

mahindra FINANCE

SUSTAINABILITY POLICY

Atul Joshi

Name of Document	Mahindra & Mahindra Financial Services Limited C-SUS-PL-SUSTAINABILITY POLICY
Version	01
State whether Policy/ Code / Manual	Policy
Group Level / Sector Level (Specify)	Financial Services Sector
Issuing Authority	Atul Joshi Chief Admin & HR
Owner(s) of the Document	Atul Joshi Chief Admin & HR
Effective Date of Document	13-06-2023
Release Date	13-06-2023
Review Date	01-04-2024
Version History	02

REVIEW OF POLICY

The Policy shall be reviewed annually or as and when considered necessary by Sustainability Team.

Approved by: Atul Joshi
Chief Admin & HR

Page 2 of 5

Department: Sustainability

INTRODUCTION:

We at Mahindra & Mahindra Financial Services Sector, integrate environmental management, social responsibility and economic development in the operations with the objective of creating positive impact in the lives of our stakeholders. Mahindra & Mahindra Financial Services Sector foster's business partnerships that reflects a strong ESG performance and incorporate its elements as core value in the operations.

Our Sustainability policy is aligned with the Mahindra Rise principles and Core values, and is aligned to Mahindra and Mahindra Brand Pillars of:

1. Rise for a more equal world.
2. Rise to be future ready.
3. Rise to create value.

MMFSL's sustainability policy will be aligned to all legal and regulatory requirements. This sustainability policy will be reviewed periodically and communicated to employees, Value chain partner and all the key stakeholders to inform and promote the wider adoption of responsible practices.

1. **SCOPE AND APPLICABILITY:** This policy shall be applicable at all the levels of organizations across Mahindra & Mahindra Financial Service Sector including all stakeholders in the value chain. This policy shall be applicable to all MMFSL's operations including its employees, directors as well as stakeholders in the value chain. The policy is available on the website of MMFSL and communicated to all our stakeholders through email and company intranet.
2. **Vision:** To be a leading financial services provider in semi-urban and rural India.
3. **Commitment:** Mahindra & Mahindra Financial Services Sector is committed to adopt sustainable business practices by conducting the business in an ethical and transparent manner and ensuring long-term success of the organization to create a positive impact on the environment and society at large.

4. The Principles and Objectives of the Sustainability Policy

4.1 Inclusive Culture:

- We'll strive to create an inclusive workplace that upholds, respects and promote human rights as per our Human Rights Policy
- To treat all employees in the value chain fairly and foster a culture of inclusion, diversity and equity.
- Focus on building a Sustainability Culture in the organization through Making Sustainability Personal, through initiatives that encourage employees & society to adopt sustainable practices.
- Strive to Foster inclusive development of our human capital by upgrading the skills through trainings programs, various engagements practices and communications.
- Provide safe working conditions for employee as well as for customers.
- Leveraging the strength of diversity at workplace and exhibiting 'zero tolerance' approach in regards to discrimination at our workplace to Promote diversity across stakeholders by representing varied identities and differences across gender, race, ethnicity, culture, skills, disability, sexual orientation.

4.2 Environment Friendly Operations:

- Reducing the environmental risk in the operations by focusing in the areas like energy conservation, Greenhouse gas emission reduction, water conservation, waste management and digitalization.
- Align ESG projects and targets in accordance with its ESG Roadmap.
- Adopting a low carbon path & focusing on becoming Carbon Neutral.
- Deliver on carbon price to adopt environment friendly technologies in the operations.
- Focus on water conservation both at our operations and at our adopted community, and become water positive.
- Monitor, review, analyze and evaluate environmental targets on a regular basis to achieve continuous improvement towards its sustainability outcomes in operation and processes.
- Promote and adopt Green Lending Portfolio.
- Integrate Sustainability Practices in our business decisions and goals, including mapping and addressing ESG concerns to mitigate climate change risk.



4.3 Good Governance:

- Adopt Good Corporate Governance and Risk Management practices by ensuring responsible business growth and Implementing Operational efficiency.
- Strive to ensure transparency in services sold and operate.
- Addressing all the material concerns of the operations through Stakeholder engagement.
- Protecting the privacy of the organization & its stakeholders data and use it in a way that is consistent with applicable privacy laws.
- Uphold highest standards of ethics and corporate governance by meeting all applicable statutory, regulatory and legal compliance requirements.
- To prohibit any acts of corruption including payment of bribes within its business operations and across the value chain.

**Ramesh Iyer**

Vice Chairman & Managing Director - Mahindra Finance,
President – Financial Services Sector &
Member of the Group Executive Board

**Atul Joshi**

Chief: Human Resource & Administration

LF

Approved by: Atul Joshi
Chief Admin & HR

Page 5 of 5

Department: Sustainability

