

Business Responsibility Report

In terms of Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, (the “**Listing Regulations**”), this Business Responsibility Report of the Company for the financial year 2019-20 forms part of the Annual Report.

This Business Responsibility Report (BRR) of the Company is in line with principles of National Voluntary Guidelines (NVGs) on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs.

The disclosures presented in this Report cover the operations of the Company and the companies belonging to the JM Financial Group. The Business Responsibility Report of the Company is also available on its website at www.jmfl.com.

Section A: General Information about the Company

- | | | |
|---|--|--|
| 1 | Corporate Identity Number (CIN) of the Company | L67120MH1986PLC038784 |
| 2 | Name of the Company | JM Financial Limited |
| 3 | Registered Office address | 7 th Floor, Cnergy, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400 025 |
| 4 | Website | www.jmfl.com |
| 5 | E-mail id | ecommunication@jmfl.com |
| 6 | Financial Year reported | April 1, 2019 to March 31, 2020 |
| 7 | Sector(s) that the Company is engaged in (industrial activity code-wise) | Investment Banking Services – 66190
Management of other investment funds – 66309
Activities of holding companies – 64200 |
| 8 | List three key products/services that the Company manufactures/provides (as in balance sheet) | |

JM Financial Limited (the “**Company**”) is a SEBI Registered Category I Merchant Banker and Manager of the Private Equity Funds. The Company is engaged in assisting the corporates in fund raising as an investment bank, providing advisory services in equity and debt capital markets, mergers and acquisitions advisory, private equity syndication, corporate finance advisory business and private equity fund management.

The Company continues to own substantial/controlling equity interest in various subsidiary companies, which are engaged in diverse businesses, such as;

- Investment Banking, Wealth Management and Securities (IWS) which includes fee and fund based activities for our clients;
 - Mortgage Lending which includes both wholesale mortgage lending and retail mortgage lending (home loans, education institutions lending and LAP);
 - Distressed credit which includes the asset reconstruction business; and
 - Asset Management which includes the mutual fund business.
- 9 Total number of locations where business activity is undertaken by the Company

National Locations:

As on March 31, 2020, the Company and its subsidiaries have their presence in 75 offices across 12 states and two union territories in the country.

International Locations:

The overseas subsidiaries of the Company have presence in

- Mauritius;
- Singapore; and
- United States of America.

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10 Markets served by the Company (Local/State/National/International)

The Company and its subsidiaries serve the customers in India and in the international market.

Section B: Financial Details of the Company (As on March 31, 2020)

1	Paid up Capital (INR)	₹ 84,12,24,647
2	Total Turnover (INR)	Standalone: ₹ 303.07 Crore
3	Total profit after taxes (INR)	Standalone: ₹ 127.31 Crore
4	<p>Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax.</p> <p>The Company has spent ₹ 0.33 Crore towards CSR activities, being 2% of its average net profits for the preceding three financial years calculated in accordance with the provisions of Section 198 of the Companies Act, 2013 (the “Act”).</p> <p>During the year, the Company gave corpus donation of ₹ 0.33 Crore to JM Financial Foundation as CSR expenditure for the financial year 2019-20 with instructions to disburse the amount on the CSR projects covered under Schedule VII to the Act as approved by the CSR Committee of the Company.</p>	
5	<p>List of activities in which expenditure in 4 above has been incurred.</p> <p>The CSR activities include health, education, and other sectors covered under Schedule VII to the Act.</p>	

Section C: Other Details

1	Does the Company have any Subsidiary Company/ Companies?
	Yes; the Company has 15 (Fifteen) subsidiary companies as on March 31, 2020.
2	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(ies)
	Yes; all the above 15 (Fifteen) subsidiary companies do participate in the Business Responsibility initiatives undertaken by the Company.
3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]
	No.

Section D: Business Responsibility Information

1. Details of Director/Directors responsible for Business Responsibility

a.	Details of the Director responsible for implementation of the business responsibility policy	Name: Mr. Vishal Kampani Designation: Managing Director DIN: 00009079
b.	Details of the Business Responsibility head	Mr. Manish Sheth Designation: Group Chief Financial Officer DIN: Not applicable since he is not a Director of the Company. Telephone Number: 022 6630 3030 Email id: manish.sheth@jmfl.com

2. Principle-wise (as per NVGs) BR policy/policies

National Voluntary Guidelines (NVGs) on social, environmental and economic responsibilities of business prescribed by the Ministry of Corporate Affairs advocates the nine principles detailed below:

- P1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
- P2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
- P3: Businesses should promote the well-being of all employees.
- P4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.
- P5: Businesses should respect and promote human rights.
- P6: Business should respect, protect, and make efforts to restore the environment.
- P7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.
- P8: Businesses should support inclusive growth and equitable development.
- P9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.

The principle wise responses are given below:

Sr. No.	Questions	Business Ethics and Transparency	Product/ Service Responsibility	Well-being of Employees	Responsibility towards Stakeholders	Human Rights	Environmental Responsibility	Policy Advocacy	Inclusive Growth	Engagement with Customer
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/ policies for:	Yes	No (Refer Note 1)	Yes	Yes	Yes	No (Refer Note 2)	No (Refer Note 3)	Yes	Yes
2.	Has the policy been formulated in consultation with the relevant stakeholders?	Yes	-	Yes	Yes	Yes	-	-	Yes	Yes
3.	Does the policy conform to any national/ international standards? If yes, specify?	Yes*	-	Yes*	Yes*	Yes*	-	-	Yes*	Yes*
4.	Has the policy been approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Yes	-	Yes	Yes	Yes	-	-	Yes	Yes

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Sr. No.	Questions	Business Ethics and Transparency	Product/Service Responsibility	Well-being of Employees	Responsibility towards Stakeholders	Human Rights	Environmental Responsibility	Policy Advocacy	Inclusive Growth	Engagement with Customer
		P1	P2	P3	P4	P5	P6	P7	P8	P9
5.	Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Yes	-	Yes	Yes	Yes	-	-	Yes	Yes
6.	Indicate the link for the policy to be viewed online?	(Refer table 1 below)	-	#	(Refer table 1 below)	#	-	-	(Refer table 1 below)	#
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes [#]	-	Yes [#]	Yes [#]	Yes [#]	-	-	Yes [#]	Yes [#]
8.	Does the company have in-house structure to implement the policy/policies	Yes	-	Yes	Yes	Yes	-	-	Yes	Yes
9.	Does the company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes	-	Yes	Yes	Yes	-	-	Yes	Yes
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency? (Refer Note 4)	Yes	-	Yes	Yes	Yes	-	-	Yes	Yes

* All policies have been formulated in accordance with the applicable laws and regulations and after considering the best practices adopted by the industry.

These policies of the Company are internal documents and are not accessible to the public. These policies have been uploaded on intranet portal of the Company which is accessible, inter-alia, to all the employees of the Company.

Notes:

- The core business area of JM Financial Group is to provide financial services and hence this principle has limited applicability. JM Financial Group, however, complies with applicable regulations in respect of its operations.
- The questions relating to Principle 6 are not substantially relevant to JM Financial Group given that the Group operates in financial services sector. JM Financial Group complies with applicable environmental regulations in respect of its premises. JM Financial Group along with its employees takes initiatives to reduce consumption of energy and also

makes continuous efforts to ensure that there is an optimum utilisation of the available resources (like paper, water, etc.) with minimum or no wastage at all.

- JM Financial Group entities are the members of various industry associations, through which they provide various suggestions with respect to the development of financial market.
- All policies and processes are subject to internal audit and internal reviews from time to time.

Table 1

Name of the Policy	Web link
Code of Conduct for Board Members & Senior Management	https://jmfl.com/Investor-Relations/Code_of_Conduct_Directors_Senior_Management_Personnel.pdf
Whistle Blower Policy	https://jmfl.com/Investor-Relations/whistle_blower_policy.pdf
Corporate Social Responsibility Policy	https://jmfl.com/Investor-Relations/CSR_Policy.pdf
Code of Practices & Procedures for Fair Disclosure of Unpublished Price Sensitive Information	https://jmfl.com/Investor-Relations/Code_of_Practices_and_Procedures_for_Fair_Disclosure_of_Upsi.pdf

3. Governance related to BR

- (a) **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

Though BR performance is an ongoing process, the Board of Directors/Committee of the Board assess the same annually.

- (b) **Does the Company publish a BR or Sustainability Report? What is hyperlink for viewing this Report? How frequently it is published?**

Yes, the Company publishes its BR Report annually. The Report forms part of the Annual Report and is available on the website of the Company viz., <https://jmfl.com/investor-relation/financial-results.html>.

non- negotiable. We are committed to act professionally, fairly and with integrity in all our dealings. We have developed various policies and processes, which among others, include the following to facilitate transparency in all our dealings while maintaining ethical behaviour.

- Code of Conduct for Directors and Senior Management – It covers issues, inter alia, relating to ethics and bribery. The said policy is available on the website of the Company at www.jmfl.com.
- Code of Conduct, applicable to all the employees within the Group, which governs the conduct of the employees, including the following, among other areas:
 - Ethics at work place;
 - Rules about giving and receiving of gifts and other benefits in the course of business relationship to/from clients, suppliers and others; and
 - Employee trading policy, which also deals with insider trading regulations.

Though JM Financial Group's policies currently do not apply to external stakeholders such as suppliers, contractors, NGOs, etc., the Group emphasises on adherence to ethical business practices while dealing with such stakeholders.

Section E: Principle-Wise Performance

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1. **Does the policy relating to ethics, bribery and corruption cover only the company? Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs /Others?**

Good governance is an integral part of JM Financial Group. Integrity is imbibed in our working culture and is

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2. How many stakeholders' complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?

The Company had received 12 complaints from its investors/shareholders mainly relating to the shares and dividend, which have been satisfactorily resolved. The Company has more than 50,000 shareholders, majority of whom (99.72%) are holding the shares in dematerialised mode.

The Company or its subsidiaries did not receive any complaints from their employees. The concerns, if any, raised have been appropriately dealt with and resolved to the satisfaction of the employees.

The Company and its subsidiaries have a fair and transparent mechanism to deal with the complaints, if any, from their customers or other external stakeholders. The respective business leaders efficiently and satisfactorily deals with the complaints, if any, received from the customers and other stakeholders. On these lines, the complaints of the customers and other stakeholders have been effectively resolved by the management to their satisfaction.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities

Since, JM Financial is an integrated financial services group, the questions mentioned in this principle are not applicable to it.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

As mentioned earlier, JM Financial is an integrated financial services group. Hence, the questions mentioned below in relation to the above principle are not applicable to it.

(a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

Not Applicable

(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

Not Applicable, though we place emphasis in saving energy and water in all our offices located throughout the country.

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

Not Applicable

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Not Applicable

5. Does the company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Not applicable.

Principle 3: Businesses should promote the wellbeing of all employees

At JM Financial, we believe in investing our efforts towards employees' wellbeing. Building and enhancing the talent pool has always been a top priority initiative. We have adopted various policies, procedures, manuals and conducted various training programs, throughout the year, for the protection and welfare of the employees.

Work-Life Balance: JM Financial promotes work-life balance. If an employee is working over the weekend, it is the concerned Manager's responsibility to justify the requirement of the same. We also have a facility of employees working out of other locations, closer to their homes, in case they have any pressing family commitment to attend to.

Leaves: Our leave cycle is from 1st April to 31st March. In case an employee has not availed of annual leave during a particular year, the leave/s can be carried forward to December of the succeeding year. The leave categories are:

- Earned Leave: Annual leaves
- Sick Leave: 7 working days and is need based
- Marriage Leave: 5 working days, within 3 months of the date of marriage

- Maternity Leave: Paid Maternity Leave of 6 calendar months
- Paternity Leave: 5 working days
- Compassionate Leave: In case of death of any immediate family member, 3 working days of paid Compassionate Leave is extended to all employees, within 15 days of that event.
- Medical Care Leave: Sick Leaves exceeding 7 days in a year, are approved under exceptional circumstances (such as hospitalization of employees) and considered as Medical Care Leave.

Celebrations: At JM Financial, we firmly believe that celebration is a part of our work culture. Festivals bring employees closer and help improve work relationships. Several occasions were celebrated including Diwali, Christmas, International Yoga Day, Father's Day, Mother's Day, Family Day, Friendship Day, Independence Day, Earth Day, Navratri, Children's Day, Boss Day, Republic Day, Women's Day, Holi, etc.

Employee Engagement Activities: The idea of engagement activities is to enable employees know each other better and encourage team building. Several motivational activities such as 'Say No to Plastic at Work', 'Swachh Office Abhiyaan', 'Appreciation Week', 'Self Defence Workshops', 'Giant Jenga', etc. were planned for employees to participate.

Other Initiatives:

Annual Business Meet: This year, the business meet was initiated for Dwello and Home Loans, with the motive of ensuring that employees from the corporate office and branches get to know each other, interact with the Senior Leadership to know more about the Business strategies and the core expectations to attain the Firm's goal.

Health and Awareness: Health and Awareness sessions, including physical therapies and health camps and tests such as Eye Check-up and Bone Strength Test were conducted to ensure that our employees take efforts to maintain a work-life healthy balance. Yoga sessions were conducted by a Yoga trainer, twice a week, to help employees focus on mental and physical health. Session on 'Sustainable Living' was conducted to help employees understand the importance of sustainability and with the intent of sharing the importance of a positive lifestyle. A Ted Talk on 'The Happy Secret to Better Work' by Shawn Achor, was screened for all employees in the office premises.

Insurance Coverage: JM Financial offers competitive benefits package, designed to meet the varying needs of its employees. These benefits are an integral part of the Company and provide employees and their families valuable protection, during employment with JM Financial.

Annual Health Check-ups: JM Financial employees are eligible for an Annual Health Check-up, depending on the age group.

Sports Club: We have set up JM Financial Sports Club with the objective of creating a platform for employees to get-together and enjoy various sporting activities, foster a habit of team-work and healthy competition, by using sports as a medium, promote a healthy work-life balance and an opportunity to de-stress by active engagement in sports. This creates the sense of belonging. JM Financial Sports Club had the men's team participate in 5-a-side Monsoon Soccer Tournament. Bowling Championship 2019 was held in October, 2019. JM Financial Cricket Championship 2019-20 was held in December, 2019. Tele games were organised on the final day of Cricket Championship for employees and their families. JM Financial Football Tournament was held in February, 2020.

Learning and Development: Training is necessary for the employees' development and progress, this motivates them to work not only at an individual level but also at an organisational level. We have an environment supporting continuous learning.

This year, we launched our very own e-learning platform – iLearn – a one stop destination to all our training requirements. iLearn is a blend of:

- Online technical and behavioural courses (Online Trainings) which are hosted on the platform. Courses were decided basis the training requirement of employees. These training modules are micro video based lessons, which focus on retention.
- External faculty trainings (Classroom Trainings) are conducted and employees are given opportunities to develop their skills.
- We have promoted open programs conducted by employees of the organization, who share their knowledge and expertise on subject matters (Knowledge Community).
- Employees are also sent for seminars and job related trainings, arranged by specialized centres (Seminars and Workshops).

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Wellbeing and Safety: For us, the health and safety of all our employees is of utmost concern and priority. During the Covid-19 situation, measures are taken to ensure that employees and their families are safe. Employees were constantly being communicated and updated about the developments of the pandemic, Government guidelines, dos and don'ts and measures that the Firm had taken. All offices were fumigated, sanitary equipment was made available, work from home facility was provided, IT infrastructure was provided and HR Business Partners were constantly in touch with the employees to ensure their safety. While employees 'Worked from Home', they were also encouraged to 'Learn from Home'.

1. Please indicate the total number of employees.

As of March 31, 2020, we had 2,058 permanent employees across all our business verticals and entities.

2. Please indicate the total number of employees hired on temporary/contractual/casual basis.

Apart from the total number of permanent employees as stated above in point no.1, the Group had 617 temporary/contractual/casual employees as on March 31, 2020.

3. Please indicate the number of permanent women employees.

The Group had 450 permanent women employees as on March 31, 2020.

4. Please indicate the number of permanent employees with disabilities.

As on March 31, 2020, the Group had one permanent employee having disability.

5. Do you have an employee association that is recognized by management?

The Group does not have any employee association.

6. What percentage of your permanent employees is member of this recognized employee association?

Not applicable.

7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

JM Financial Group does not engage child labour/forced labour/involuntary labour and does not adopt or allow discriminatory employment practices.

Sr. no.	Category	No. of complaints filed during the financial year 2019-20	No. of complaints pending as on March 31, 2020
1	Child labour / forced labour / involuntary labour	Not Applicable	
2	Sexual Harassment	None	
3	Discriminatory employment	Not Applicable	

8. What percentage of your work force mentioned below were given safety and skill up-gradation training in the last year?

The details of training provided during the financial year are as below:

Safety Training:

(a)	Permanent Employees	All the employees were imparted safety training
(b)	Permanent Women Employees	
(c)	Casual/Temporary/Contractual Employees	
(d)	Employee with Disability	

Skill Upgradation:

(a)	Permanent Employees	41%
(b)	Permanent Women Employees	49%
(c)	Casual/Temporary/Contractual Employees	100%
(d)	Employee with Disability	100%

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

1. Has the company mapped its internal and external stakeholders?

Yes.

The Company and its subsidiaries engage with various stakeholders viz., employees, customers, clients, investors, shareholders, government and regulatory bodies, business associates, media, social

organisations, etc., on a regular basis. The process of mapping of stakeholders is an ongoing exercise and is conducted on regular basis.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalised stakeholders?

Yes.

The Company has used (and uses) social research and field assessment tools to identify the most disadvantaged, vulnerable and marginalised stakeholders. The Company engages with these communities through its Corporate Social Responsibility (CSR) initiatives and projects. For every project undertaken, the target communities are identified and mapped through systematically undertaken assessments, based on random sampling and/or universal methods.

The findings from these assessments are mostly vetted at the Gram Panchayat, block and often at the district level, in order to ensure that the interventions planned to bring about social change, positively impact those who need it the most.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, marginalised stakeholders?

The Company engages with disadvantaged, marginalized stakeholders across different geographies through its CSR and philanthropy. Initiatives under the two, are undertaken typically in the form of long-term projects, derived from three most crucial factors drawn from the community itself:

- Gaps and needs
- Available resources
- Aspirations

The said projects, designed with the enlisted three background factors, are implemented by the JM Financial Group through JM Financial Foundation – its implementing agency for CSR and philanthropic initiatives and projects. Projects that are long-term as well as cause-based philanthropic giving are at times self-implemented and often, in partnership with external grassroots organizations and government bodies.

The aforementioned initiatives and projects for the disadvantaged, vulnerable and marginalised stakeholders are described in Principle 8. Details of the initiatives undertaken by the Company and the JM

Financial Group are elaborated under the Corporate Social Responsibility section of the Management Discussion and Analysis Report forming part of the Directors' Report.

Principle 5: Businesses should respect and promote human rights

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

Respecting and understanding the Human Rights and addressing the potential human rights violation is important responsibility of any organisation. The Group has adopted several policies viz., Code of Conduct, Equal Opportunities Policy, Policy against Sexual Harassment, Whistle Blower Policy, Disciplinary Policy, etc., which ensures that there is no violation of human rights in its conduct – externally or internally.

The Group adheres to all statutes which embody the principles of human rights such as non-discrimination, prevention of child labour, prevention of sexual harassment, equal employment opportunities, etc. The Group is committed to a work environment in which all individuals are treated with fairness, respect and dignity. Persons not directly connected to the Group viz., outside vendors, consultants, suppliers or clients are also expected to comply with principles of human rights in all respects.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the Management?

During the financial year 2019-20, no complaints regarding human rights violations were received.

Principle 6: Businesses should respect, protect and make efforts to restore the environment.

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others.

The Company does not have a Policy relating to Principle 6. However, the activities mentioned in Principle 6 are laid down in the Corporate Social Responsibility Policy of the Company and its subsidiaries to which the same is applicable.

2. Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.

Yes.

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JM Financial Group constantly endeavors to reduce its impact on the environment and identify ways to optimize resource consumption. To ensure the minimum impacts, it has undertaken initiatives like reduction of paper usage, maintenance of data and records electronically, reduction in usage of plastic bottles for drinking purpose, etc. Further, the Group strives towards imbibing green sustainable products, processes, policies and practices. We promote cost efficient environment-friendly measures and build awareness and consciousness of our environment among employees. Our offices have been designed such that they are equipped with energy efficient air conditioners, LED lights and other measure leading to energy conservation. Various measures are taken to reduce the consumption of electricity by installing energy efficient equipment in our office premises.

3. Does the company identify and assess potential environmental risks? Y/N

Not Applicable.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?

JM Financial Group makes conscious efforts towards managing and conserving valuable environmental resources in various ways, however there is no direct project related to clean development.

5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc., Y/N. If yes, please give hyperlink for web page etc.

JM Financial Group promotes ecological sustainability. Some of the initiatives taken by the Group are as below:

- Sends its various notices and documents, including Annual Report, to its shareholders through electronic mode to their registered e-mail addresses. The Company's Annual Report for FY 2018-19 was sent via email to more than 45,000 shareholders.
- Has requested shareholders to register their e-mail IDs to get Annual Reports and other communications through e-mail instead of opting in paper mode.
- Conducts the Board meetings and other Committee meetings through e-Board meeting solution, wherein the agenda papers are circulated

through electronic means instead of physical files to majority of the directors/members.

- Has provided video conference facilities at most of its offices, thereby facilitating participation in meetings via video conferencing and avoid commuting and travel. This helps save the fuel on transport as well as time on travel.
- Installation of AC controllers in air-conditioning machines in order to save energy and support the go-green initiative.
- Continue installing energy efficient servers, thereby causing reduction in carbon footprint.
- Plastic bottles have been replaced with glass jars and glasses during the meetings. Plastic envelopes used at the time of rainy season have been replaced with better quality paper envelopes, in order to reduce the plastic usage.
- E-waste is disposed of in an appropriate manner.

The above actions of the Group has contributed and continue to contribute towards saving environment by reduction in usage of resources.

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

The Group complies with applicable environmental regulations in respect of its office premises.

7. Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

No show cause or legal notices from CPCB/SPCB were received by the Company as at the end of the financial year 2019-20.

Principle 7: Businesses, when engaged in influencing people and regulatory policy, should do so in a responsible manner.

1. Is your company a member of any trade and chamber or association? If yes, name only those major ones that your business deals with:

JM Financial is a member of various industry bodies and trade associations such as:

- Confederation of Indian Industry;

- Bombay Chambers of Commerce and Industry;
- Federation of Indian Chambers of Commerce and Industry;
- IMC Chamber of Commerce & Industry;
- The Chamber of Tax Consultants;
- Association of Investment Bankers of India;
- Association of Mutual Funds of India;
- Association of ARCs in India;
- Financial Intermediaries Association of India;
- Young Presidents' Organisation;
- Indian Private Equity & Venture Capital Association;
- The Associated Chambers of Commerce & Industry of India;
- The Council of EU Chambers;
- Association of National Exchanges Members of India; and
- BSE Brokers' Forum

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, Sustainable Business Principles, Others)

The participation of the Group with various associations helps to understand the industry wide issues and thus help to contribute in development of policies that are beneficial to the stakeholders. Several employees of the Group including senior management are members of various committees constituted by regulators and industry bodies.

JM Financial Group supports and participates actively with various industry associations and forums and in the light of changing business environment for economic development and advancement of financial services industry.

Principle 8: Businesses should support inclusive growth and equitable development.

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes, details thereof.

The Company and its contributing subsidiaries have drafted, published and implemented a CSR Policy,

in line with the Section 135 of the Act. This Policy provides a structure for the Group to approach and deliver on its CSR, delineates the kind of activities and/or interventions that can be implemented, keeping the purpose of the Company and its CSR at the core. Our activities and interventions are undertaken by the Group under the aegis of Integrated Rural Transformation Programme, and implemented in the form of long-term projects, entrenched in community resources, needs and desires. The said projects have been implemented in remote, tribal and marginalized geographies of Maharashtra, Bihar and Jharkhand.

Targeting over 1,100 marginal and small farmers across seven villages of Mokhada block in Palghar district, Maharashtra, the Group has implemented the Integrated Village Development Project for comprehensive and holistic rural development. The project has been undertaken through a Public Private Partnership (PPP) model, with the Office of the District Collector, Palghar and Deepak Foundation. Through an outlook of five years, the project has brought about positive outcome in the areas of agriculture and allied activities, water conservation, capacity building of Self-Help Groups (SHG) and increasing community access to Government schemes and entitlements.

Jamui district in Bihar has been identified as one of the 115 aspirational districts by the NITI Aayog (National Institution for Transforming India Aayog); and in this district, the Company has undertaken intensive and extensive development programmes in three blocks – Chakai, Jhajha and Sikandra. Under intensive development, four projects have been implemented in Sikandra block which aim at –

- Holistic development for pre-school children (age 3 to 6 years) through five child-centric learning centers across five villages, under Project Bachpan. The project has imparted pre-literacy, pre-numeracy and motor skills in this year.
- Providing women with a safe and dignified means of livelihood with Shri Vardhman Mahila Griha Udyog. The Udyog membership comprises some women who have been trained in making and selling Khakhra (a whole-wheat snack) prior to the commencement of the project. In FY 2019-20, these women have collectively earned a total output-based income of ₹ 4.49 Lakh.
- Integrated development for over 3,500 households across 15 villages under the Model Village Development Project. This project works in

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the thematic areas of livelihoods and alternate agriculture, water and sanitation and enhancement of education outcomes.

- Enhancing livelihoods of cattle-holding farmers across 10 villages through a dairying initiative – Shri Vardhman Dugdhalaya. Inaugurated in January 2020, this project is currently engaged in collection and supply of raw milk from 10 Milk Collection Centers (MCCs) set up under the initiative, across the above-stated 10 villages. Over time, the project also aims at selling chilled milk and value-added products.

Under the extensive development approach, the Group through its implementing agency(ies) has reached out into over 240 villages through the conceptualization and implementation of an Integrated Livelihoods Development Centers (ILDC) project across the aforementioned three blocks of Jamui. By way of this project, we provide curative and preventive primary healthcare and livestock management services round the clock, through the setting up and operations of 21 ILDCs. We also facilitate livestock breed development for the cattle-owning farmers, and both types of services are provided by 21 local youth trained to be para-veterinarians, by and under the project.

In the neighbouring state of Jharkhand, the Group through its implementing agency(ies) has undertaken and implemented two projects focussed solely on the provision of public healthcare services in Dumri and Pirtand blocks of Giridih district (another Aspirational District). We have partnered with the Jharkhand Rural Health Mission Society (JRHMS) and Deepak Foundation to strengthen and sustain comprehensive maternal and child healthcare facilities and services at the government-run First Referral Unit (FRU) in Dumri block. This year, the FRU has treated 23,142 OPD cases and delivered 1,666 babies safely. In addition to the FRU, in order to reach out to the most remote and scattered villages of Dumri and Pirtand block, the Company has been working through a Mobile Health Unit (MHU), to provide preventive, curative and diagnostic medical services to the community in 24 villages, at their doorstep.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/ government structures/any other organization?

The projects under the Integrated Rural Transformation Programme are undertaken by the Group through JM Financial Foundation – its CSR and Philanthropy unit. At

the grassroots, this Foundation implements the projects through both modes – by itself as well as in partnership with other grassroots organizations and government bodies. Emulating the Company and our Group's vision and efforts, our employees also participate in the CSR projects by contributing their time, skills and resources.

3. Have you done any impact assessment of your initiative?

All the projects mentioned above are and have been undertaken after structured assessments of community needs, aspirations and resources. Regular evaluations, course corrections and outcome assessments are undertaken on monthly, quarterly and annual basis. Impact assessments are undertaken at the end of each project year, to document the deliverables achieved in the year, and to plan the course of action in the year/years ahead.

4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

The JM Financial Group through its various entities have spent an amount of ₹ 24.13 Crore for the financial year 2019-20, by way of contribution to the corpus of JM Financial Foundation, for expenditure towards all CSR projects undertaken and implemented by the Foundation. The Company on standalone basis has spent ₹ 0.33 Crore for the financial year 2019-20 as part of the aforementioned corpus donations.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Through each of our projects, we ensure community ownership from the outset to the conclusion. They are drafted basis community needs and interventions/ activities undertaken with a perspective of sustainability, visible in the efforts put into connecting community to Government schemes and public entitlements. Our projects are designed and implemented with the fundamental idea that we (through our projects) are present at the grassroots only as facilitators, and it is the community, which at every step has to take ownership with what leads to our collective action, what happens on ground and the impact of the two.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.

No material consumer cases/customer complaints are pending as at end of the financial year 2019-20.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information)

Since the Company is engaged in offering financial services, the above question is not applicable to it. However, all necessary disclosure requirements relating to the services offered by the Group are complied with.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

None

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

The Company has not carried out any formal consumer survey to map consumer satisfaction. However, the Group always put the interest of clients before its own interest. The Group understands its client needs, seek new opportunities for them, address them and deliver unique solutions as per their expectations. The Group promotes its services in ways that do not mislead its clients.