businesses. There is only a moral obligation to repay and when returned, the funds are recycled to grant and aid the next cycle of beneficiaries. Encouraging results are observed in repayment during this initiative i.e., Advance (83%), On time (13%), Late (4%).

Key Project Components

- ▶ Instrument: Returnable Grants
- ▶ Types of Enterprises Supported: Grocery stores, bike repair shops, goat-rearing businesses, marble polishers etc.
- ▶ Training: Digital, Business and Financial Literacy
- ▶ Total No. of Beneficiaries: 230 Families (120, 70 and 40 in cycles 1, 2, 3)
- ▶ Average Loan Size: INR 20,000 to 50,000
- ▶ Total Additional Capital Unlocked: INR 40,00,000 (0.73x of grant)
- ▶ Total No. of Cycles: 3



Project Impact Summary

- ▶ Number of People Directly Impacted: 1,150
- ▶ Total Monthly Incremental Income: INR 3,09,120
- ▶ Total Monthly Interest Saved: INR 2,01,250

With the help of a returnable grant, Devu transformed both his and his family's lives by leasing a field for 5 years, adding an extra INR 2,500 per month to their income, resulting in a 20% improvement. He continues to pay back and the funds will be recycled to the next beneficiary.

2. Livelihood generation through skill development for healthcare roles

Partner: IIT Delhi (SAMRIDH Hosting entity), National Skill Development Corporation (NSDC)

Location: Maharashtra, Karnataka, New Delhi

Phase 1 (Training)

The project leverages 360 ONE Foundation's grant to unlock ~3x additional working capital loan from NSDC at an affordable rate of 6% p.a. through a 30% partial risk guarantee. The borrower (skilling entity) trained and placed 2,420 beneficiaries (6 to 7x beneficiaries in comparison to training using vanilla grant over the project lifecycle) and provided employment opportunities and livelihood linkages to them, for key in-demand healthcare jobs. The guarantee is renewable for two years. If the risk guarantee is not invoked or is partially invoked, it will be utilised to further enable a working capital loan, thereby training additional beneficiaries.



Phase 2 (Placement and Retention)

On achievement of an additional milestone i.e., if beneficiaries are retained in the job after 3 months post placement, a component of 360 ONE Foundation's grant will be used in form of a Social Success Note linked to placement and retention of beneficiaries thus leading to further reduction in cost of borrowing for the implementing entity and incentivizing the risk investor (NSDC) for better performance outcomes.

Key Project Components

- Instrument: Partial Risk Guarantee and Social Success Note
- Total No. of Beneficiaries: 5000+ (projected)
- Number of trainees facilitated in procuring loans to establish their enterprise: 7
- Training: 2-3 months Healthcare Domain Training for Specific Job Roles
- Total Additional Capital Unlocked: INR 4,00,00,000 (2.67x of Grant)
- Total No. of Cycles: 2

Project Impact Summary

- Median Monthly Income: INR 13,000
- Average Improvement in Monthly Household Income: 2-3x

The program helped Anjali Takwale, a 20-year-old high school graduate from a single-income family to reshape her future. It allowed her to complete a phlebotomist course in just two months and secure a job at Prime Hospital. She is now supporting her mother financially.

3. Livelihood generation for paddy and poultry women farmers

Partner: Access Livelihoods Foundation

Location: Odisha (Paddy), Maharashtra (Poultry)

The project supports three women-led Producer Companies (PCs) through a revolving grant (RG). The grant helps strengthen the PCs by offering input, procurement, working capital, training and market assistance.

The funds used as RG at a PC-level (over 5-6 cycles) provide discounted incentives to farmers for inputs and also provide farmers with partial upfront payment for their produce at the procurement stage and timely payments after the sale of their produce to ensure the working capital cycle is smooth and the farmers stay in business. The farmers are also trained in skill-based techniques such as better production methods, governance and business management in the PCs.



The RG ensures ongoing support to the PCs economic cycles – where in the PC is able to generate revenues and support its members with required inputs and working capital in a timely manner, establishing a regular repayment habit. This approach addresses the financial needs and improves the livelihoods of the target women beneficiaries.

Key Project Components

- ▶ Instrument: Returnable Grants
- ▶ Total No. of Beneficiaries: 2000+
- ▶ Training: ~5 months of Skill-based Farming/ Production Techniques, Governance and Business Management
- ▶ Total Additional Capital Unlocked: INR 2,80,00,000 (2.31x of Grant)
- ▶ Total No. of Cycles: 5-6

Project Impact Summary

- ▶ Due to the catalytic nature of the returnable grant, the PCs were able to revive, sustain and grow their business and attain average profit margins of 25% post certain value additions such as packaging and marketing
- ▶ As a proportion to the grant provided, the PCs are projected to do ~3.3x more business in terms of revenues and the farmers are projected to receive ~3x more direct and indirect monetary support by the end of 5-6 business cycles

Pushpa, a dedicated farmer and esteemed member of the PC, underwent a remarkable transformation after receiving end-to-end support from 360 ONE Foundation's Returnable Grant. This included discounted inputs, a partial upfront payment for her produce and timely payments post-sale. The revolving funds ensured a smooth working capital cycle, enabling Pushpa to not only sustain her business, but also paved the way for long-term wealth creation for her family.

4. Delivering government social security entitlements to marginalized citizens

Partner: Haqdarshak

Location: UP, Gujarat, Uttarakhand, Punjab, Jharkhand, Maharashtra

Through a pay-for-outcomes model, this project unlocks social security to low-paid and informal workers in India – who often fall through the cracks of existing social security provisions. Beneficiaries are provided with a Yojna Card, full screening result of their eligible schemes and linkages to two welfare schemes.

Key Project Components

- Instrument: Pay for Outcomes
- Total No. of Beneficiaries: 9,150
- Training to Haqdarshak Agents: Beneficiary Screening and Enrolment Process Training



Project Impact Summary

- Total Value Unlocked via Welfare Schemes: ~INR 1,62,31,515
- Total Value Unlocked via Document Registrations: ~INR 9,450

Gokaran, a MNREGA labourer, from Barabanki, Uttar Pradesh, gained invaluable insights into social security welfare initiatives that she was entitled to. She secured a Haqdarshak Yojna card through which she unlocked schemes including a government health insurance plan that provided her the financial support she required during treatment of a kidney ailment.

5. Income enhancement of underprivileged youth via training and employment

Partner: PanIIT Alumni Reach for India Foundation (PARFI)

Location: Jharkhand, Pan-India placement

This project mobilizes and trains underprivileged youth in blue-collared trades basis market demand.

Post training, they are placed pan-India with various employers. Funding by 360 ONE Foundation (40%) of the training and placement cost unlocks additional funding from the Govt. of Jharkhand (40%) and candidates (20%) through co-payment. The program is designed as a pay-for-success model, where 360 ONE Foundation will disburse the entire grant amount on achievement of placement proofs, once placements are complete and student details with salary proof is received. The retention is tracked and reported for 6 months post-placement.



Key Project Components

- ▶ Instrument: Pay for Outcomes
- ▶ Total No. of Beneficiaries: 500
- ▶ Training: 45-60 days Residential Training in Blue-Collared Trades
- ▶ 11/28 centres dedicated to the training of women with 3 new centres added in FY23
- ▶ Job Sectors: Construction, Manufacturing, Apparel, Automotive, Electronics etc.
- ▶ Total Additional Capital Unlocked (via Co-Funding Model): INR 1,50,00,000 (1.49x of Grant)
- ▶ Average Loan Size: INR 20,000 to INR 50,000

Project Impact Summary

- ▶ Increase in family income post placement: 5x
- ▶ Total lives impacted including families of the beneficiaries placed 2,500
- ▶ Median CTC increased by 8% across trades, beating average YoY inflation
- ▶ Minimum CTC per Month: INR 10,000

Ajay Oraon transitioned from a farmer barely making ends meet, to a promising career at Shapoorji Pallonji after being trained and placed as a Shuttering Carpenter. With dedication, his income increased fivefold and he now earns over INR 20,000 per month, significantly improving his family's prosperity and financial security. He got his sister married and a permanent house is under construction, replacing the kutcha house.

6. Enabling employability and income enhancement for bamboo farmers and artisans

Partner: KOIS, Industree Crafts Foundation

Location: Maharashtra

This project is part of the Regenerative Agriculture and Livelihoods Fund (REAL Fund) aimed at creating an environmentally and financially sustainable, scalable and replicable model of bamboo production, value addition and sale (both institutional and open market). This is done via collectives of farmers and women artisans in rural India who will together own and manage the end-to-end value chain of bamboo products (from purchase of saplings for cultivation of bamboo to production and sale of value-added products).



Key Project Components

- Instrument: Pay for Outcomes, Development Impact Bond (DIB)
- Total No. of Beneficiaries: 500 Farmers
- Training: Sustainable cultivation and harvest of bamboo.
- No. of Bamboo Saplings Purchased and Planted: 26,000

Project Impact Summary

- Expected Carbon Sequestration in 5 Years: 1,105 tonnes

Shalan Maruti Ambavale's introduction to bamboo cultivation with saplings marked a turning point in her agricultural journey. This effort not only broadened her knowledge of agriculture, but also inspired others to take up bamboo cultivation. The initiative empowers farmers like her and enhances livelihoods by establishing a sustainable end-to-end bamboo value chain owned by collectives of farmers.

GOVERNANCE

360 ONE recognizes that ethical practices are crucial in building trust with clients, regulators and the community at large. 360 ONE prioritizes transparency, fairness, integrity and accountability in its operations. A well-defined code of conduct guides and encourages employees to meet ethical standards and make ethical decisions with a client centric approach.

360 ONE follows high standards of governance and disclosure. It firmly believes that adherence to business ethics and commitment to corporate governance will help 360 ONE achieve its vision of being the most respected and trusted wealth and asset management company in the financial services space in India. Company's corporate governance disclosures are described at length in the 'Corporate Governance' section of our Annual Report for the financial year 2022-23. The said report is available at the website of the Company at [\(Website\)](#)

Corporate Governance Framework

The Board of Directors ("**Board**") of the Company represents an optimal mix of expertise, knowledge and experience. Further, the Independent Directors on the Board of the Company are highly respected for their professional integrity as well as rich experience and expertise. The Board provides leadership, strategic guidance and discharges its fiduciary duties of safeguarding the interest of the Company and its stakeholders. The Committees of the Board also play an important role in the governance framework of the Company and are constituted to deal with specific matters as prescribed under applicable laws and as may be referred by the Board.

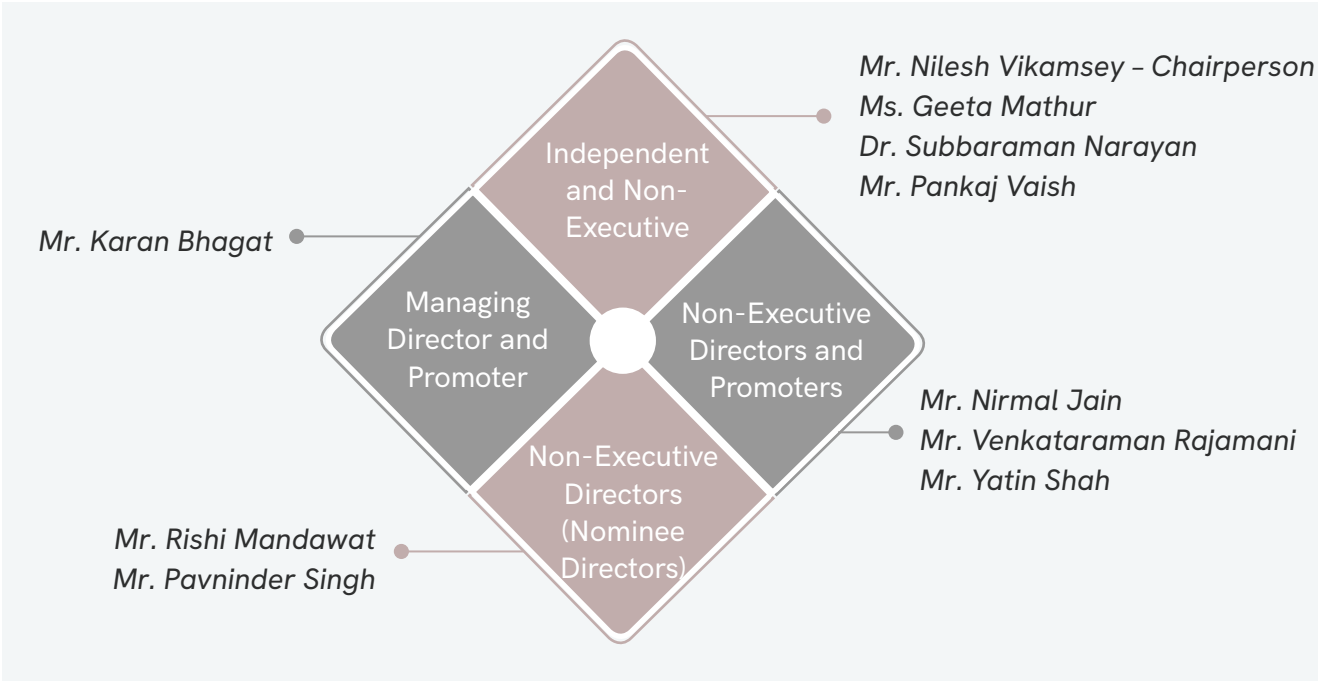
Board Selection

The Nomination and Remuneration Policy [\(Website\)](#) serves as a guide for appointing Directors, Key Managerial Personnel and Senior Management of the Company which prescribes that the candidate should possess adequate qualification, expertise and experience for the position he/she is considered for such appointment. The Nomination and Remuneration Committee also ensures that appointment of Directors is in line with the Board Diversity Policy of the Company which is available on the website of the Company at [\(Website\)](#)

The said Policy also specifies detailed procedure for appointment of the Managing Director or Whole-Time Director, Key Managerial Personnel and Senior Management of the Company.

Composition of Board of Directors

The Board of the Company has an optimum combination of executive and non-executive Directors, including an Independent Woman Director. The average tenure of the Directors in the Company as on March 31, 2023, is 8.10 years. As on the date of this report, the composition of Board of Directors is as follows:



ESG Governance Structure

The Governance structure as specified in the Environmental, Social and Governance (ESG) Policy which is available on the [\(Website\)](#)

Board of Directors

- Establish ESG Vision
- Review and approve the ESG Policy
- Provide oversight on ESG practices

CSR and ESG Committee

- Review and minor ESG Goals and Initiatives
- Suggest Initiatives to achieve Goals and KPIs

Risk Management Committee

- Review of ESG risks
- Identify, assess and plan mitigation of ESG risks






ESG Working Groups






- Implement ESG initiatives
- Build a conscious ESG culture
- Design and Plan ESG trainings and awareness programmes

Employees

- Adopt ESG principles into operations

Board Expertise

Skills / expertise / competence [#]	 Mr. Nirmal Jain	 Mr. Venkataraman Rajamani	 Mr. Nilesh Vikamsey	 Dr. Subbaraman Narayan	 Mr. Pankaj Vaish
Strategic Advisor	✓	✓	✓	✓	-
Monetary Policy	✓	✓	✓	✓	-
Leadership	✓	✓	✓	✓	✓
Corporate Governance	✓	✓	✓	✓	✓
Risk and Compliance	✓	✓	✓	✓	✓
Financial Expertise	✓	✓	✓	✓	✓
Stakeholder Relationship	✓	✓	✓	✓	✓
Technology led transformation	-	-	-	-	✓

Skills / expertise / competence [#]	 Ms. Geeta Mathur	 Mr. Yatin Shah	 Mr. Rishi Mandawat	 Mr. Karan Bhagat	 Mr. Pavinder Singh
Strategic Advisor	✓	✓	-	✓	✓
Monetary Policy	✓	✓	-	✓	✓
Leadership	✓	✓	-	✓	✓
Corporate Governance	✓	✓	-	✓	✓
Risk and Compliance	✓	✓	-	✓	✓
Financial Expertise	✓	✓	✓	✓	✓
Stakeholder Relationship	✓	✓	-	✓	✓
Technology led transformation	-	-	✓	-	-

[#] These skills / expertise / competencies are broad-based, encompassing several areas of expertise / experience as shown in the table above. Each Director may possess varied combinations of skills / expertise / competencies within the described set of parameters.

Board Functioning

Meetings of Board

The Board meets at least once a quarter to review the quarterly results and other items of the agenda. Whenever necessary, additional Board Meetings are held. In case of business exigencies, resolutions are passed by circulation as permitted by law, which are noted in the subsequent Board Meetings.

Notice and Agenda

The Board and the Committees are presented with detailed notes, along with the agenda papers to enable Directors to take informed decisions. With a view to leverage technology and reducing paper consumption, the Company has implemented app-based e-meeting system, which can be accessed through secured iPads provided to the Directors. The Board periodically reviews compliance reports of laws applicable to the Company, prepared and placed before the Board by the management.

Post-Meeting follow-up mechanism

The Company has an effective post-meeting follow-up review and reporting process for the decisions taken by the

Board and the Committees. The important decisions taken at the Board / Committee(s) Meeting(s) which call for actions to be taken, are initiated, communicated to the concerned departments and updated to the Board / Committee. The action taken report is placed at the subsequent Meeting(s) of the Board / Committee(s) for information and review by the Board / Committee(s).

Board Performance Evaluation

The Nomination and Remuneration Committee of the Board has laid down the criteria for performance evaluation of Chairperson, Managing Director, Non-Executive Directors, Independent Directors, Committees and Board as a whole. The performance evaluation is carried on an annual basis and the results of the same are discussed by the Board and suitable feedback is conveyed to the Board members and the management, for necessary action. The development in the focus areas identified in the previous performance evaluation is also placed before the Board. The key criteria for performance evaluation of the aforesaid are detailed in

the 'Corporate Governance' section of the Annual Report of financial year 2022-23.

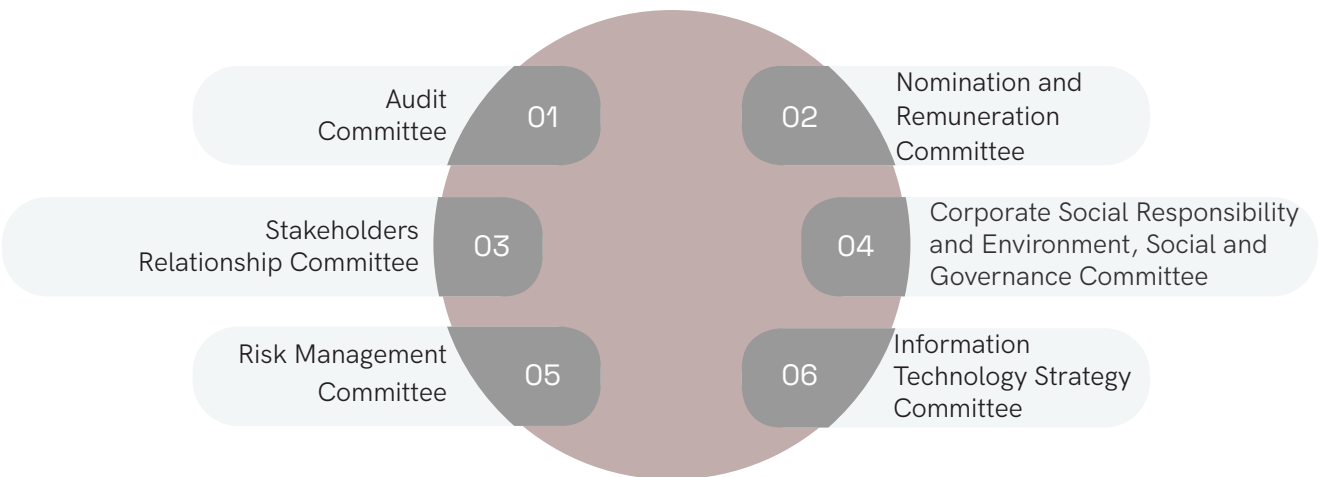
Familiarisation Program

The familiarization program is conducted to help Independent Directors understand the operations of the Company better, which in turn facilitates their active participation in the Board and committee meetings to improve the decision making and performance of the Company as a whole. As part of the initial program, meetings are scheduled between the Independent Directors and Senior Management of the Company to discuss the functioning of the Board and the nature of the operation of the business activities of the Company and its subsidiaries.

Further as part of the continuing process, various presentations and interactive sessions are organised to familiarize the Directors inter alia with the strategy, financial performance budgets, regulatory updates and overview of performance of business on a regular basis.

Committees of the Board

The Company has constituted various committees to enhance its governance practices and ensure oversight on the key areas. These committees play a crucial role in decision-making and contributing towards accountability and promoting transparency.



The Organisation aligns with the specific requirements and guidelines laid out in the Companies Act, 2013 and Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations of 2015. The details of the Committees, their composition, terms of reference, number of meetings held during FY 2022-23 and attendance of the members thereat etc. are detailed in the 'Corporate Governance' section of the Annual Report of financial year 2022-23.

Tax Policy and Governance

360 ONE is focused on responsibly managing its economic, environmental and social impact on society, including indirect value creation, with adherence to high ethical standards. 360 ONE's Tax Policy and Governance reflect its endeavour of being a responsible corporate citizen, outlining its approach towards taxation. It ensures compliance with relevant tax

laws and regulations in all operating countries to avoid tax risks and inefficiencies in the implementation of business decisions.

This includes timely payment of legally required taxes, utilizing tax agreements and reliefs provided by relevant governments and engaging with tax authorities during audits.

Transparency is maintained by promptly providing requested tax-related information to establish accurate tax liabilities. The Organisation maintains open and transparent tax structures within the boundaries of rules and regulations and aligns Tax Policy and Governance with its business and commercial strategies. Personnel responsible for tax matters

receive appropriate training and access to external experts to fulfil their tax responsibilities effectively.

The details of the Tax Policy and Governance have been disclosed on the website of the Company at [\(Website\)](#)

Code of Conduct and Business Ethics

The Company has adopted Code of Conduct for board and senior management under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The said Code is adopted to ensure that the directors and the senior management maintain high ethical standards and transparent process in managing the affairs of the Company, to sustain the trust and confidence reposed by the shareholders of the Company. Recognizing the importance of maintaining a reporting mechanism, our Code of Conduct for board and senior management empowers them to report any violations or suspected violations directly to the chairman of the Audit Committee/Board. The said Codes is available on the website of the Company at [\(Website\)](#)

Anti-Corruption

360 ONE has a zero-tolerance approach to bribery and corruption and is committed to act professionally, fairly and with integrity in all the dealings wherever the Organisation operates. The Organisation is also committed to implement and enforce effective systems to counter bribery. In order to combat corruption and to conduct all of our business in an honest and ethical manner, 360 ONE has adopted anti-corruption policy which is applicable to all the employees, including directors of the company. The parties who fail to comply with the policy will be charged with disciplinary action and both the offender and the Organisation may face legal or regulatory action. The said policy is available on the website of the Company at [\(Website\)](#)

The Organisation also conducts training on anti-bribery for key managerial personnel and concerned employees. In FY 2022-23, no disciplinary actions were taken against directors, key managerial personnel and employees for the charges of bribery/corruption.

Policy on Vigil Mechanism and Whistle Blower Mechanism

360 ONE is committed to developing a culture where all its stakeholders, including employees, vendors, directors, suppliers, service providers, contractual staff, feel secure raising concerns about any poor or unacceptable practice and any event of misconduct. To ensure this, 360 ONE has a policy on Vigil Mechanism and Whistle Blower Mechanism which provides for nature of issues covered, available reporting channels to report an incident, steps along with expected timelines for resolving concerns reported and measures available to safeguard against victimization of the whistle blower who avails of such mechanism. To facilitate reporting of any concerns without any hesitation and maintaining of anonymity, the Company has engaged an external independent agency for managing ethics helpline under the aforesaid mechanism. The said policy is available on the website of the Company at [\(Website\)](#)

360 ONE also conducts training on whistle blower mechanism for key managerial personnel and employees.

Further, no whistle blower complaint was received by 360 ONE during the financial year 2022-23.

Best Practices by 360 ONE: -

- ▶ An external independent agency available 24/7
- ▶ Available in local languages
- ▶ Available to suppliers, customers and other third parties
- ▶ Disclosure on the number of reports received the types of misconduct and measures taken
- ▶ Non-retaliation policy
- ▶ Anonymous reporting, treated confidentially
- ▶ Proactively communicated to employees
- ▶ Structures in place to process whistle blower report

Conflict of Interests

A conflict of interest arises when an employee's personal interests' conflict with that of the Organisation or its clients, or the interests of the Organisation conflict with the interests of 360 ONE's clients.

To manage such conflicts of interest and ensure that conflicted transactions happen in a fair manner, all the related party transactions are approved by the Audit Committee/Board and reporting and disclosures requirements are complied with, as per the requirements of the Companies Act 2013 and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. 360 ONE also has a Conflict of Interest Policy under which a Conflict Resolution Advisory Board (CRAB) is constituted to approve other conflicted transactions.

The Conflict of Interest Policy extends a framework for conducting business and operations with guiding principles of fair practice and risk mitigation for resolution of potential and actual conflict of interest. The said policy is available on the website of the Company at [\(Website\)](#)

360 ONE also conducts training on conflict of interest extended to key managerial personnel

Prevention of Insider Trading

360 ONE has formulated and adopted 'Code of Conduct for Employees and Insiders of 360 ONE WAM LIMITED and its Subsidiary & Associate Companies' under SEBI (Prohibition of Insider Trading) Regulations, 2015, for prevention of the insider trading.

The aforesaid Code of Conduct constitutes the body of rules and principles, which are to be followed by employees including designated persons and insiders of 360 ONE WAM LIMITED and its subsidiaries. As part of our ongoing commitment to promote ethical behaviour and compliance, annual training is provided to all employees on prevention of insider trading and compliance with the aforesaid Code of Conduct. Furthermore, the Board of Directors of 360 ONE has formulated a Code of Conduct [\(Website\)](#) for fair disclosures which is required to be adhered to by all the people who are directly or indirectly associated with the Organisation.

Anti-Money Laundering Policy

The Anti-Money Laundering (**"AML"**) Policy of 360 ONE provides a framework, which helps the Organisation to develop procedures that are appropriate to its business and maintain uniform practices to ensure that the Organisation adheres to the minimum requirement laid out by Securities and Exchange Board of India. The AML Policy also creates awareness and provides clarity on Know your Customer (KYC) standards and AML measures, outlines the obligations of 360 ONE under Prevention of Money Laundering Act, 2002 (PMLA) and align its operations with international standards and practices. This policy broadly covers distribution, advisory, broking, depository participant, investment banking and trust services businesses. The annual trainings to concerned employees also include trainings on AML. 360 ONE has AML Committees for various businesses to deliberate on client onboarding.

Investor Grievance Redressal Framework

The Company has established an investor grievance redressal framework available on the website of the Company at [\(Website\)](#) in order to ensure that all investors are always treated fairly and without bias. All issues raised by investors are dealt with courtesy and resolved promptly and investors should be made aware of their rights so that they can opt for alternative remedies, if they are not fully satisfied with the Company's response or resolution to their complaint. The said framework broadly covers the processes for receipt, resolution and escalation of grievances as may be raised by the investors of the Company.

RISK

MANAGEMENT

360 ONE recognizes the importance of risk management as a vital function that equips the Organisation with the necessary tools to effectively address potential risks and ensure stability and success of the Organisation.

360 ONE is committed to fostering a risk-aware culture and has prioritised the identification, assessment and management of risks across all operations.

The Organisation addresses the key foreseeable risks (both financial and operational risks) that the Organisation is likely to experience in the course of its business as well as mitigating factors that have been implemented to manage the said risks.

360 ONE has in place a mechanism to identify, assess, monitor and mitigate various risks to key business objectives, which includes a risk management team at the Company level and dedicated teams at key regulated subsidiaries like Asset Management and the Non-

Banking Finance Company. Key risks are identified, documented and discussed at the meetings of the Audit Committee, Risk Management Committee and Board of Directors of the Company. The key risks are addressed through mitigating actions on a continuous basis. The internal processes are designed to ensure adequate checks and balances and regulatory compliances at every stage. Authority matrices are defined flowing down from the Board of Directors, to provide authority to approve various transactions.

360 ONE proactively reviews and updates its Risk Management Policy to ensure its effectiveness in mitigating potential risks and emerging challenges in a business landscape that is dynamic and constantly evolving. The Risk Management Policy of the Company specifying the risk governance structure, key risks and mitigation measures, is available on its website at [\(Website\)](#)

With a diverse range of

services including Stock and Commodities Broking, Asset Management, Insurance Broking, Trusteeship and Family Office, Investment Advisory and Lending Solutions, it is imperative that the Organisation detects potential risks and opportunities and takes corrective action through efficient risk management practices.

Risk Governance Structure

360 ONE has established a Risk Governance Structure comprising three levels across the Organisation to effectively manage risks.

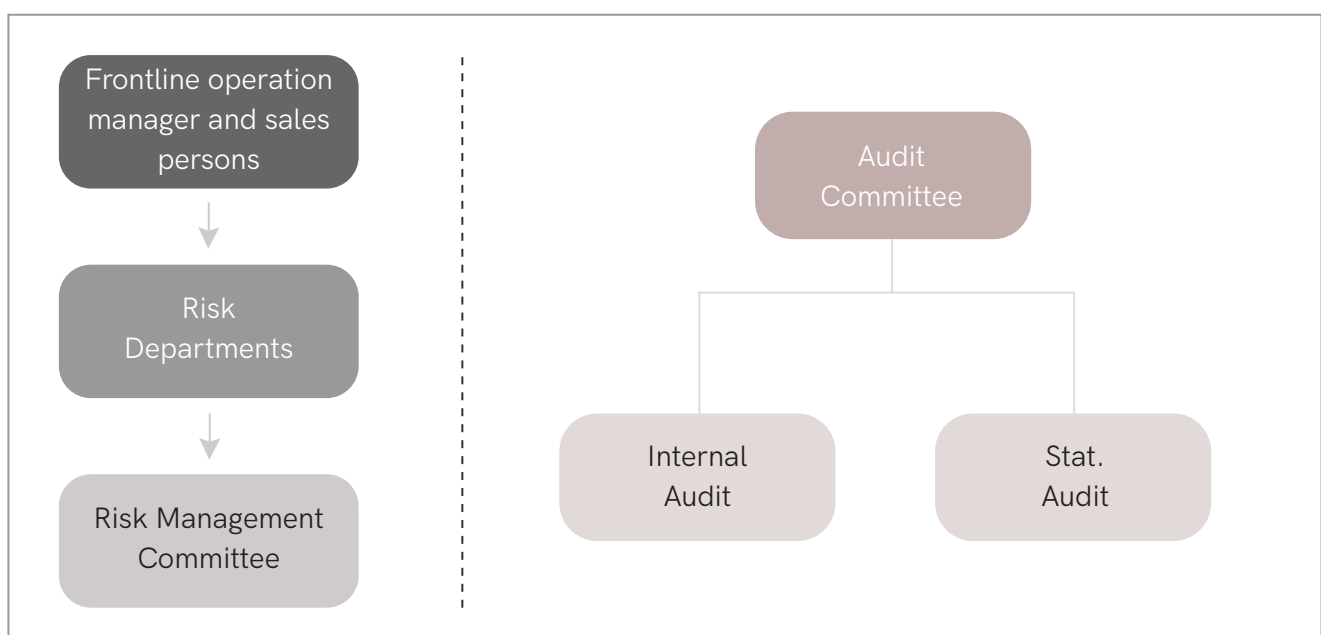
The first level of risk management perspective is carried out by frontline operations managers and sales persons. They adhere to the rules, policies and procedures in their interactions with clients. By following these guidelines, they contribute to mitigating risks and ensuring compliance with regulatory requirements.

The second level consists of dedicated risk management departments and committees. These teams are responsible for actively monitoring and

assessing risks, implementing risk mitigation strategies and providing regular reports to senior management. Their role is to identify emerging risks, analyse their potential impact on the Organisation and develop appropriate measures to address them. They play a critical role in ensuring that risk management practices are embedded throughout the Organisation. Further, a Board-level Risk Management Committee (RMC) oversees the overall risk management framework. The RMC ensures that the risk management practices align with the Organisation's strategic objectives. It monitors and evaluates management practices and controls related

to finance, operations, sector-specific risks, Sustainability, as well as information and cybersecurity risks.

Thirdly, to further strengthen risk management, internal audits are conducted. These audits assess, monitor and mitigate risks by reviewing processes, controls and practices within the Organisation. The Risk Management department assists in defining the audit's scope, oversees its execution and keeps tab on the resolution of open audit points. Internal Audit reports are presented to the Audit Committee of the Board by the Internal Auditors directly.



By implementing this multi-level Risk Governance Structure, 360 ONE ensures that risks are effectively managed, monitored and mitigated across the Organisation.

Risk Management Process

We have a central Risk Management department that reports to the Chief Operating Officer and the Boards and/or Audit Committees of the Company and its subsidiaries.

There are also separate Risk Management heads for the Lending and Asset Management businesses to focus on the risks pertaining specifically to those businesses.

Risk Management relies on the internal controls built into Standard Operating Procedures and the Risk Management, Product and Investment Policies relating to the various businesses: e.g. the Broking Risk Management Policy, the Mutual Fund (MF) Risk Management Policy, 360 ONE Prime Policies pertaining to Loan Against Shares, Loan Against Property and Unsecured Lending and Investment Manuals and Policies that exist for our NBFC and Asset Management Company. Key risk metrics that track the principal risks faced by the various businesses are reported to the RMC at a group level, on the basis of certain pre-approved thresholds. This enables the Board level RMC to monitor that risks are being managed at an acceptable level and prompt the Management

to take action whenever things start going out of line.

Risk Management process at asset management business

SEBI has mandated a risk management framework for the mutual fund business. The asset management business has a risk management framework which covers not only the mutual fund business but also AIF and PMS businesses. The head of risk management for the asset management business is part of the key internal committees viz. investment committee, valuation committee and risk management committee. There is a board level risk management committee in 360 ONE Asset Management Ltd. and 360 ONE Asset Trustee Ltd. constituted as per the SEBI risk management framework for mutual fund business.

Risk Management process at lending business

360 ONE Prime Limited has a board approved Risk Management Policy which has laid down a framework for identifying, assessing and measuring various elements of risk involved in the business and has formulated procedures

and systems for mitigating such risks.

Risk Management Committee of 360 ONE Prime Limited constituted in accordance with the guidelines issued by Reserve Bank of India, has overall responsibility for overseeing the risk management, approving risk measurement methodologies and appropriate policies & procedures across 360 ONE Prime Limited. The Chief Risk Officer (CRO) of 360 ONE Prime Limited, places his report periodically before its Risk Management Committee.

Risk Matrices

The Risk Management Committee (RMC) at 360 ONE WAM Ltd. takes a proactive approach to monitor and measure risks by employing various metrics and systems. Firstly, key risk issues and regulatory updates are presented to the RMC, providing a comprehensive understanding of their potential impact on the different businesses within the Organisation. This allows the committee to assess the significance of each risk and determine appropriate mitigation strategies. Secondly, certain key risk matrices are presented to the RMC

beyond certain threshold using Red-Amber-Green (RAG) framework.

Secondly, a management information system is implemented and presented to the Management Committees and senior management of the subsidiaries. This system aids in the identification, monitoring and mitigation of risks across the Organisation.

By utilizing these metrics and management information systems, the Risk Management Committee of the Company enhances its ability to track risks, evaluate their potential impact and implement necessary measures to mitigate them. This proactive approach helps to safeguard the Organisation's operations, protect stakeholders' interests and ensure the stability and success of the business.

Audit

Risk Management conducts internal reviews (using external Chartered Accountants, where required) of various aspects of the business, which include documentation in relation to the lending business; compliance with various regulations in AIF and checking of certain regulatory returns.

The scope of internal audit covers all aspects of business including regular front-end and back-end operations, HR, Finance, customer service, IT and checking for both regulatory and internal compliances. Internal audit team conducts risk-based audits across various processes. They also assess the state of internal financial controls and provide their opinions.

360 ONE has ensured that its internal audit and control systems are adequate and commensurate with the nature of business, regulatory prescriptions and the size of its operations.

The Internal Audit of the Company and subsidiaries is conducted by KPMG Assurance and Consulting Services LLP (KPMG), as per the scope suggested by Audit Committee(s) of the Company and its subsidiaries and approved by the respective Boards. In the case of 360 ONE Prime Limited, from FY 2022-23, it is being conducted by a Head-Internal Audit, as per RBI guidelines and he is being assisted in this by KPMG.

For FY 2022-23, Internal Auditors tested the design

and effectiveness of the key controls and no material weaknesses were observed in their examination. The internal audit reports are directly presented to the respective Boards' Audit Committees by the Internal Auditors. In addition, the Organisation complies with the several specific audits mandated by regulatory authorities such as SEBI/Exchanges/Depositories and the reports are periodically submitted to the regulators.

Further, statutory auditors verified the Design & Implementation of controls and tested the operating effectiveness of controls for material transactions, account balances and disclosures and have confirmed that they do not have any significant or material observation in relation to deficiencies in design and/or effectiveness of controls. The Audit Committee also holds one-on-one sessions with the statutory auditors of the Company.

ESG Risks

360 ONE recognizes the nexus between its business and the economic prosperity of the country, which is influenced by various factors such as natural environmental factors

like climate change, air and water pollution and health and social development and other Environmental, Social and Governance (ESG) parameters. The Organisation understands the significance of these factors and the challenges they present and endeavours to integrate them into the risk and governance framework for delivering long-term value to its clients and shareholders.

The Legal, Compliance, Secretarial and Risk Management teams have created a framework to ensure compliance with regulations and minimise legal or regulatory penalties. Considering the businesses 360 ONE operates in, they are responsible for monitoring risks related to mis-selling, money laundering, conflict of interest, credit and investments.

Furthermore, the Organisation's processes and systems undergo regular audits by an internal auditor to ensure compliance and effectiveness. 360 ONE has also procured insurance coverage to protect against Professional Indemnity claims and cases related to any potential internal fraud, providing an additional layer of risk mitigation.

Business Continuity and Disaster Recovery

360 ONE has established a comprehensive Business Continuity and Disaster Recovery (BCP/DR) Plan across the Organisation. This plan encompasses multiple facets, including disaster management, mitigation and preventive measures, all aimed at ensuring uninterrupted business operations.

A key component of the BCP/DR Plan is the formation of a Business Continuity Crisis Management Team (BCCMT). The BCCMT comprises individuals who have specific roles and responsibilities within the committee. These members are tasked with invoking the BCP and leading the recovery efforts in times of crisis. Their functions include assessing the situation, coordinating response actions, communicating with stakeholders and overseeing the restoration of operations.

The BCP/DR Plan incorporates a business impact analysis process, which helps identify critical functions and systems, assess potential risks and determine the maximum tolerable time required to restore business operations. It also specifies the maximum tolerable time for acceptable data loss to ensure data recovery aligns with business needs.

The plan also addresses backup arrangements for various systems, including data backup and recovery strategies. It outlines provisions for remote working, such as work-from-home arrangements and the necessary IT infrastructure support to facilitate remote operations. It clearly indicates the details of key contacts who need to be notified when the BCP/DR is invoked, ensuring efficient communication and coordination during crisis situations.

DIGITAL INITIATIVES

Digital Initiatives

The rapid advancement of technology and evolving customer expectations have made digitalization a crucial aspect for the sector's growth. It enables the companies to transcend the limitations of physical branches and expand their services to customers in remote areas or different locations.

360 ONE prioritizes the needs of the clients and relationship managers by actively redefining and optimizing the existing systems through an assisted journey. As part of the digital transformation efforts, the Organisation has successfully implemented a digital client on-boarding system. This system streamlines the on-boarding process by automating various tasks and reducing the need for manual intervention and paperwork. The utilization of Aadhar-based OTP verification and E-signing, ensures a seamless on-boarding experience for individual clients.

In the wealth management vertical, 360 ONE has undertaken comprehensive digitization initiatives that involve the digitization of various processes, including automated portfolio investment proposal, offering online portfolios to clients and generating fully digital reports. Additionally, the Organisation has deployed advanced data analytics to provide improved portfolio analysis, allowing more accurate measurement of ratios and insights. These digital solutions aim to deliver a highly personalized experience to each client, tailoring the range of services to their unique needs and preferences.

Furthermore, for the Asset Management line of business, the Organisation has successfully transitioned to storing data digitally. This shift has contributed to more efficient and streamlined operations, with the data being connected to third-party sources that enhance its quality and comprehensiveness. The

digital storage of data not only improves accessibility but also enables real-time analysis, the running of models and facilitates informed decision-making.

By embracing digitalization, 360 ONE aims to enhance the efficiency and convenience of the services while meeting the changing demands of the clients. The Organisation's commitment to leveraging emerging technologies allows it to provide a more accessible and customer-centric service experience.

360 ONE has recently implemented a significant upgrade to its WhatsApp bot, NEO, with the objective of enhancing functionality and improving the overall client experience. The revamped version of NEO introduces a range of new features that provide them with instant access to vital information. One key addition is the ability for investors to access their Statement of Account (SOA)

in real-time, ensuring they stay informed about their financial transactions and holdings, offering convenience and transparency to investors.

NEO simplifies financial transactions by allowing investors to initiate actions such as purchasing or redeeming units through a streamlined process. This facilitates swift and efficient execution of transactions. Additionally, NEO provides investing clients with the ability to check the status of their transactions, verify their KYC compliance and access tax-related information, contributing to a comprehensive and hassle-free investor experience.

Furthermore, NEO acts as a valuable source of up-to-date market information, including the latest market updates, details on New Fund Offers (NFOs) and other relevant insights that investors may find beneficial for making well-informed investment decisions.

CYBER SECURITY

360 ONE recognizes potential risks stemming from complex digital threats and places a paramount emphasis on cybersecurity. In order to enhance the customer experience, the Organisation has adopted cutting-edge technologies such as MPLS, video communications, VoIP, automated diallers and cloud applications. Leveraging cloud technology enables 360 ONE to rapidly and cost-effectively scale their server infrastructure in alignment with business requirements. However, it is important to acknowledge that these technological advancements also introduce inherent risks.

To safeguard the personal information, assets, services and brands of the clients, 360 ONE has implemented a comprehensive framework of policies, regulations and procedures. These measures ensure the privacy, accuracy and accessibility of information while promoting the secure operation of their technology systems. By adhering to these protocols, the Organisation strives to maintain the utmost level of security for its clients'

data and to mitigate potential threats to their business operations.

360 ONE has taken significant steps to fortify its cyber security defences through the establishment of an Information Security Steering Group (ISSG). The ISSG has been entrusted with the responsibility of safeguarding the Organisation against cyber-attacks, data leaks and security breaches. It conducts regular reviews of technology risks and ensures compliance with regulatory and technological controls to maintain a robust security posture.

To address risks associated with people, processes and technology, 360 ONE has adopted a multi-layered approach to cybersecurity. This includes implementation of various security controls such as firewalls, intrusion prevention systems and comprehensive business continuity and disaster recovery plans. These measures enable the Organisation to effectively respond to and recover from disruptive incidents.

Recognizing the crucial role of every employee in managing cyber threats, the Organisation has developed a detailed Information and Cyber-Security Policy which is available on the website of the Company at [\(Website\)](#)

The policy outlines rules and regulations pertaining to web server security, log management, network and internet security and email security. To foster awareness and preparedness, the Information and Cyber Security department conducts training programs using diverse methods, including classroom sessions, virtual classrooms, learning management systems, emailers and simulated phishing campaigns. By engaging the entire workforce, 360 ONE strives to create a culture of cybersecurity vigilance and maintain a strong defence against cyber threats.

Highlights -Cybersecurity Programme

- Governance structures in place for cybersecurity management
- Operational measures to monitor and respond to data breaches and cyberattacks
- Regular employee awareness trainings and assessments to simulate real world scenarios
- Regular Audits to assess the Cyber Security posture
- Continuous Vulnerability assessments of the Organisation's systems, products and practices affecting user data
- Implementation of next generation technologies at each layer of Cyber Security to better protect client data and ensure privacy



RESPONSIBLE INVESTING

Real Estate

Infrastructure and commercial real estate will continue to thrive as an integral part of India's growth story. 360 ONE assists their clients in making strategic investments to quality partnerships and tailor-made solutions. Responsible investment is a core principle that permeates our Organisation and guides our approach across various asset classes, including real estate. Our approach encompasses multiple stages of assessment commencing with:

Environmental & Social (E & S) Screening:

E & S screening of potential investments is conducted as the first step. This process helps identify any potential environmental or social risks associated with a project.

E & S Categorization:

After the screening, projects are categorised based on their potential impact and risk profile. This categorization

helps in understanding the level of environmental and social risks associated with each project.

Environmental and Social Risk Assessment (ESRA):

An ESRA checklist is employed to conduct a detailed assessment of the project's environmental and social aspects. This assessment aims to identify specific areas of concern and potential risks.

Mitigation Measures:

Based on the findings of the ESRA, potential mitigation measures are formulated. These measures are designed to address the identified risks and promote responsible practices throughout the project's lifecycle.

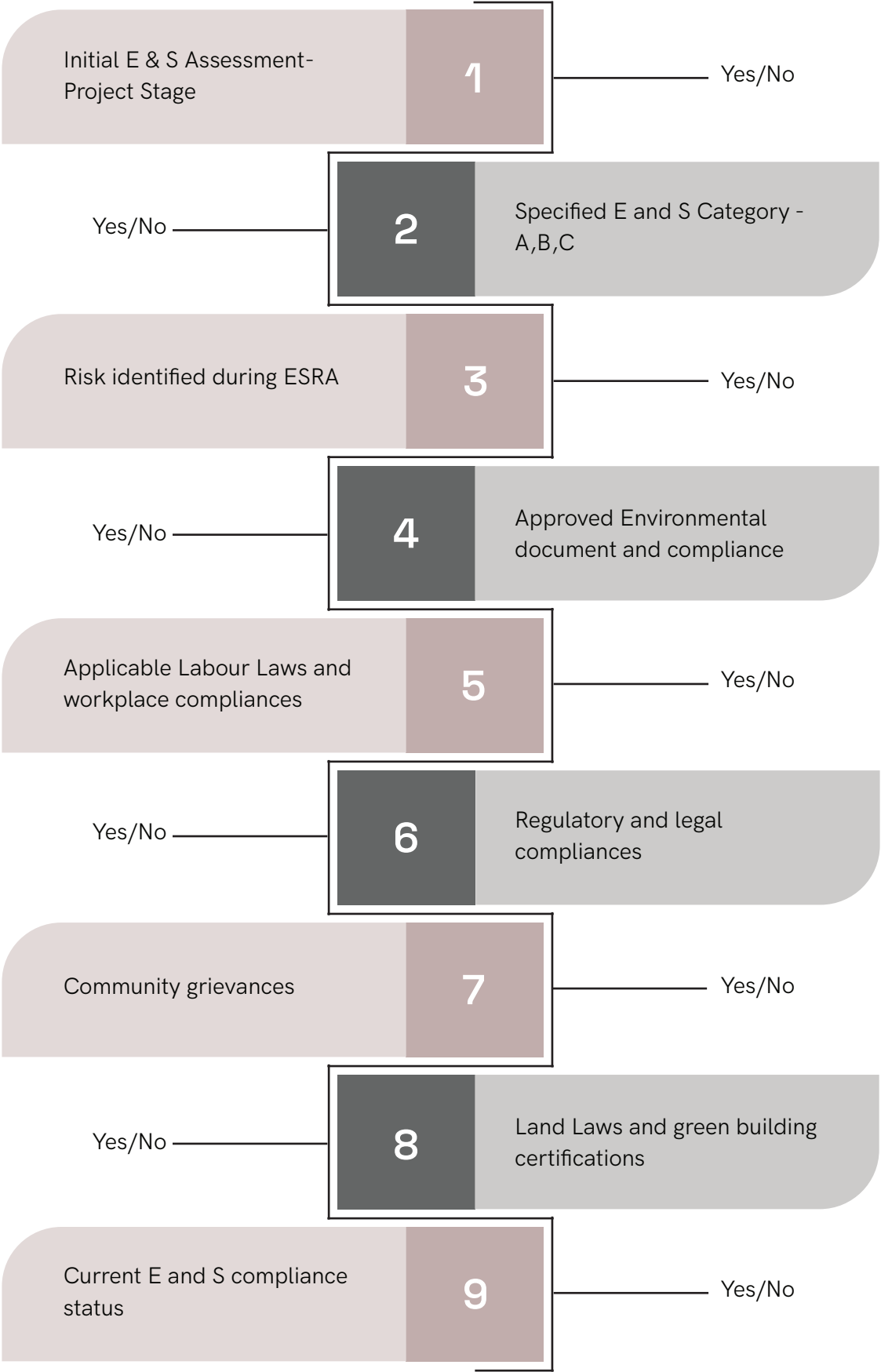
E & S Action Plan:

An E & S action plan is developed to implement the identified mitigation measures and ensure responsible

practices are followed. This plan serves as a roadmap for integrating environmental and social considerations into the project's operations.

Regular bi-annual verification and annual audits are undertaken to monitor the project's adherence to E & S standards. These audits ensure the ongoing observance of responsible investment principles and provide updates for inclusion in reports.

These assessment tools serve as invaluable resources, empowering us to make well-informed decisions when considering real estate projects, Real Estate Investment Trusts (REITs) and Infrastructure Investment Trusts (InvITs).



Public Equities

In Asset Management, public equities play a significant role in investors' portfolios. We manage client funds with a focus on the Indian public equities market, spread across various formats like Mutual Funds, Portfolio Management Services, and Alternative Investment Funds. Hence, assessing ESG risks and opportunities associated with these investments is crucial. It's important to evaluate both the industry and specific companies to effectively address these risks.

In our investment philosophy, we emphasize on maintaining a structured approach, including for our perspective on ESG. We understand the existence of ESG risks and their significant impact on a company's financial performance. We consider understanding and analyzing these risks as an integral part of our analysts' responsibilities. In fact, we believe that gaining a deeper understanding of ESG risks, while also identifying potential opportunities, can provide us with a valuable edge in the investment landscape.

When it comes to our ESG framework, we prioritize three key components.

- ▶ **Scoring:** We source ESG scores from a reputable company whose scoring system aligns with our investment philosophy. This scoring process involves evaluating the environmental impact, social responsibility, and corporate governance practices of potential investments. By utilizing these scores, we gain insights into the ESG performance of companies and their relative ESG risk levels.
- ▶ **Engagement:** We believe in actively engaging with companies to address ESG risks and encourage sustainable business practices. Our engagement efforts take two forms. Firstly, during meetings with company representatives, our analysts proactively discuss any significant ESG risks. This engagement helps raise awareness and facilitates dialogue on relevant ESG topics. Secondly, our dedicated ESG team conducts separate meetings with Chief Sustainability Officers of companies to gain deeper insights into their ESG practices and initiatives. These interactions enable us to understand the

company's approach to ESG and identify areas of improvement.

- ▶ **Voting:** Where applicable, we exercise the proxy voting mechanism to vote against adverse decisions related to board composition, management compensation, etc. We also selectively engage with companies when there are serious concerns. Currently, there is no explicit policy around divestment, however, any persistent governance issues would translate into eventual disinvestment.

By combining the scoring component, which provides quantitative ESG metrics, with the engagement component, which allows for qualitative discussions and knowledge exchange, we aim to thoroughly evaluate potential investments' ESG performance. This approach ensures that our investment decisions are well-informed, aligned with our clients' values, and promote sustainable and ethical practices.

In certain investment mandates, we may integrate the ESG framework further, by tailoring it to meet specific requirements emanating from the investment mandates. For example, if

an investment mandate so requires, we may maintain an aggregated ESG risk score that is better than the benchmark ESG risk score, as specified. By incorporating such mandate-specific considerations, we ensure that our investment decisions not only adhere to our overall ESG framework but also reflect the specific requirements of the client or mandate.

During our engagements with companies, we utilize a “What-Why” framework to delve into their ESG practices. The “What” aspect focuses on understanding the specific actions and initiatives undertaken by the company in relation to ESG. For example, we explore if the company has set goals to become carbon neutral and, if so, how they plan to achieve it. We seek to understand their strategies, such as investing in renewable energy sources, implementing energy efficiency measures, or utilizing carbon credits. By comprehending the “What” of their ESG efforts, we gain insights into the concrete steps which they are taking to address the Sustainability challenges.

On the other hand, the “Why” component of our framework is designed to uncover the motivations behind

a company’s sustainable practices. We believe that understanding the incentives driving their ESG initiatives is crucial in assessing their long-term Sustainability, particularly during challenging times. For instance, is the company implementing sustainable practices because it is the right thing to do? because it makes economic sense? or because others in the industry are doing it? By gaining insights into the underlying motivations, we can better evaluate the authenticity and durability of their sustainable practices.

ESG is a dynamic field that continuously evolves to address the changing landscape of sustainable investing. At 360 ONE, we recognize the importance of staying up-to-date with the latest developments and insights in ESG. To foster continuous learning and knowledge sharing, we have conducted sessions within our team, exploring various dimensions of ESG and its impact on investment decision-making. These interactive sessions facilitate the exchange of perspectives, enhance our understanding of the complexities surrounding ESG considerations, and enable us for continuous ESG integration. In addition to internal

knowledge sharing, we actively engage in thought leadership activities. Recently, we conducted an in-depth analysis of the Indian water crisis, exploring the factors that contributed to the crisis and studying the actions taken by companies in response. Through such deep dives into critical topics, we aim to generate valuable insights and share our findings.

Furthermore, our engagement efforts extend beyond knowledge sharing. We strive to cultivate and cross-pollinate good sustainable practices by actively engaging with companies and stakeholders. By fostering dialogue and encouraging best practices, we hope to drive positive change and contribute to a more sustainable future.

Private Credit

Corporate Credit or lending to corporates in India is a massive ~ 1.5 trillion in size and last year hit a 7-year high in terms of its growth. The corporate credit market in India encompasses a wide range of credit categories, each serving distinct needs and offering varying levels of risk and return. Corporate Credit can largely be categorised into three:

- ▶ High-grade credits, which are typically issued by large, highly-rated companies with AAA or AA ratings. These investments are considered relatively safe and offer lower yields, typically ranging from 7 to 9%,
- ▶ Performing private credit, which focuses on providing tailored debt opportunities to mid-market companies, large conglomerates and diversified industrial houses. This segment offers flexible bespoke lending solutions and presents low to medium-risk opportunities with a potential to generate high returns, typically ranging from 13 to 17%,
- ▶ Lastly, there is distressed credit which is a high-risk high reward segment involving investing in companies facing financial distress with a potential for turnaround.

At 360 ONE, we focus on the 2nd category of performing credit, which is at an inflection point and has been gaining momentum as an attractive asset class for investors seeking higher returns than traditional fixed-income instruments. This is a ~ USD 100 billion market with an estimated annual opportunity of ~ USD 10-25 billion. Our private credit strategy focuses on leveraging AIF vehicles and PMS to pool investors and deploy capital in bespoke secured fixed-income transactions with a strong emphasis on deep origination and structuring expertise.

Our investment diligence encompasses various aspects, starting with a detailed analysis of the company's financial statements to evaluate its financial performance and identify any significant liabilities. Along with this we meticulously assess the legal documents and agreements to establish a robust credit structure, granting access to collateral. Additionally, in select cases, commercial diligence is carried out to evaluate the overall governance of the company and the credibility of its promoters.

Today, there is increasing importance on ESG practices in investment decision-making as incorporating

ESG considerations enables investors to align their capital with companies that prioritize environmental stewardship, social responsibility and strong governance. This approach not only mitigates risks but also promotes positive impact and long-term value creation.

We, at 360 ONE, have started taking steps to integrate ESG in our investment process. As part of the diligence and risk identification process, we also look at significant environmental or social risks that could potentially impact the creditworthiness of the underlying investment (e.g., community re-location, environmental approvals to conduct business, etc.), which are captured in the Investment Note. This note is reported to the Investment Committee to ensure all potential risks, including environmental and social factors, are considered as part of the overall decision-making process. By incorporating these risks and evaluating any available mitigants, we aim to make informed investment decisions that take into account the potential impact on both financial performance and environmental/social Sustainability.

Going forward, we aim to develop a detailed ESG

framework across the entire investment life-cycle to ensure the comprehensive integration of environmental, social and governance factors i.e. Identification of ESG parameters or transition plan during initial diligence, identification of ESG risks and mitigants at the time of the investment decision and finally, during portfolio monitoring, undertake value creation activities and actively encourage our portfolio companies to adopt ESG standards and prioritize Sustainability.

Impact Creation

Our track record speaks to the strength and success of our approach. We manage over INR 7,500 Crore in assets and have maintained a remarkable track record of zero delinquency and no delayed payments, even during the challenging times of the COVID-19 pandemic. As of March 31, 2023, INR 2,330 Crore of our Assets Under Management are dedicated to sectors that generate positive social and environmental impact. This represents approximately 30% of our total assets under management. Our lending solutions in environmental/social impact sectors include:

- Supporting one of the largest microfinance institutions in India, enabling them to provide financial services to rural households and communities, promoting financial inclusion and economic empowerment.
- Partnering with one of the largest renewable energy companies in the country to develop a green hydrogen plus ammonia plant. This investment contributes to the growth of clean and sustainable energy sources, reducing carbon emissions and promoting environmental Sustainability.
- Collaborating with a leading hospital chain, aimed at improving health care access and quality, enhancing medical infrastructure and contributing to the well-being of communities.

Through these investments, we are actively driving positive change by supporting initiatives that align with our commitment to social and environmental responsibility.

Private Equity

Private equity is a form of alternative investment that involves the acquisition of equity stakes in privately held companies. It plays a crucial role in fostering entrepreneurship, driving innovation and fuelling economic growth. Private equity has recognized the rising significance of integrating ESG practices into its investment strategies. ESG considerations involve assessing the environmental impact, social responsibility and corporate governance practices of target companies. By incorporating ESG factors into their decision-making, private equity firms seek to create enduring value that benefits both investors and society as a whole. This approach acknowledges the growing understanding that responsible investing can lead to positive transformations, mitigate risks and improve the overall performance and resilience of portfolio companies.

360 ONE Asset is one of India's largest alternate assets managers with USD 7.8 billion AUM. We have a premier venture capital and private equity business with more than USD 2.5 billion AUM. Our unique, end-to-end private market platform extends from Series B venture

capital to growth equity to pre-IPO investments. Over the past seven years, we have backed several market-leading companies with a focus on technology, financial services, healthcare and consumer industries.

Our 65-company portfolio encompasses a diverse range of investments, including a few asset-heavy sectors like manufacturing. 360 ONE Asset is committed to responsible investing, as outlined below. Governance holds significant importance in all our venture capital and private equity deals. Prior to funding any deal, we conduct comprehensive integrity, accounting, tax and financial due diligence. Our strong focus on governance ensures transparency and accountability throughout the investment process. Moreover, we conduct legal due diligence to identify any potential risks and liabilities associated with the investment. We use reputed third-party consultants to assist us with due diligence work streams. Their scope of work includes various environmental and social aspects such as evaluating adherence to environmental laws, labour and employment practices, POSH (Prevention of Sexual Harassment), maternity benefits and other relevant

regulations. Our rigorous due diligence process helps us make informed decisions and mitigate any potential risks that may arise in the future.

Our portfolio includes pre-IPO companies and listed companies that already adhere to certain ESG mandates.

ESG integration is a holistic approach to investment analysis where traditional fundamental analysis is combined with material ESG factors to take an informed investment decision. It does not preclude investment in a company, sector or country because of any specific activity and instead aims to obtain a more comprehensive position. We believe that the consideration of material ESG factors in conjunction with traditional fundamental analysis allows for a more holistic assessment of investment opportunities which lead to balanced and sustainable investment outcomes.

Pre-investment:

ESG plays a crucial role in our evaluation stage for potential investment opportunities. It serves as a risk assessment tool enabling a cautious approach in deploying our investors' money in the appropriate assets. The

team undertakes detailed qualitative and quantitative analysis of the potential investment opportunity. Our Investment Committee is apprised of material ESG findings where applicable.

Post-investment:

Engagement with companies on a periodic basis helps us monitor the ESG related factors of our portfolio companies. The underpinning of our engagement with companies is our belief that companies that are well governed, make transparent disclosures and manage stakeholder relationships are best suited to deliver sustainable shareholder value. By engaging proactively with companies, we aim to encourage them to adopt more sustainable practices and improve their governance, which in turn can lead to long-term benefits for both the company and its investors. Closer engagement with the relevant stakeholders ensures that we build resilience to emerging ESG issues by being able to identify early warning signals. This allows us to proactively address potential risks and capitalize on opportunities related to ESG factors. The engagement process is undertaken by our investment team with support from the fund managers. It involves a dialogue on material ESG factors, with the focus on better understanding the position of the company on such material ESG factors and to help the company understand our concerns on the same.

In summary, our approach is intended to provide a broad framework for ESG integration through the investment lifecycle. 360 ONE Asset's ability to influence and exercise control over ESG matters with respect to companies in which we invest venture capital or private equity will vary depending on investment structure and contractual rights.

Mumbai Angels: Angel Investing

37%

Composite IRR
Investing

200+

Successful
Investment Stories

750+

Investor Base

16

Years of successful
Angel Investing

Mumbai Angels, an integral part of 360 ONE, is a global platform with 750+ investors in over 70 cities worldwide. As an early-stage, sector-agnostic platform, we facilitate investments in diverse domains such as technology, consumer, life sciences, defence technology, space technology and electric vehicles. Since our establishment in 2006, we have played a vital role in catalyzing the journeys of numerous new-age enterprises.

Our platform invests in early-stage ventures, providing support in due diligence and legal documentation during deal closure to setting the path for a successful exit. With a deep understanding of early-stage investments and a well-structured portfolio of over 200+ companies, we are well-equipped to guide investment portfolios and steer enterprises towards success. Leveraging our extensive industry experience, we actively participate in and witness the transformative growth happening across different sectors, contributing to the shaping of the new India.

Mumbai Angels Impact Investments

Mumbai Angels has been a transformative force for startups, providing a platform where budding entrepreneurs can showcase their ideas and connect with investors. Their support goes beyond financial backing, offering valuable mentorship, expertise and networking opportunities. Through Mumbai Angels, many startups have secured the necessary funding and resources to turn their innovative ideas into successful businesses. Their commitment to nurturing the startup ecosystem has greatly contributed to the growth and dynamism of the entrepreneurial landscape.



BluSmart

Founded in 2019, BluSmart has revolutionized the ride-hailing industry with its all-electric fleet. Starting in the Delhi NCR region and expanding to Bengaluru, the company's commitment to Sustainability is evident with over 2000 charging stations, a fleet of over 3000 owned electric vehicles and a remarkable coverage of more than 130 million kilometres. Mumbai Angels recognized the potential of BluSmart and made their initial investment in 2020, followed by subsequent participation in funding rounds in 2021, 2022 and 2023. Notably, the company has also garnered investments from other esteemed investors as well. With its environmentally friendly model, BluSmart is poised to reshape the ride-hailing landscape, setting a new standard for the industry.



Indi Energy

Founded in 2019 by talented individuals from IIT-Roorkee and the National University of Singapore, Indi Energy received investment from Mumbai Angels in June 2021. This startup focuses on developing Sodium-ion batteries using bio and agricultural waste, with applications in electric scooters, solar/wind grid storage and inverters. They have filed patents for their innovative technology, reflecting their commitment to innovation. Mumbai Angels recognized Indi Energy's potential, even in the proof-of-concept stage. With the increasing reliance on Lithium-ion batteries from China, Indi Energy's technology could revolutionize the electric vehicle industry and replace Lead-acid batteries. The company raised multiple rounds from Mumbai Angels.



Sunfox

A promising Uttarakhand-based startup, Sunfox was founded by Rajat and Arpit Jain with a vision to create affordable and portable medical devices for cardiac health monitoring. Their research lab yielded 'Spandan,' a groundbreaking smart diagnostic tool with a patented design. Spandan enables recording, monitoring and diagnosing heart conditions without an Internet connection or specialized expertise.

Recognizing Sunfox's potential, Mumbai Angels invested in the company in October 2021. The startup gained further traction by securing additional investment. Sunfox partnered with the Uttarakhand government to establish a free screening camp near Sonprayag, aiding pilgrims enroute to Kedarnath. Trained volunteers used Spandan to screen individuals and reports were shared with a cardiologist in Dehradun for guidance. Sunfox's dedication to improving cardiac healthcare and impactful collaborations exemplify their commitment to making a positive impact on people's lives.



Bambrew

A leading sustainable packaging provider, aims to revolutionize the industry by replacing conventional plastic packaging with eco-friendly alternatives made from recycled paper. Their customized, biodegradable products, including mailer bags, food pouches and delivery containers, have already reduced around 1,000 tons of plastic waste. Collaborations with key players in e-commerce have amplified their impact. Bambrew's commitment to innovation is evident through its exploration of bamboo, seaweed and sugarcane as alternative packaging materials. Founded in 2019 and led by Vaibhav Anant and Saikat De, Bambrew has attracted investment from Mumbai Angels, establishing themselves as pioneers in sustainable packaging.



GreenSat

An innovative agritech startup established in 2020, GreenSat is revolutionizing the agricultural sector through its mobile application. The app serves as a comprehensive platform, connecting farmers, banks, buyers and insurers to provide farm advisory services, lending options, insurance coverage and market linkages. Greensat's inclusive approach allows farmers to access credit and insurance conveniently and without any subscription fees. The company's commitment to innovation is evident through its patent application for a faceless Agri-banking solution. The app also offers precision farming tools like satellite imagery analytics, advanced weather forecasts and pest detection, empowering farmers with valuable insights. Securing funding from Mumbai Angels in May 2022, Greensat's transformative approach to Agri-tech is recognized and supported for its potential to drive positive change in the agricultural ecosystem.



FALCA

The challenges faced by Indian farmers are widely recognized, with many struggling to overcome various obstacles to sustain their livelihoods. FALCA, a direct-to-farmer phygital Agri-tech platform, aims to disrupt this deadlock by providing comprehensive farming solutions. Founded in 2018 by Santosh Danegoudar, FALCA has witnessed significant growth, serving over 1 lakh small farmers through its mobile application. FALCA's offerings include farm advisory services, equipment rentals, farm-to-factory linkages and farming input solutions, among others. In October 2022, FALCA successfully raised its first funding round of approximately USD 3 million, with Mumbai Angels and other prominent investors participating, further validating the company's potential impact on the farming community.



Gegadyne

Gegadyne, established by Jubin Varghese and Ameya Gadiwan in 2017, is dedicated to developing a battery technology that enables ultra-fast charging from 0 to 100% within 15 minutes. The company is focused on creating a non-lithium battery with an advanced architecture to achieve this significant milestone, with plans to launch and scale up production by 2024. By utilizing carbon derivatives as the key component in their batteries, Gegadyne ensures both cost efficiency and adherence to the highest safety standards. As a Mumbai Angels portfolio company since 2017, Gegadyne garnered institutional investment in its Series A funding round from prominent player(s).

RESPONSIBLE SELLING

Client Centricity

360 ONE prioritizes client's risks, interests and upholds ethical practices in investment advisory, transactions, monitoring, and reporting. A detailed risk profiling which includes assessment of the client's risk tolerance, investment objectives, and financial situation is conducted before recommending investment solutions. The Organisation also has a high-level Product Approval Committee which looks at and approves complex products that are proposed to be recommended and distributed to the client. All disclosures that are made in marketing materials/term sheets are also vetted by Compliance and Risk Management teams to ensure that risks are properly disclosed to clients. These measures enable 360 ONE to tailor products suitable to the client's risk profile, mitigate risks and ensure that their investment objectives are better aligned. 360 ONE's ethical conduct and adherence to best practices build trust and confidence in its relationship

with clients. The Organisation's key client segments encompass professionals, medium to large industrialists, corporate treasuries, large traders, senior executives, fund endowments, family offices, and entrepreneurs. To ensure strong customer engagement, the Organisation has adopted a holistic approach that spans across the entire value chain of the business. From the initial interaction to post-sales support, 360 ONE strives to provide excellent customer service and meet their needs effectively.

360 ONE Wealth has an open architecture which means we recommend the best products in India that meet our client's needs. This is consistently achieved through relationships built on trust generated through sound advice from experts. The holistic advice emerges from deep research and having the best talent in the industry. We offer innovative and comprehensive investment solutions that are tailored to client needs. With this unique

proposition, we are truly able to align with our client's interests and be on the same side of the table.

360 ONE is ethical and transparent with all its clients and makes sure that the right information is communicated to all the customers. It has adopted a mechanism that facilitates seamless communication with clients. It has established a client services and operations team, catering to high-priority areas like Query Management, Compliance Checks, and Onboarding amongst others. These teams ensure the highest quality of customer service and delivery while enhancing the customer experience.

At 360 ONE, the Asset allocation committee (AAC) plays a crucial role in wealth management by overseeing the allocation of assets within investment portfolios. AAC create and update the strategic investment plan based on the client's objectives, risk tolerance, and market conditions.

To ensure the utmost quality, 360 ONE has formulated a dedicated Product Approval Committee (PAC) which syncs its product views with AAC and curates the list of products identified for the clients. The PAC's diligence in evaluating and approving financial products is crucial to maintaining the integrity of 360 ONE's offerings, safeguarding clients' interests, and ensuring that the products align with the Organisation's investment philosophy and objectives.

In our approach to wealth management, our dedication to Open Architecture for Product Selection serves as the cornerstone of our client-centric ethos. By consciously steering clear of conflicts of interest, we maintain an unbiased stance when it comes to product selection and portfolio creation, ensuring no bias towards our in-house manufactured products under the 360 ONE umbrella. In line with the un-biased approach, our investment in non-360 ONE products represents >90% of our total Wealth AUM.

Our approach to non-conflicted and unbiased product selection involves meticulous evaluation at every step. Every filtered opportunity undergoes an extensive and detailed evaluation process, examining various facets to ensure alignment with our clients'

objectives and our stringent quality standards. We employ a series of proprietary selection processes, designed to maintain the highest standards of suitability and quality.

Our commitment to offering the best, extends to curating the widest possible product universe available. However, this abundance undergoes a rigorous filtration process characterized by stringent size and quality checks i.e. No. of years of experience of fund managers, market cap, risk, size and quality of the product etc.

Further to this, we meticulously evaluate risk across various dimensions, acknowledging that every investment carries its unique set of risks. Our process involves a comprehensive analysis of market risks, credit risks, liquidity risks, and operational risks. By understanding these factors, we endeavour to create a nuanced view of potential risks associated with each investment opportunity.

We assess our clients' risk tolerance, considering their individual preferences and financial goals. This helps us tailor investment strategies that align with their comfort level regarding risk exposure. Through detailed risk profiling, we aim to strike the delicate balance between risk and

potential returns, ensuring that our clients' portfolios reflect their risk preferences. This is enshrined into Investment Policy Statement (IPS), outlining both do's and don'ts to take our investment decisions. IPS provide guidance on the risk assessment, periodic review of the portfolio and portfolio level cost implications to the client.

Our focus on wealth management advisory goes beyond conventional financial services. It embodies a partnership where we prioritize our clients' best interests. By sitting on the same side of the table, we position ourselves to work collaboratively with our clients to navigate the intricacies of wealth management. This approach signifies a dedication to truly understanding our clients' aspirations, concerns, and financial objectives. Through this approach we craft tailored strategies that are solely aimed at advancing our clients' financial well-being.

Educating Customers

Our client-centric approach extends to educating and empowering our clients through various workshops and educational initiatives in wealth management viz. 'Science and Art of Investing in Equity', 'Mastering Unlisted Equity investments', 'Financialization of Real Assets', 'The Psychology of Investing' etc. We believe in responsible selling, which involves equipping our clients with knowledge and insights to make informed financial decisions.

360 ONE believes in ethical business conduct and maintains adherence to all the required laws, mandates, disclosure requirements and regulations for all the business verticals. It ensures transparency and disclosure of all the information to the customers regarding the products and services. This includes the price, risks, terms and conditions and responsibilities of the services provided are clearly communicated. Customers are informed of any interruptions or discontinuations of essential services via emails, calls and other forms of electronic communication. It also makes sure to provide the customer with information in easily understandable language such that they can make an informed

decision and choice of the product.

The Organisation adheres to all the set guidelines by SEBI and ensures to disclose all the information necessary to stakeholders digitally and through the physical documents.

Customer Satisfaction

At 360 ONE, customer satisfaction is a top priority and the Organisation maintains constant engagement with the clients to better understand their needs and identify any areas for improvement. To assess customer satisfaction, the Organisation regularly conducts surveys that cover various criteria such as service experience, process efficiency, time management and user experience.

The feedback gathered from these surveys plays a crucial role in guiding the efforts to enhance the services and processes. Additionally, the Organisation makes it a practice to reach out to the customers through gratitude calls to gain a deeper understanding of their issues and gather valuable feedback for further improvement.

Through these continuous feedback mechanisms

and customer engagement initiatives, 360 ONE strives to ensure that the clients receive the highest level of satisfaction and that their needs are met effectively.

Customer Grievance Redressal

360 ONE upholds a strong commitment to ethical and fair business conduct. When clients raise issues or concerns, the Organisation handles them with utmost care and courtesy. To ensure effective resolution of such matters, a Grievance Redressal Policy has been implemented that provides a framework for taking appropriate actions and steps.

The policy aims to establish transparency and accessibility in addressing client grievances. It provides clear guidelines, structured approach and recommendations on how to address and resolve any issues or queries raised by the clients.

360 ONE believes in maintaining open lines of communication and ensuring that the clients' grievances are promptly and appropriately addressed. By actively engaging with the clients and following the grievance redressal policy.

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*Please [click here](#) to refer Annual Report of FY 2022-23

ACRONYMS

AAC	Asset Allocation Committee
AIF	Alternative Investment Funds
AMC	Asset Management Company
AML	Anti-Money Laundering
AUM	Assets Under Management
BCCMT	Business Continuity Crisis Management Team
BCP / DR	Business Continuity Planning and Disaster Recovery
BRSR	Business Responsibility and Sustainability Report
CEO	Chief Executive Officer
CRO	Chief Risk Officer
COVID	Coronavirus disease 2019
CRAB	Conflict Resolution Advisory Board
CSR	Corporate Social Responsibility
CTC	Cost to Company
DIB	Development Impact Bonds
E & S	Environmental and Social
ESG	Environmental, social and corporate governance
ESRA	Environmental and Social Risk Assessment
ESOP	Employee Stock Option Plan
ESPS	Employee Stock Purchase Scheme
EV	Electric Vehicle
FTR	First Time Right
FY	Financial Year
GHG	Greenhouse gas
GJ	Gigajoules
GRI	Global Reporting Initiative

Govt.	Government
HNI	High Net-worth Individual
HR	Human Resources
ICC	Internal Complaints Committee
IIT	Indian Institute of Technology
INR	Indian Rupee
InvITs	Infrastructure Investment Trusts
IPO	Initial public offering
ISSG	Information Security Steering Group
IPS	Investment Policy Statement
KPMG	KPMG Assurance and Consulting Services LLP
KYC	Know Your Customer
LED	Light Emitting Diode
MD	Managing Director
MF	Mutual Fund
MEP	Manager Excellence Program
MNREGA	Mahatma Gandhi National Rural Employment Guarantee Act, 2005
MPLS	Multiprotocol Label Switching
MT	Metric Ton
NBFC	Non-bank financial institution
NCR	National Capital Region
NFOs	New Fund Offers
NGO	Non-governmental Organisation
NGRBC	National Guidelines on Responsible Business Conduct
NSDC	National Skill Development Corporation
OTP	One-time password
PAC	Product Approval Committee

PARFI	PanIIT Alumni Reach for India Foundation
PC	Producer Company
PMLA	Prevention of Money Laundering Act
PMS	Portfolio Management Services
POSH	Prevention of Sexual Harassment
RAG	Red-Amber-Green
RBI	Reserve Bank of India
REAL Fund	Regenerative Agriculture and Livelihoods Fund
REITs	Real Estate Investment Trusts
RG	Revolving Grant
RM	Relationship Manager
RMC	Risk Management Committee
SEBI	Securities and Exchange Board of India
SOA	Statement of Account
STRM	Strategic and Trusted Relationship Management
TFT	Thin Film Transistor
t/CO ₂ e	Tonnes of Carbon Dioxide equivalent
UN SDGs	United Nations Sustainable Development Goals
UHNI	Ultra High Net-worth Individual
USD	United States Dollar
VoIP	Voice over Internet Protocol
YoY	Year-on-Year