

# Business Responsibility Report

This Business Responsibility Report (the “**BRR**”) for the financial year 2021-22 is prepared in accordance with the National Voluntary Guidelines (the “**NVG**”) on social, environmental and economic responsibilities of business released by the Ministry of Corporate Affairs. The BRR complies with Regulation 34(2)(f) of the Securities and Exchange Board of India (the “**SEBI**”) (Listing Obligations and Disclosure Requirements) Regulations, 2015 (the “**Listing Regulations**”). This report covers the Company’s response to the questions on the practices and performance undertaken by it and the companies belonging to the JM Financial Group (the “**Group**”) towards sustainability as a business imperative.

This BRR is also available on the Company’s website at <https://jmfl.com/annual-report>

## 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 <sup>th</sup> Floor, Cnergy, Appasaheb Marathe Marg, Prabhadevi, Mumbai 400 025
4.	Website	<a href="http://www.jmfl.com">www.jmfl.com</a>
5.	E-mail id	<a href="mailto:ecommunication@jmfl.com">ecommunication@jmfl.com</a>
6.	Financial Year reported	April 1, 2021 to March 31, 2022
7.	Sectors that the Company is engaged in (industrial activity NIC code-wise)	66190 – Investment Banking Services 66309 – Management of other investment funds 64200 – Activities of holding companies
8.	<b>List three key products/services that the company manufactures/provides (as in balance sheet)</b>	
	JM Financial Limited (the “ <b>Company</b> ”) is a SEBI registered Category I Merchant Banker and Investment Manager to the Private Equity Funds. The Company is engaged in assisting corporates in fund raising as investment bank, providing advisory services in equity and debt capital markets, mergers & acquisitions advisory, private equity syndication, corporate finance advisory business and private equity funds management.	
	The Company continues to own directly/indirectly substantial/controlling equity interest in various subsidiary companies. During the financial year 2021-22, the reportable business segments of the Company and its subsidiaries were reclassified into the following.	
	a. Investment Bank catering to Institutional, Corporate, Government and Ultra High Networth clients and includes investment banking, institutional equities, research, private equity funds, fixed income, syndication and finance;	
	b. Mortgage Lending which includes both wholesale and retail mortgage lending (home loans, education institutions lending and loan against property);	
	c. Alternative and Distressed Credit which includes the asset reconstruction business and alternative credit funds; and	
	d. Asset management, Wealth management and Securities business (Platform AWS) which provides an integrated investment platform to individual clients and includes wealth management business, broking, PMS and mutual fund business.	
9.	<b>Total number of locations where business activity is undertaken by the company</b>	
	<i>National Locations</i>	
	As on March 31, 2022, the Company and its subsidiaries were having presence in one hundred and twelve (112) locations spread across thirteen (13) states and two (2) union territories in the country.	
	<i>International Locations</i>	
	The overseas subsidiaries of the Company have presence in	
	<ul style="list-style-type: none"> <li>• Mauritius;</li> <li>• Singapore;</li> <li>• United States of America; and</li> </ul>	
	Additionally, the Company also has a representative office in Dubai, namely JM Financial Overseas Holdings Private Limited (DIFC Representative Office).	
10.	<b>Markets served by the company (Local/State/National/International)</b>	
	The Company and its subsidiaries serve their customers in India and in the international market.	

## Section B: Financial Details of the Company (as on March 31, 2022)

1.	<b>Paid up Capital</b>	₹ 95,40,55,533
2.	<b>Gross Turnover</b>	Standalone: ₹ 619.63 Crore Consolidated: ₹ 3,763.28 Crore
3.	<b>Net profit after tax</b>	Standalone: ₹ 327.78 Crore Consolidated: ₹ 773.16 Crore (post non-controlling interest)

**4. Total spending on Corporate Social Responsibility (CSR) as a percentage of profit after tax**

The Company has spent ₹ 2.01 Crore towards CSR activities, which amount is marginally higher than 2% of its average net profits for the immediately preceding three financial years calculated in accordance with the applicable provisions of Section 198 of the Companies Act, 2013 (the "Act").

**5. List of activities in which expenditure in 4 above has been incurred.**

Activities relating to promoting education among children and disaster management, including relief, rehabilitation.

**Section C: Other details****1. Does the company have any subsidiary company/companies?**

Yes; Fifteen (15) subsidiary companies.

**2. Do the subsidiary company/companies participate in the Business Responsibility (BR) Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s).**

Yes; all the above subsidiary companies.

**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

**Mr. Atul Mehra**  
Joint Managing Director  
DIN: 00095542

b. Details of the Business Responsibility head

**Mr. Manish Sheth**  
Group Chief Financial Officer  
DIN: Not applicable since he is not a Director of the Company.  
Telephone Number: 91-22-6630 3030  
Email id: [manish.sheth@jmf.com](mailto:manish.sheth@jmf.com)

National Voluntary Guidelines on social, environmental and economic responsibilities of business prescribed by the Ministry of Corporate Affairs, advocates the nine (9) principles as stated below.

**Principle 1**

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

**Principle 2**

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

**Principle 3**

Businesses should promote the well-being of all employees.

**Principle 4**

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

**Principle 5**

Businesses should respect and promote human rights.

**Principle 6**

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

**Principle 7**

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

**Principle 8**

Businesses should support inclusive growth and equitable development.

**Principle 9**

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

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## 2. Principle-wise BR Policy/Policies

Sr. No.	Questions	Ethics, Transparency and accountability	Product life cycle sustainability	Employees' Well-being	Stakeholders' Engagement	Human Rights	Environmental Responsibility	Policy Advocacy	Inclusive Growth	Customer Value
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/policies for:	Yes	No [Refer Note (i)]	Yes	Yes	Yes	No [Refer Note (ii)]	No [Refer Note (iii)]	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
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)	-	#	(Refer table 1)	#	-	-	(Refer table 1)	#
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 iv)	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 as prevailing in the industry.

# The 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, by the employees of the Company.

**Notes:**

- i. The core business area is to provide financial services and hence this principle has limited applicability. We, however, strive to comply with all the applicable regulations in respect of our operations.
- ii. Considering that we operate in financial services sector, Principle - 6 is not applicable to us. We however comply with applicable environmental regulations in respect of our office premises. We along with our employees take initiative to reduce consumption of energy and also make continuous efforts to ensure that there is an optimum utilisation of the available resources with minimum or no wastage at all.
- iii. The Company and/or its subsidiaries entities are the members of various industry associations, through which they provide various suggestions with respect to healthy development of the financial market.
- iv. 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 Directors and Senior Management Personnel	<a href="https://jmfl.com/investor-relations/Code_of_Conduct_Directors_Senior_Management_Personnel.pdf">https://jmfl.com/investor-relations/Code_of_Conduct_Directors_Senior_Management_Personnel.pdf</a>
Whistle Blower Policy	<a href="https://jmfl.com/investor-relations/Whistle_Blower_Policy.pdf">https://jmfl.com/investor-relations/Whistle_Blower_Policy.pdf</a>
Corporate Social Responsibility Policy	<a href="https://jmfl.com/investor-relations/CSR_Policy.pdf">https://jmfl.com/investor-relations/CSR_Policy.pdf</a>
Code of Practices & Procedures for Fair Disclosure of Unpublished Price Sensitive Information	<a href="https://jmfl.com/investor-relations/Code_of_Practices_and_Procedures_for_Fair_Disclosure_of_Upsi.pdf">https://jmfl.com/investor-relations/Code_of_Practices_and_Procedures_for_Fair_Disclosure_of_Upsi.pdf</a>

**3. Governance related to Business Responsibility**

- 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.*

Annually.

- b. *Does the company publish a BR or sustainability Report? What is the hyperlink for viewing this Report? How frequently it is published?*

Yes, the Company publishes its BRR annually. The Company's BR report for the financial year 2021-22, forms part of the annual report which is available on the website of the Company at <https://jmfl.com/annual-report>.

**Section E: Principle-wise Performance****Principle 1: Ethics, Transparency and Accountability****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?*

The policy covers the Company as well as its subsidiaries and other group companies. The purpose of this Policy is to protect and enhance the Group's

reputation for integrity and fair dealing by setting forth processes that would uphold the highest standard of integrity and ethical behaviour. The continuous success of the Group over the years is a result of our belief in ethical conduct of all its businesses and dealings. Various policies and processes have been developed at the Group level to facilitate transparency, zero-tolerance approach to bribery and corruption while maintaining ethical behavior in all the dealings. The Company prohibits any payment or gift, or any offer or authorization of a payment or gift to any Government agencies or any other persons, in order to secure any improper business advantage for any business related work.

The employees of the Company and the Group are encouraged to ensure transparency in their conduct with various stakeholders. This belief is echoed in the "Code of Conduct", the purpose of which is to protect and enhance the Group's reputation for integrity and fair dealing by setting forth standards for employees behaviour within the Group and outside. This Code further mandates each employee to act honestly, ethically & with integrity and to deal fairly with the stakeholders.

The Company's Code for prevention of insider trading ensures that the employees do not handle unpublished price sensitive information in an unethical manner. The Code conforms to the Company's values of ethics and transparency by following a practice of timely disclosures of important information.

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As part of the Code, the employees of the Company and its Group can also report genuine concerns about any unethical behaviour, financial irregularities including fraud or suspected fraud through the Whistle Blower Policy. This would ensure that business affairs are conducted in a fair, transparent, professional, honest and in an ethical manner.

Though the Group's policies currently do not apply to external stakeholders such as suppliers, contractors, NGOs, etc., the Group encourages them to maintain ethical standards in all their practices and dealings.

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

During the financial year 2021-22, the Company received three (3) complaints from its shareholders mainly relating to non-receipt of dividend, non-receipt of physical copy of annual report and modification in bank account details in dividend pay order, which were satisfactorily resolved. No complaints were pending as on March 31, 2022. The Company has close to 1,00,000 shareholders most of whom are holding shares (99.79% of the total equity shares) in demat mode.

The complaints, if any, received from the stakeholders, other than the above, are promptly and satisfactorily resolved by the management.

The Company and its Group entities have a structured mechanism to deal with the complaints received from the stakeholders, if any. The respective business leaders efficiently and satisfactorily deal with the complaints in a set procedural manner which is fair and transparent. The Group is focused in offering the best services to all its stakeholders and constantly endeavour to redress the concerns, if any.

### Principle 2: Product Life Cycle Sustainability

**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.**

The subsidiaries of the Company provides various service products such as affordable housing loans, education institutions lending, etc., through which it is contributing positively to the socio-economic development. Also, the digitalisation initiatives undertaken by the Group have enabled business continuity even during lockdowns owing to the Covid-19 pandemic. This digitalisation initiative has turned out to be time and cost efficient

during the above period. The 'green initiative' adopted by the Company and supported by its shareholders has led to the paperless communications. This has resulted in substantial reduction in paper consumption.

Further, the Group has set up document sharing portal in place which acts as a link between the Company and its auditors. All those documents which are required to be shared with the auditors are being shared securely through that portal, thereby reducing the use of paper consumption.

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

Not applicable as JM Financial is an integrated financial services Group. However, the Company on an ongoing basis takes several measures to conserve the consumption of energy and water.

*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.

**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: Employee well-being

**Businesses should promote the well-being 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 online training programs, throughout the year for the protection and welfare of our employees.

**Work-Life Balance:** JM Financial advocates for a work-life balance. Employees are encouraged to lead a healthy and balanced work life.

**Leaves:** Our leave cycle is from April 1 to March 31. In case an employee has not availed annual leave during a particular year, the leaves can be carried forward up to December 31 of the succeeding year.

The leave categories are

- Earned Leave: Annual leaves
- Sick Leave: Seven (7) working days and is need based
- Marriage Leave: Five (5) working days, within 3 months of the date of marriage
- Maternity Leave: Paid Maternity Leave of six (6) calendar months
- Paternity Leave: Five (5) working days
- Compassionate Leave: In case of death of any immediate family member, three (3) working days of paid Compassionate Leave is extended to all employees, within Fifteen (15) days of that event.
- Medical Care Leave: Sick Leaves exceeding seven (7) days in a year, are approved under exceptional circumstances (such as hospitalization of employees) and considered as Medical Care Leave.

Apart from the above standard leaves, Covid Care Leave was also introduced during the pandemic. Any employee who tests Covid-19 positive can apply for leave under this category. As the impact of this infection varies on a case to case basis, number of leaves one can avail has not been stipulated and can vary depending on the severity of the case.

**Employee Engagement Activities & Celebrations:** The employees are engaged via various initiatives both at group as well as entity level. Employees embraced 'new normal' of engaging virtually for all the celebrations throughout the year. Festivals like Diwali and Christmas were celebrated with great enthusiasm. Celebration of Mother's Days and Father's Day included indulging with employees by asking them to share most cherished memories with their parents and these were featured on 'Connect', the intranet portal of the Group.

A Special Musical Event was organised for corporate office employees to welcome new year 2022 in a unique way.

Essence of patriotism was high at work place as Independence Day was celebrated on pan India basis where employees, dressed in their traditional attire, decorated the branch/ corporate offices portraying their spirit of nationalism.

Appreciation week was celebrated in the month of February 2022. Employees were encouraged to share appreciation via various ways as planned by businesses as well as via 'iCheer', online platform.

Women's Day was celebrated in a unique way by encouraging all the female employees to share their thoughts in line with this year's theme, #breakthebias. The male employees participated in the session by sharing their experiences and thoughts. On the occasion of International Women's Day, a week-long celebration was organised in which external and internal experts were invited to share the knowledge on financial planning, managing own finances, amongst other topics.

**Initiatives during Covid - 19 pandemic**

- Sessions on welcome back to office  
To help employees resume offices effectively and by following all the safety measures; various sessions were arranged for "Welcome Back to Office" – covering guidelines to 'New Normal' way of life. The guidelines issued by World Health Organisation were reiterated to all the employees and the queries raised by them were duly addressed. Various alerts and reminders were sent to the employees by way of advisory emails at periodic intervals. The HR Business Partners (the '**HRBPs**') played a vital role in tracking health of employees and their families and provided necessary aid with the help of the administrative team, from time to time.
- Tracking of Covid Cases & medical assistance  
The organization kept detailed health (Covid Cases) records of its employees and their family. The HRBPs for their respective locations/functions, maintained constant contact with the employees. An internal survey was used to track the covid related medical information of the employees and their family members and assistance was provided in the event of hospitalization, insurance claims, etc.

**Health & Well Being:**

In order to encourage employees to initiate and maintain a healthy and active lifestyle, thus ensuring their overall fitness and well – being, various fitness initiatives such as virtual yoga sessions, session on diversity & inclusion, live de-stressing sessions, etc., were introduced. These were unique programs provided by the Company to help employees remain physically and mentally active during the stressful pandemic period. The virtual yoga sessions were very much appreciated by the employees.

- **Doctors on call**  
Due to the Covid situation, we arranged for Doctor on call for all the employees. There are two empaneled doctors who were available on designated days during the week for telephonic consultation. Employees are informed about the available slots through e-mails.
- **Leave and paid time off**  
We encourage work-life balance at JM Financial, which became very crucial post Covid pandemic period.

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The pandemic erased the line between personal and professional time, which took toll on the mental wellbeing of human beings. Additional leave type was introduced as well as employees were encouraged to utilize their regular leaves in order to spend quality time with their family and friends breaking away from the work pressure which the whole world faced during the pandemic.

- *Covid-19 vaccination drive*

The safety of our employees and their family is utmost important for us. Covid vaccination drives were arranged for employees and their family members including their parents-in-law. This was well appreciated by the employees and their families.

- *Thanking Covid-19 front liners*

In this initiative, the JM Financial family shared a salute to all the Covid-19 front liners for their service to the nation during these extraordinary times. Employees were asked to share pictures of someone from their family (spouse/parents/siblings/children) who remained Covid-19 front liners. We added their pictures in our monthly newsletter 'Essence' thanking each one of them.

- *Insurance Coverage*

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

- *Annual Health Check-ups*

Employees are eligible for an Annual Health Check-up, depending on their age group.

### **Talent Management:**

Our people are our most valuable asset and we believe that the ultimate identity and success of our Group is determined by the quality of our employees and their dedication and commitment towards attaining organizational vision. Though primary focus is on the quality, the Group also focuses on providing an equal opportunity regardless of the gender, race, religion, etc. Our endeavour is towards attracting the right talent, assessing them not only on their skills and knowledge but also keeping in mind the organizational values.

### **Employee Development:**

Growth is a significant part of human nature and we have an intrinsic desire to continue to grow and develop throughout various aspects of our lives. Growth and development is present in a work environment where workers receive encouragement and support in the development of their interpersonal, emotional and job skills.

Employee training programs and initiatives have been our integral part of the HR vision and long-term strategic objectives of the Group. Recognizing that our employees are our greatest single resource, the Group is dedicated in providing high quality training to employees through professional training companies and qualified staff. Based on the identified training needs, the Group offers a variety of training programs and development opportunities. We adapted to the new ways to conduct and deliver trainings given the challenging situations where classroom trainings were difficult to conduct. We chose the virtual way of doing all kinds of trainings within the organization and enhance our e-learning portal by adding new modules on various topics. All the trainings were driven virtually with the help of our senior leadership and single point of contact from the Central teams. There was also major focus on e-Learning. Our internal e-Learning portal, 'iLearn', hosted and continue to host number of modules on various behavioural and functional topics. Employees were encouraged to use the portal to the fullest. We have also made the portal available on the Connect mobile app for on the go access to all the learning material available on iLearn. New internally developed courses were made available for all the employees on iLearn.

### **Our internal Learning and Development initiative:**

Knowledge Community, which involves knowledge sharing sessions among business groups on a mélange of topics of relevance. The subject matter experts within the organization are encouraged to conduct these sessions and mailers are sent to all employees of that location inviting them to attend. The event details are also uploaded on iLearn for employees to find all relevant information and sign up.

In addition to helping employees keep abreast with happenings in diverse areas around them, these cross-functional training sessions also inspired bonding across different teams. We felicitate the trainer with a token of appreciation at the end.

The Group Monthly Training Calendar was introduced wherein training programs planned for all businesses were published for all employees. Employees gain the knowledge of all the training programs planned for the particular month across the group and it gives access to them to attend relevant training programs planned by other businesses as well.

#### **1. Please indicate the total number of employees**

As on March 31, 2022, the Group had 2,405 permanent employees across all business verticals and entities.

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

The Group had 619 temporary/contractual/casual employees as on March 31, 2022.

**3. Please indicate the number of permanent women employees**

The Group had 483 permanent women employees as on March 31, 2022.

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

As on March 31, 2022, 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**

The 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 2021-22	No. of complaints pending as on March 31, 2022
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 follows.

**Safety Training:**

(a)	Permanent Employees	No physical trainings were provided during the year.
(b)	Permanent Women Employees	
(c)	Casual/Temporary/Contractual Employees	
(d)	Employees with Disabilities	

**Skill Up-gradation:**

(a)	Permanent Employees	64%
(b)	Permanent Women Employees	20%
(c)	Casual/Temporary/Contractual Employees	Not applicable
(d)	Employees with Disabilities	100%

**Principle 4: Stakeholder's engagement**

**Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized**

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

Yes, the Company believes that the stakeholder engagement is the greatest source of input for its development activities and it also broadens the horizon for improving one's sustainability performance. The process of mapping the stakeholders is an ongoing exercise and is conducted on regular basis by the Company and its subsidiaries with various stakeholders viz., employees, customers, clients, investors, shareholders, government and regulatory bodies, business associates, media, social organisations, etc.

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

As a principle and practice, the Company has always identified and worked with individuals and communities that are disadvantaged, vulnerable and marginalized, under the aegis of *Integrated Rural Transformation Programme*, through the Group's CSR initiatives and activities. The CSR projects in Jamui district of Bihar and Palghar district of Maharashtra are designed on the basis of, and targeted at impacting the families from socio-economically disadvantaged households in far-flung villages, located in difficult terrains. While Jamui district has been identified as one of the 112 *Aspirational Districts* by the NITI Aayog, Palghar district has areas dominated by tribal communities that are deprived of resources and opportunities that may enable them to reach their full potential. During the year, the fatalities resulting from the pandemic necessitated the initiation and implementation of the project - JM Financial Shiksha Samarthan. This project helps impacts children from across the country who are in a vulnerable state of losing out on their formal education (up to grade 12), owing to the loss of either or both parent/s due to Covid.

Apart from these, the Group, through the implementing agency, support other initiatives in the states of Uttar Pradesh and Gujarat, championing the causes of enhancement in healthcare amenities and services along with education for children from insurgent geographies.

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All our projects are conceptualized and implemented in rather arduous terrains, inhabited by communities with abysmally poor standards of living, caused by geographical, socio-economic and political conditions, intersecting with people's lack of awareness and access to their rights and entitlements.

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

Every CSR project implemented as mentioned above, is a constant and sincere attempt to first reach out to and impact those who are the most deprived. Whether through agri-inputs for farmers, pre-schooling opportunities for the young ones, healthcare services for the unreached or any other of our initiatives - JM Financial Foundation seeks out vulnerable and marginalized groups such as women, elderly persons, scheduled castes and scheduled tribes, to empower them and enhance their lives.

### Principle 5: Human rights

**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?**

The Group remains committed to respect and protect human rights. The Group has adopted several policies viz., Code of Conduct, Equal Opportunities Policy, Policy against Sexual Harassment, Whistle Blower Policy, Disciplinary Policy, etc., which assists in ensuring that there is no violation of human rights in its conduct – externally or internally. The Group does not hire child labour, forced labour or involuntary labour.

The Group adheres to the 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?**

No complaints relating to human rights violation were received during the FY 2021-22.

### Principle 6: Environmental management

**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 specific policy relating to Principle 6. However, the activities mentioned in Principle 6 are laid down in the CSR 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.? Yes/No. If yes, please give hyperlink for webpage etc.**

Yes.

Our Group believes that corporate sustainability extends to the triple bottom line of people, planet and profit. We have increased the radius of business responsibility beyond immediate benefit to long-term good, while ensuring the sustainability of the organization. The Group enables an environment of greater consciousness through a process of collaboration with employees, customers and the community at large. In line with the Group's commitment towards conservation of energy, various initiatives like reduction of paper usage, maintenance of electronic data and records, reduction/elimination in usage of plastic bottles for drinking purposes has been taken. Further, it also raises awareness and encourages the employees to adopt these methods in their day to day activities. We also promote cost efficient environment-friendly measures and build awareness and consciousness of our environment among employees.

Additionally, the Group strives towards imbibing green sustainable products, processes, policies and practices. Our offices have been designed such that they are equipped with energy efficient air conditioners, LED lights and other energy conservation measures. 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? Yes/No.**

No.

**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?**

The 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., Yes/No. If yes, please give hyperlink for web page etc.**

The Group promotes ecological sustainability and has taken several measures to minimise its environmental impact caused due to various factors. Digitalisation is one of the platforms, which has helped the Group in reducing the paper and stationery. E-waste is disposed off in an efficient manner.

The above actions of the Group have contributed and continues 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?**

Not applicable since the Company is not a manufacturing company.

**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 have been received during the FY 2021-22.

**Principle 7: Policy advocacy**

**Businesses, when engaged in influencing public 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:**

Yes; the Company and its subsidiaries is member of many industry bodies and trade associations such as:

- Confederation of Indian Industry (CII);
- Bombay Chamber of Commerce and Industry (BCCI);
- Federation of Indian Chambers of Commerce and Industry (FICCI);

- IMC Chamber of Commerce and Industry;
- Association of Investment Bankers of India (AIBI);
- Association of Mutual Funds of India (AMFI);
- Association of ARCs in India;
- Financial Intermediaries Association of India (FIAI);
- Young Presidents' Organisation (YPO);
- The Associated Chambers of Commerce & Industry of India (ASSOCHAM);
- The Council of EU Chambers of Commerce in India;
- Association of National Exchanges Members of India (ANMI);
- Bombay Stock Exchange Broker's Forum (BBF);
- Indian Private Equity & Venture Capital Association;
- Commodity Participants Association of India (CPAI).

**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)**

Our participation with various associations help to understand the industry wide issues and thus help to contribute in developing policies that are beneficial to our stakeholders. The Group through various associations and trade bodies provide suggestions with respect to development and regulation of financial services sector. Various employees including senior management of the Group are members of the committees constituted by regulators and industry bodies.

The Group supports and participates in various discussions and initiatives taken by the government, regulators and the above associations in light of changing business environment for economic development and advancement of financial services industry.

**Principle 8: Inclusive Growth**

**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.**

Yes, the Company has undertaken and supported CSR projects, that aim at uplifting indigent communities, give them opportunities to develop their aspirations and help in gradually raising their quality of lives. These projects are implemented by JM Financial Foundation – the CSR implementing arm for the JM Financial group and third party organizations identified for the respective project objectives.

## Business Responsibility Report (Contd.)

Through both the modes of implementation, the CSR projects of the Company and its subsidiaries (to the extent applicable) are governed by its CSR Policy uploaded on the Company's website at [https://jmfl.com/Investor-Relations/CSR\\_Policy.pdf](https://jmfl.com/Investor-Relations/CSR_Policy.pdf). This policy upholds the vision for inclusive growth and equitable development, which in turn directs our CSR to be executed under the larger aegis of Integrated Rural Transformation Programme.

Given below is a brief account of the said projects and initiatives implemented and supported by the Company.

### **New CSR projects initiated and supported in FY 2021-22**

This year, the Group launched JM Financial Shiksha Samarthan, to ensure continuity in formal education for children (up to grade 12) who have lost either or both parents to Covid-19. Resultantly, the Group has been able to support private schools children's fees and government school children's ancillary needs. Most importantly, we have been able to become a beacon of hope for widowed parents for whom, hope of their children's future hung by a thread until a few months ago.

### **Ongoing CSR projects initiated in FY 2020-21**

The Company supported students belonging to economically needy families, to pursue their undergraduate studies in Liberal Arts and Sciences at the premium Ashoka University located in Sonapat, Haryana. With the Group's support, 58 such students, named as 'JMF Scholars' have been able to secure admission at the University and acquire an opportunity to shine.

JM Financial Foundation continues to also work on other projects initiated in and implemented largely in Bihar and Maharashtra, among other geographies, prior to the annual action plans. To know more, please refer to the Management Discussion and Analysis Report forming part of the Directors' Report.

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

The programmes and projects supported by the Group are primarily undertaken by JM Financial Foundation – the CSR implementing agency of the JM Financial Group.

Some of our initiatives are also implemented in partnership with external organizations, academic institutions and/or governmental bodies.

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

The Company in collaboration with the Group, has commissioned an impact assessment for the CSR projects approved by the Board of the Company and its subsidiaries. This assessment of projects has been implemented in Jamui district, Bihar through the Tata Institute of Social Sciences, Mumbai. Similarly, the impact assessment of the project implemented in Palghar district of Maharashtra has been conducted by M/s The 4<sup>th</sup> Wheel, Mumbai. The reports for these assessments are in the process of being finalized and shall be posted on the website of the Company.

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

JM Financial Limited has CSR obligation of ₹ 2.01 Crore for the financial year 2021-22, the entire amount whereof has been spent on JM Financial Shiksha Samarthan.

### **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.**

The projects initiated during the year and in the past are based on a thorough assessment of the community's or the end target group's needs, aspirations and our ability to handhold them. We ensure that prior to beginning any new initiative, we conduct rounds of community meetings, enlist and document community participation, permission and make them accountable for the activities undertaken.

### **Principle 9: Customer Value**

***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.**

There are no material customer complaints/consumer cases pending as at the end of the FY 2021-22.

#### **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 financial services sector business, this question is not applicable to it. However, all necessary disclosure requirements relating to the services offered by the Company are being made in compliance with the applicable laws.

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

None to the best of our knowledge and belief.

Though the Company has not carried out any formal consumer survey to map consumer satisfaction, it always puts the interest of its clients before its own interest. The Group develops a more collaborative relationship with the consumers and places them at the centre of the innovation cycle. The Group contributes towards customers and the broader community by understanding its clients' needs, seeking new opportunities for them, addressing and delivering them the unique solutions as per their expectations.