



Jio Financial Services Limited

# POWERING PURPOSE-LED FINANCE FOR BHARAT

Sustainability Report  
FY 2024-25



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# About the report

## 1.1. About the Report

The report highlights our enduring strengths in maintaining a strong governance framework and emphasises our dedication to sustainability.

Our Sustainability Report for FY25 showcases our achievements in sustainability and the impact we've made across our four objectives of strategic approach: **Financial Inclusion, Social Responsibility, Nation Building and Climate Change.**

It provides an overview of our Sustainability Roadmap, including targets and commitments. This offers stakeholders valuable insights into our capacity to generate value in the short, medium and long term.

## 1.2. Reporting Guidelines

We constantly strive to adopt industry best practices and enhance the quality of our disclosures by adhering to globally recognised frameworks. The Sustainability Report for FY25 has been prepared in reference to the principles and guidelines recommended by Global Reporting Initiative (GRI) Standards. Additionally, the impact-related disclosures in this report draw reference from the Impact Reporting and Investment Standard (IRIS+) framework, Impact Frontiers and the United Nations Sustainable Development Goals (UNSDGs).

## 1.3. Purpose and Scope

The report aims to showcase our efforts in environmental management, social responsibility and robust corporate governance, highlighting our focus on long-term sustainability and generating value for stakeholders. Additionally, it illustrates the positive impact of JFSL's operations to enhance digital connectivity across India, fostering economic empowerment and bridging the digital divide. It further highlights various sustainability-oriented initiatives undertaken by the Company and a narrative around its future and focus areas.

## 1.4. Report Period and Boundary

The Sustainability Report comprises non-financial performance disclosures of Jio Financial Services Limited (JFSL) and its direct customer-facing subsidiaries; Jio Credit Limited (JCL), Jio Insurance Broking Limited (JIBL), Jio Payment Solutions Limited (JPSP) and joint venture Jio Payments Bank Limited (JPBL) for the reporting period from April 1, 2024, to March 31, 2025. Any references to ("JFSL" or "the Company" or "the Organisation") shall be understood to encompass the aforementioned entities, unless the context explicitly indicates otherwise. This report does not include any kind of information that pertains to any entity outside the Organisation.

## 1.5. Responsibility Statement

The Board is assured that the Sustainability Report for FY25 encompasses all material topics relevant to the Company and sheds light on our strategies and processes for fulfilling stakeholder expectations. The Board acknowledges that the contents of this report have been assimilated in consultation with various functions of the business and have been developed under the guidance of senior management and functional heads.

## 1.6. Restatements

In the current financial year, we have updated our calculations for GHG emissions and energy consumption from the previous year to ensure consistency and comparability with industry standards and evolving regulatory requirements. The impact of this difference is insignificant.

## 1.7. Assurance

This report has not been assured. However, the data and the statements presented in this report have been verified by our internal stakeholders to ensure no false information has been presented. Additionally, reasonable assurance has been obtained on a standalone basis for select parameters of the holding company, JFSL, through an independent auditor.

## 1.8. Feedback

Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the Sustainability Report

Name: **R. Aditya Subramanyam**  
 Telephone: **+91 22 3555 4094**  
 E-mail id: [jfs.esg@jfs.in](mailto:jfs.esg@jfs.in)

## 2. Foreword



As Jio Financial Services Limited (JFSL) marks its second year as a listed entity, we are proud to present the Sustainability Report for FY25 – a reflection of our deep commitment to building a financial services organisation anchored in purpose, resilience and long-term impact.

At JFSL, **we have set out with a bold vision: to reimagine finance as a force for good** – one that drives inclusive progress, empowers underserved communities and contributes to India’s long-term prosperity. We believe that financial services, when delivered through the **lens of purpose and innovation**, can be a powerful enabler of economic and social transformation. Sustainability for us is a business behaviour – it is deeply intertwined with our organisational culture and the way we conduct our business. It is embedded in how we think, operate and grow – shaping business decisions from the boardroom to the last-mile operations and stakeholders. Whether we are building new products, deploying digital solutions or expanding our reach, sustainability remains a guiding principle in our operating model and journey.

**Our dual-lens to sustainability** balances risk mitigation with opportunity creation – focused on mitigating and managing environmental and social risks while actively pursuing positive outcomes that create shared value for our stakeholders and the communities we serve. We are focused not only on strengthening our internal resilience – through responsible governance, risk frameworks and data-driven decision-making – but also on advancing inclusive growth across the broader ecosystem.

**Our digital-first model** plays a catalytic role in delivering solutions by addressing the core financial needs of the customers—lend & lease, transact, protect and invest—

designed to meet the evolving needs of both aspirational urban consumers and underbanked populations. By harnessing the power of data, analytics and technology, we are able to extend financial services to previously underserved customer segments, reduce operational inefficiencies and ensure responsible delivery at scale.

Our sustainability vision and roadmap are guided by our governance framework. We are committed to setting high standards through robust board oversight, diverse and inclusive leadership and a values-driven culture **anchored in our 4Rs: Reputation, Regulation, Return of Capital and Return on Capital**. As a regulated financial services company, we place the highest priority on transparency, accountability, regulatory compliance and operational integrity. The **ESG Committee** is responsible for embedding sustainability into the Organisation’s core purpose and establishing an ESG governance framework, including setting strategic goals, overseeing sustainability initiatives and ensuring transparent ESG disclosures.

This report outlines our journey in measuring and managing our non-financial progress and our positive contributions to diverse stakeholders.

As we look ahead, JFSL will continue to **drive innovation with intent** by embedding sustainability into every aspect of our operations. We will continue to expand access, promote equitable growth and champion impactful solutions that serve communities nationwide. As we step into the future, we reaffirm our dedication to building a financial ecosystem that is transparent, responsible and transformative, ensuring that progress is not just measured in numbers but in the lives we uplift and the planet we protect.

## 3. About our business

**JFSL is building a customer-first, digital-led and data and analytics-centric financial services organisation in India**, committed to enhancing accessibility, affordability and prosperity. We have the building blocks to drive this vision, given our adjacency to the ecosystem, strong consumer brand, scalable technology stack, ability to partner with marquee players and prudent capital deployment with effective risk guardrails.

### Mission Guided by Values



### Addressing 360° Financial Needs of Bharat

JFSL is dedicated to meeting and exceeding customers’ four fundamental financial needs: **transacting, borrowing, investing and protecting**. Our extensive range of financial services is designed to address these needs across all our business lines. We aim to provide exceptional service and support to our customers at every stage of their financial journey

### Comprehensive Financial Solutions



#### Lend & Lease

Through Jio Credit Limited (JCL) and Jio Leasing Services Limited (JLSL), JFSL aims to address the financing needs of customers and merchants with digital lending and operating lease solutions that are both accessible and affordable. Initially focusing on secured products like supply chain financing, JFSL plans to expand its lending portfolio in the medium term to include a balanced mix of secured and unsecured products, introducing new offerings in a risk-calibrated manner.



#### Transact

JFSL is committed to addressing customers’ core financial needs through its transacting solutions. Through Jio Payment Solutions Limited (JPSL) and Jio Payments Bank Limited (JPBL), customers can access checking accounts, debit and credit cards and a variety of payment solutions through payment aggregator and gateway routes. JPBL provides features such as UPI, online bill payment, money transfers and account management, accessible anytime and anywhere, ensuring that transactions are efficient and cost-effective. JPSL and JPBL cater to both merchants and customers across the country, leveraging new-age technology-enabled solutions like digital wallets and seamless payments.



#### Invest

JFSL offers investment services, including savings and deposit accounts with JPBL offering competitive interest rates. Through the proposed AMC, Jio BlackRock, a joint venture with BlackRock Inc., JFSL aims to deliver a range of investment products to millions of investors in India. Another JV with BlackRock Inc. focuses on brokerage and wealth management services, enabling customers to invest in stocks, bonds, mutual funds and other securities, with expert advice and market research.



#### Protect

JFSL, through Jio Insurance Broking Limited (JIBL), provides a wide array of insurance products, including general, life, health, auto, home and consumer durable insurance like extended warranties. JIBL collaborates with 31 insurers and utilises digital platforms to broaden the reach and efficiency of its insurance services.

# 4. Value creation through sustainability



**“Revolutionising financial access with innovation, scale and purpose.”**

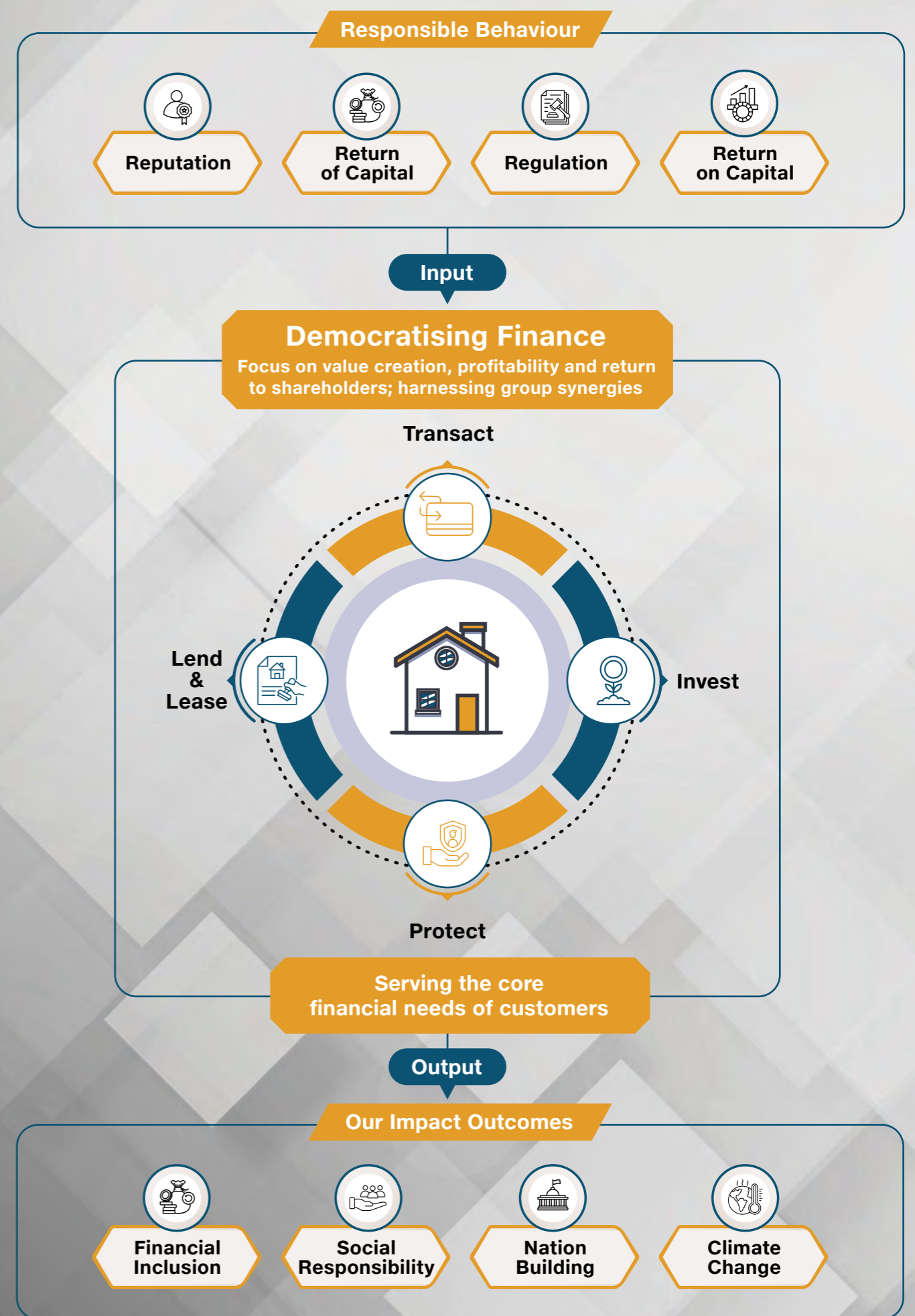
Jio Financial Services Limited operates through a diversified business model categorised into core financial needs of the customers—**Lend & Lease, Invest, Transact and Protect**. By offering tailored financial solutions the Company addresses the evolving needs of individuals and businesses, ensuring accessibility, efficiency and security in financial transactions. **With a digital-first approach**, the Company is **revolutionising finance by leveraging technology** to simplify processes, enhance customer experiences and expand financial inclusion.

JFSL is at the forefront of transforming the financial services landscape in India, driven by innovation and a commitment to nationwide inclusivity. Our subsidiaries bring unique strengths and expertise to our portfolio, offering targeted solutions for diverse market segments. Our vision goes beyond traditional financial services; **we aim to democratise finance** and empower individuals and communities to unlock their full potential.

At the heart of our mission lies a **blended approach to sustainability—balancing business objectives with purpose-driven leadership**. This strategy integrates Environmental, Social and Governance (ESG) considerations into core operations, mitigating environmental and social risks while generating

measurable positive impact outcomes. The Company's **dual focus on sustainable growth and social impact** reinforces its commitment to advancing national priorities and global goals, alongside economic success.

Our commitment to Responsible Behaviour, as part of the ESG vision, is anchored in four fundamental principles—**Reputation, Regulation, Return of Capital and Return on Capital**—which drive sustainable value creation and long-term profitability. These principles ensure a balance between responsible business practices and financial performance, enabling the Company to deliver strong returns to shareholders while maintaining ethical and regulatory standards. As a business, we aim to contribute positively to key strategic objectives—**Financial Inclusion, Social Responsibility, Nation Building and Climate Change**—through our value creation approach. These objectives represent tangible outcomes of JFSL's sustainability efforts, showcasing how the Company translates its guiding principles into meaningful actions that support economic growth, social equity and environmental stewardship. Together, these elements underscore JFSL's holistic value creation strategy, where robust governance and financial prudence lead to impactful outcomes.



## 5. Economic performance at a glance

At Jio Financial Services Limited, **sustainable value creation is at the core of our operations.** We are committed to supporting durable economic development through responsible investment, transparency and a robust corporate governance structure that ensures stability and resilience. This approach allows us to effectively address the diverse needs of our communities while fostering long-term success and solidifying our position in the marketplace.

**Economic value generation and distribution**  
We have continually enhanced stakeholder value by optimising business operations and implementing robust processes and controls. Additionally, during **FY25, JPBL** received **financial benefits of ₹0.49 crore** from the government, further strengthening our ability to create **sustainable economic impact** and support growth initiatives.

### FINANCIAL PERFORMANCE: FY25 Economic Value Creation

Direct Economic Value Generated in the reporting year (A)	Revenue from Operations	Other Income	Total
	FY25* ₹2042.91 FY24* ₹1853.88	FY25* ₹36.01 FY24* ₹0.80	FY25* ₹2078.92 FY24* ₹1854.68
Economic Value Distributed in the reporting year (B)	Operating Cost (Excluding Employee Wages & Benefits)	Employee Wages and Benefits	Total
	FY25* ₹309.91 FY24* ₹211.27	FY25* ₹214.92 FY24* ₹116.04	FY25* ₹524.83 FY24* ₹327.31
Economic Value Retained (A - B)	Profit Before Tax	Profit After Tax	Total
	FY25* ₹1,946.91 FY24* ₹1,955.89	FY25* ₹1,612.59 FY24* ₹1,604.55	FY25* ₹2.54 FY24* ₹2.53

\* ₹ in crore

## 6. Purpose leadership through impact



By addressing the core financial needs of the customer through Lend & Lease, Protect, Transact and Invest, Jio Financial Services Limited (JFSL) aims to positively contribute to the strategic objectives of Financial Inclusion, Social Responsibility, Nation Building and Climate Change. By offering affordable credit, leasing solutions, insurance protection and investment opportunities, the Company drives impact across diverse customer segments, catalysing financial resilience and local economic activity.

Leveraging the power of **digitisation**, JFSL enhances the accessibility, efficiency and scalability of financial services. Its robust digital infrastructure streamlines transactions, expands credit access and integrates insurance and investment offerings with greater ease. Through a **phygital model** – blending digital platforms with on-ground presence – JFSL

ensures that individuals and enterprises, regardless of geography or socio-economic background, can seamlessly engage with formal financial systems. This **technology-enabled approach** makes financial inclusion simpler, more responsive and truly inclusive.

JFSL's initiatives are deeply aligned with **India's national development agenda and the global Sustainable Development Goals (UN SDGs)**. By advancing **digital financial inclusion and supporting entrepreneurship**, the Company plays a pivotal role in strengthening India's financial architecture. With a steadfast focus on **democratising finance**, JFSL is expanding economic participation, driving stability and enabling the transition towards a more **resilient, inclusive and sustainable economy**.



## OUR IMPACT FOOTPRINT

1,661

Number of pin codes served by Jio Payments Bank Limited

₹24,018 crore

Value of Online & UPI transactions done during the year using Jio Payments Solution

~ 22 crore

Total Number of Online & UPI Transactions done during the year through Jio Payments Solutions

20 lakh+

Total number of Current account & Savings account customers

24%

Increase in non-metro stores for Jio Payments Solutions

20%

of Semi-Urban Areas Covered by Jio Payments Solutions

1,187

Total individuals with increased awareness on Financial Literacy & Digital Inclusion

44%

Female Participants in the Financial Literacy & Digital Inclusion Drives

12

Number of languages supported by customer chatbot

# Financial Inclusion

Financial inclusion is central to JFSL's **vision of democratising financial access**, ensuring that individuals and businesses can participate in the formal financial ecosystem. By leveraging digital solutions and innovative products, JFSL addresses accessibility and usability in financial services, enabling seamless transactions, credit availability and risk protection. The Company's initiatives empower underserved segments, bridging gaps between traditional and digital banking. Through scalable platforms and targeted outreach programs, **JFSL drives economic participation, helping individuals and MSMEs improve financial stability, enhance growth opportunities and achieve sustainable success.**

JFSL focuses on expanding accessibility by addressing the core financial needs of the customers—**Lend, Lease, Invest and Protect**—ensuring financial services are available to a diverse range of customers. Through digital-first solutions, the Company simplifies onboarding, enhances transaction security and promotes financial literacy, ensuring that underserved communities can effectively engage with financial products. Additionally, our intuitive app design is available in multiple vernacular languages acting as one-stop solution for all financial products.

WHAT is impacted?	WHO is impacted?	HOW MUCH is impacted?
<p>JFSL provides <b>accessible financial services</b>, ensuring the ease of use for individuals and businesses.</p> <p>Offerings include <b>phygital banking via the JioFinance App</b>, attractive interest rates, easy repayment and flexible tenure. Paperless processes, competitive insurer rates, UPI QR payments, POS solutions and personalised investment strategies.</p> <p>The Company supports merchants, MSMEs and individuals by offering responsible financial solutions that cater to their unique needs ensuring that they are better able to advance their economic situation.</p>	<p>JFSL's financial inclusion efforts <b>support MSMEs, salaried individuals, merchants and underbanked communities</b> by providing access to essential financial services.</p> <p>The Company empowers small businesses with working capital, enables individuals with secure savings and investment tools and helps <b>merchants digitise financial transactions.</b></p>	<p><b>646%</b> increase in customers for Jio Payments Solutions, improving financial engagement</p> <p><b>22.42 lakh</b> active users of Jio Payments Bank since inception</p> <p><b>55</b> financial awareness &amp; digital literacy camps held in FY25</p>
<p><b>SDGs contributed</b></p> <p>1 NO POVERTY    9 INDUSTRY, INNOVATION AND INFRASTRUCTURE    10 REDUCED INEQUALITIES</p>		



## FINANCIAL INCLUSION

### Beyond numbers: Stories of impact

#### Debraj Khanna

PROFESSION  
Shopkeeper  
STATE  
Madhya Pradesh



"As a local shopkeeper, managing daily transactions used to come with its challenges, especially handling cash. Ever since I started using JioSoundBox, things have completely changed. Digital payments are seamless and I don't have to worry about counting cash or verifying payments manually. The instant audio confirmation ensures that every transaction is secure and transparent, giving both me and my customers peace of mind. I can hear every payment the moment it happens, eliminating any confusion or errors.

Beyond transactions, JioSoundBox has become a part of my daily routine—I play music while working and stay updated with real-time financial alerts, all through the same device. It's simple, efficient and has helped me adapt to the digital world effortlessly. Going cashless has never been this easy and I feel confident that my shop is ready for the future. JioSoundBox hasn't just made transactions easier—it has made technology accessible and trustworthy for shopkeepers like me."

#### Kalpna Kumari

PROFESSION  
Homemaker  
STATE  
Maharashtra



"As a homemaker, managing daily expenses used to mean carrying cash everywhere and worrying about exact change. But with Jio Payments Bank, everything has become so much easier. I can make digital payments instantly, whether I'm shopping online or paying for household essentials. Online shopping has opened up a world of options for me, giving me access to a wide marketplace without stepping out.

Transferring money to family and friends is hassle-free—I don't have to visit a bank or wait in long queues. I can send money anytime, anywhere with just a few taps. The reliability and ease of Jio Payments Bank have completely transformed how I handle finances, making everything smooth and stress-free. Digital banking has given me independence and I feel confident navigating financial transactions effortlessly. With technology in my hands, I've embraced a cashless future that is secure, convenient and accessible to everyone."

#### Harjeet Singh

PROFESSION  
RO purifier business  
STATE  
Punjab



"Opening an account with Jio Payments Bank has been a game-changer for my RO purifier business in Punjab. The seamless digital banking experience allows me to manage transactions effortlessly, saving me valuable time. Instant fund transfers ensure smooth business operations. The quick onboarding made the process hassle-free, unlike traditional banks.

The secure digital platform gives me peace of mind, knowing that my funds are safe. The UPI has enabled easy payment collection from customers, improving convenience. I no longer face delays in processing transactions, which helps me build trust with clients and suppliers. The 24/7 accessibility ensures I can handle financial matters anytime, without constraints. Thanks to Jio Payments Bank, my business runs smoother and I can focus on growth instead of financial roadblocks. It's truly a reliable partner for entrepreneurs like me!"

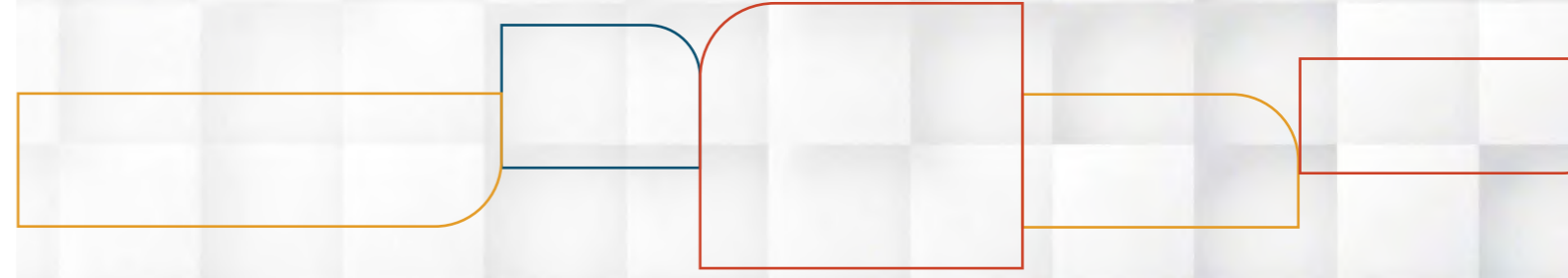
#### Lakshmi Mishra

PROFESSION  
Student  
STATE  
Uttar Pradesh



"Attending the financial literacy camp by Jio Payments Bank was an eye-opening experience. I learned the importance of never sharing OTPs, which helps protect my bank account from fraud. The sessions on savings made me realise how small, consistent deposits can secure my future. I now understand why insurance is essential—it provides financial safety during unexpected events. One of the most valuable lessons was to avoid clicking on unknown links, preventing scams and cyber threats.

The interactive sessions made complex financial concepts easy to grasp. I feel much more confident in managing my money wisely. Thanks to Jio Payments Bank, I now have the tools to build a secure financial future. The camp has empowered me to make smart choices, ensuring I stay financially protected."



# Social Responsibility



JFSL integrates social responsibility into core operations, ensuring equitable economic growth and financial accessibility for underserved communities. By enabling **micro-entrepreneurs and individuals to participate in the formal economy, JFSL strengthens social resilience and supports national economic priorities.** The Company

creates meaningful opportunities by improving access to financial services, enhancing livelihoods and addressing socioeconomic gaps. Through strategic partnerships, financial literacy initiatives and inclusive employment practices, JFSL makes financial empowerment more accessible to all.

WHAT is impacted?	WHO is impacted?	HOW MUCH is impacted?
<p>JFSL creates employment and entrepreneurship opportunities through accessible financial products and digital solutions.</p> <p><b>Directly,</b> we enable <b>increased business expansion</b> by offering credit to MSMEs and small enterprises.</p> <p><b>Indirectly,</b> our <b>financial ecosystem contributes to economic activity</b> by supporting suppliers, service providers and financial intermediaries, expanding financial inclusion across multiple sectors</p>	<p>JFSL prioritises <b>employee</b> development, ensuring skill enhancement and career progression through structured programs.</p> <p>We also work closely with <b>suppliers</b>, maintaining ethical sourcing and business partnerships that contribute to a sustainable financial value chain.</p> <p>By enabling <b>small vendors and financial facilitators</b>, JFSL enhances market accessibility and strengthens business networks.</p>	<p><b>₹17.7 crore</b> CSR Spend</p> <p><b>100%</b> employees trained on POSH</p> <p><b>25%</b> female employee workforce</p> <p><b>1:1.17</b> men to women compensation ratio</p>
<p><b>SDGs contributed</b></p>		
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p> </div> <div style="text-align: center;"> <p><b>10</b> REDUCED INEQUALITIES</p> </div> </div>		

# Nation Building

JFSL plays a pivotal role in India's economic transformation, supporting inclusive growth and national development through financial solutions. By expanding access to affordable credit, investment, insurance and digital financial services, JFSL empowers individuals, businesses and underserved communities to participate in economic progress.

the Company drives sustainable financial practices that enhance market participation, enable small businesses to thrive and strengthen local economies. Our efforts complement initiatives like **Digital India, Atmanirbhar Bharat and G20 financial inclusion goals**, ensuring financial empowerment across segments.

JFSL's commitment to nation-building **aligns with government priorities, including financial inclusion, entrepreneurship support and digital transformation.** Through strategic collaborations,

By embedding sustainability into our financial operations, the Company advances economic equity and facilitates responsible financial behaviour that contribute to India's global economic position.

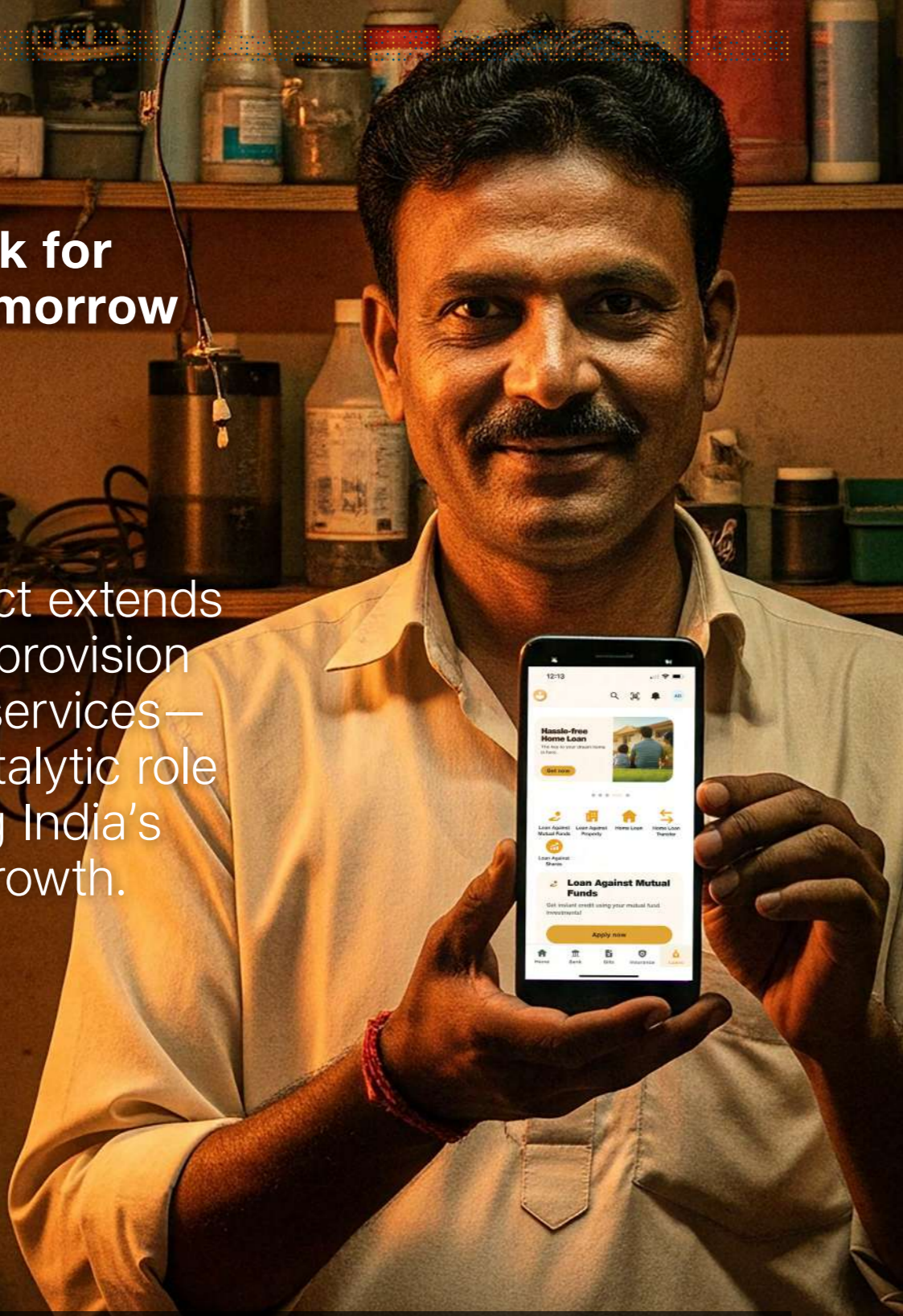


WHAT is impacted?	WHO is impacted?	HOW MUCH is impacted?
<p>JFSL contributes to national and local economic development by <b>driving tax revenues, facilitating entrepreneurship and supporting digital financial adoption.</b></p> <p>Our products enable small businesses to scale operations, improve liquidity and enhance productivity, boosting regional economic output.</p> <p>JFSL's extensive reach ensures that financial services extend to previously underserved areas, <b>unlocking new economic opportunities.</b></p>	<p>JFSL contributes to India's economic development through the <b>revenue it generates, taxes it pays and the broader economic growth it stimulates.</b></p> <p>Our operations create a <b>multiplier effect</b>, supporting businesses, driving financial accessibility and enabling economic participation across various sectors.</p> <p>By facilitating digital lending, MSME financing and risk management, JFSL strengthens financial inclusion and promotes long-term resilience in India's economy.</p>	<p><b>₹334.32 crore</b> contributed through taxes, supporting fiscal revenue growth</p>
<p><b>SDGs contributed</b></p>		
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p><b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION</p> </div> <div style="text-align: center;"> <p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p> </div> </div>		

NATION BUILDING

# Laying the groundwork for a better tomorrow

JFSL's impact extends beyond the provision of financial services—it plays a catalytic role in advancing India's economic growth.



By offering seamless access to innovative financial solutions and credit, particularly to small businesses and entrepreneurs, JFSL enables them to unlock additional capital, expand operations and enhance productivity. This access fuels enterprise growth, which in turn sets off a multiplier effect across the economy. As businesses grow, they generate employment at scale, increase demand for goods and services and stimulate ancillary industries, driving broader economic activity.

The business serves as a powerful enabler of inclusive economic development, with impact that extends well beyond its direct customer base. By unlocking capital for expansion and innovation, these solutions strengthen value-chain linkages, promote local investment and contribute to income generation at multiple levels. In doing so, JFSL is not only empowering individuals and businesses but also strengthening the foundation of resilient, opportunity-rich local economies across India.

## Climate Change

JFSL recognises the need for climate action and integrates sustainability into the financial ecosystem. As industries transition towards low-carbon operations, JFSL enables **residential homeowners** to adopt **environmentally responsible practices**.

Our financial solutions empower residential homeowners to adopt sustainable alternatives, helping them transition to renewable alternatives. As digital adoption accelerates, **JFSL integrates technology-led financial accessibility, making climate-focused financing** seamless, scalable and effective.



### WHAT is impacted?

JFSL facilitates the adoption of **solar panels, virtual debit cards & passbooks and energy-efficient solutions**, driving transition towards greener energy solutions for residential homeowners.

By providing **accessible residential solar solutions**, the Company enables individuals to reduce carbon footprints while transitioning towards renewable alternatives.

Our financial products encourage long-term environmental resilience

### WHO is impacted?

JFSL **empowers residential homeowners** by offering customised financing solutions that support their transition to sustainable future.

**By enabling individuals to invest in renewable energy** and green technology, the Company ensures financial accessibility and economic sustainability.

### HOW MUCH is impacted?

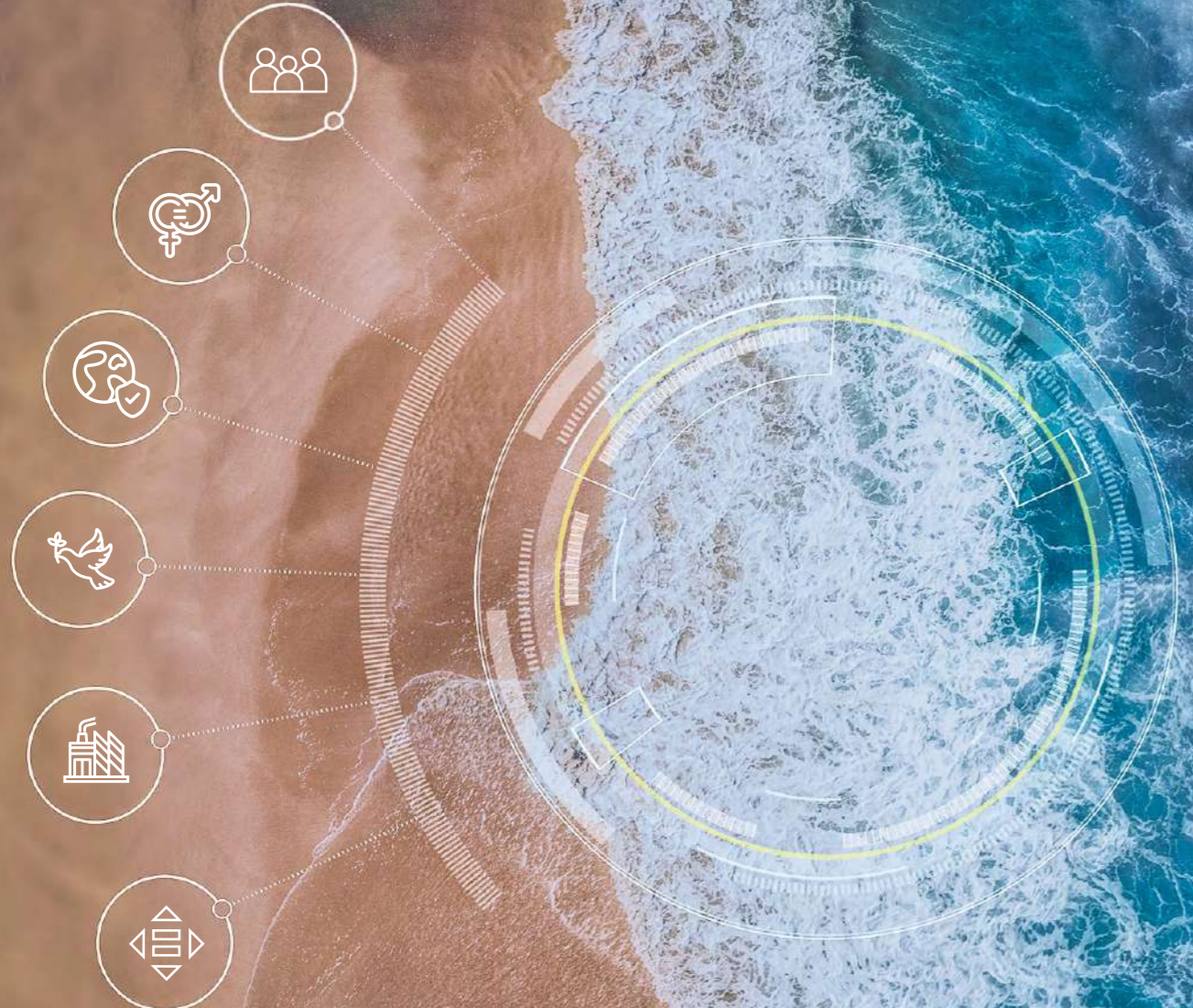
JFSL makes it easier for homeowners to invest in sustainability by offering accessible financing for solar panels, enabling individuals to transition to clean energy consumption without financial constraints.

By supporting the adoption of renewable energy, JFSL helps homeowners lower electricity costs while reducing carbon emissions, contributing to a cleaner and more sustainable future.

### SDGs contributed



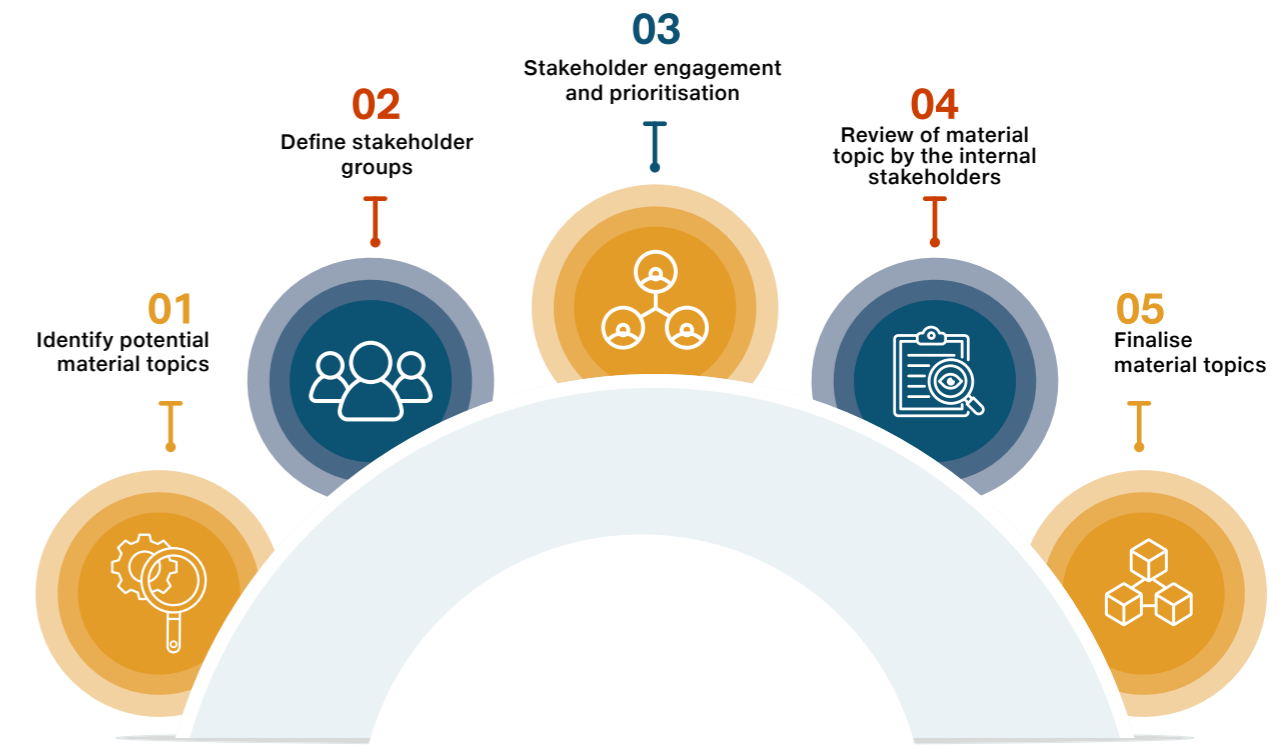
# 7. Material topics



We recognise that an effective ESG strategy hinges on identifying the key sustainability issues that matter most to both our business and our stakeholders. To accomplish this, we carried out a materiality assessment.

This assessment enabled us to understand the essential ESG areas, formulate action plans and effectively convey our initiatives. We collected insights through various approaches, such as industry benchmarking, dialogues with leaders and stakeholder engagement. By addressing both the Company's requirements and stakeholder concerns, the assessment allowed us to prioritise the most crucial ESG issues.

## Stakeholder Engagement and Materiality Assessment Process



As a Company committed to integrating stakeholder concerns and needs into our business and sustainability strategy, we have identified the following material issues:

Key Topics	Rationale	UN SDGs Aligned
Financial Inclusion	At JFSL, we acknowledge that financial inclusion is a catalyst for social benefit and sustainable business expansion. By broadening access to financial services in rural and underserved areas and empowering individuals, especially those experiencing financial marginalisation, through diverse financial literacy and awareness initiatives, we aspire to cultivate a financially empowered and secure customer base. This approach positions us to become a more resilient and thriving Company.	
Digitalisation	Our emphasis on digital transformation enhances agility, enabling us to adapt to dynamic market trends and stay at the forefront of innovation. This approach not only meets evolving customer expectations but also delivers superior customer experience. Moreover, it boosts profitability through improved operational efficiency.	
Data Privacy & Security	Data security is fundamental to trust and compliance at JFSL. We've established top-tier safeguards to protect sensitive customer information, minimising legal and reputational risks from data breaches. Our steadfast adherence to data protection regulations and transparency ensures customers can confidently entrust us with their financial information.	
Governance & Transparency	At JFSL, robust governance underpins all our operations, allowing us to uphold our core values, ensure accountability across all levels and establish stringent risk management practices.	
Climate Change	Climate change poses a significant challenge that necessitates enhanced sustainability efforts. To address our impacts, we track evolving climate regulations and integrate sustainable practices across our operations. These initiatives not only reduce our environmental footprint but also achieve cost savings through energy efficiency, waste reduction and the mitigation of risks associated with extreme weather events.	
Diversity & Inclusion	We are committed to integrating diversity, equity and inclusion into every aspect of our operations. Our goal is to create a workplace that not only welcomes diverse perspectives but also encourages a discrimination-free environment. This strategy unlocks numerous advantages, contributing to a more innovative Organisation with better decision-making and heightened employee engagement.	

To keep the materiality topics pertinent, JFSL will conduct annual reviews, ensuring our focus areas remain in tune with evolving regulations, business needs and stakeholder expectations. This ongoing process will equip us to navigate emerging challenges and opportunities in the continually evolving ESG landscape.

# 8. Environment



JFSL integrates climate action into sustainability strategy, recognising the Company's role in advancing a low-carbon economy. By leveraging innovation and responsible financial practices, the Company aligns environmental considerations with operations, financing and product development. **Digital solutions enable efficient resource management, reducing ecological impact.** Through climate-focused initiatives, we aim to drive a transition to more sustainable economic practices.

The resources we utilise—water and energy—are critical for delivering financial services that align with customer expectations and our commitment to environmental stewardship. We are dedicated to managing emissions and waste responsibly to acknowledge the impact of our activities.





Guided by our ESG Policy, we focus on key areas such as energy and emissions management, waste reduction and sustainable procurement. By minimising our carbon footprint through effective energy management and adopting renewable energy technologies we aim to reduce our environmental impact. Our approach to digitalisation also enhances operational efficiency and supports paperless processes.

At JFSL, we recognise that a sustainable future requires collaborative efforts to tackle environmental challenges. We are dedicated to actively reducing emissions and managing resources sustainably as part of our sustainability initiatives. Through sustainability, we aim to create lasting value for our stakeholders and contribute to a fairer, more inclusive world for future generations.

## 8.1. Energy and emission management

At JFSL, we are **dedicated to promoting a low-carbon economy** by implementing effective energy efficiency strategies. Our goal is to reduce carbon emissions and incorporate renewable energy into our operations.

Here are some key initiatives we have undertaken:

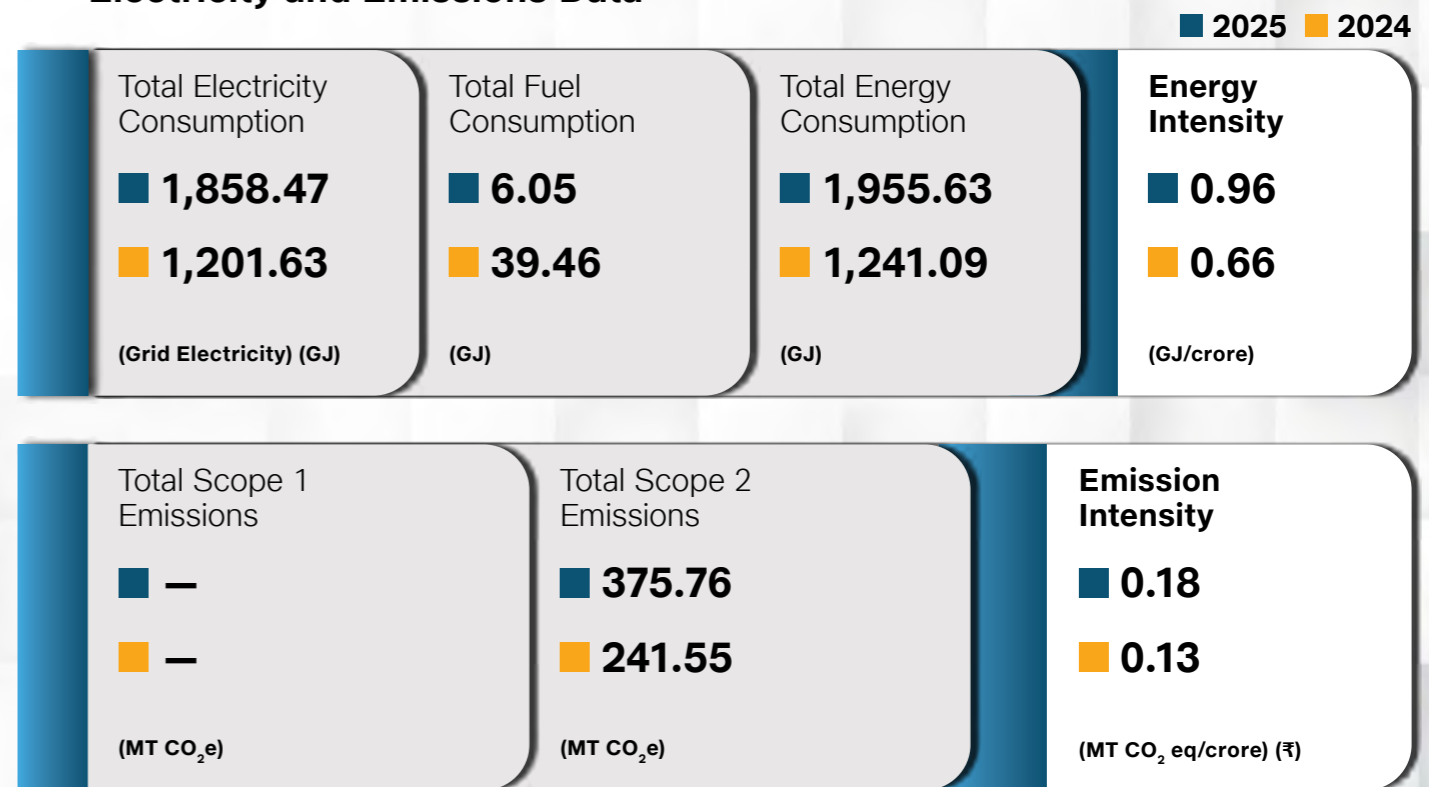
			
<p><b>Automated Lighting Systems</b></p> <p>We have installed systems in our office areas that automatically turn lights on and off based on occupancy. This helps save energy by ensuring lights are only used when needed.</p>	<p><b>LED Upgrades</b></p> <p>We have replaced traditional lighting with energy-efficient LEDs. Specifically, in our OSBL areas, we upgraded from 250 W metal halide lights to 90 W LED lights, which use less energy while providing better illumination.</p>	<p><b>Efficient Cooling Systems</b></p> <p>Our AHU motors are equipped with Variable Frequency Drives to optimise cooling. Additionally, we shut down AHUs one hour before office closing from August to mid-March to save energy.</p>	<p><b>Monitoring and Adjustments</b></p> <p>Our team of electricians regularly monitors these systems to ensure they are functioning efficiently, adjusting as needed to maintain optimal performance with minimal energy use.</p>

Additionally, we also observed **"Earth Hour"** in March 2025 across all office locations, as a part of our power-saving initiative. We are committed to reducing our environmental impact and improving our operational efficiency. To achieve this, we continuously monitor, measure and verify our energy consumption and greenhouse gas emissions, making sure we meet both national and international sustainability standards.

Through these actions, JFSL aims to reduce its environmental footprint and enhance long-term operational efficiency and resilience.

In the financial year 2024-25, we used a total of 1,858.47 Giga Joules (GJ) of electricity from grid sources and 6.05 GJ from fuel. Our total Scope 1 and 2 emissions were 375.76 metric tons of CO<sub>2</sub> equivalent (MTCO<sub>2</sub>e). Additionally, **renewable energy accounted for about 30% in one of the office locations and overall, 5.69%** of our total energy consumption during this period.

### Electricity and Emissions Data



CASE STUDY

# From grid to green: Powering sustainable operations



In a strategic move towards sustainability, JFSL integrated Green Tariffs in its Mumbai office, leveraging renewable energy sources to power its operations. To ensure transparency and credibility, JFSL obtains **Renewable Energy Certificates (RECs)** from its energy suppliers, validating that its purchased electricity comes from certified green sources. This transition has helped in **avoidance of approximately 18.40 MT CO<sub>2</sub> of emissions** and it also aligns with the Company's commitment to environmental responsibility. By opting for Green tariffs, the Company demonstrates financial prudence alongside environmental stewardship. Additionally, it has developed a culture of sustainability among employees, encouraging eco-friendly practices both in the workplace and beyond. This successful integration serves as a model for other corporate entities aiming to balance economic performance with sustainable growth.

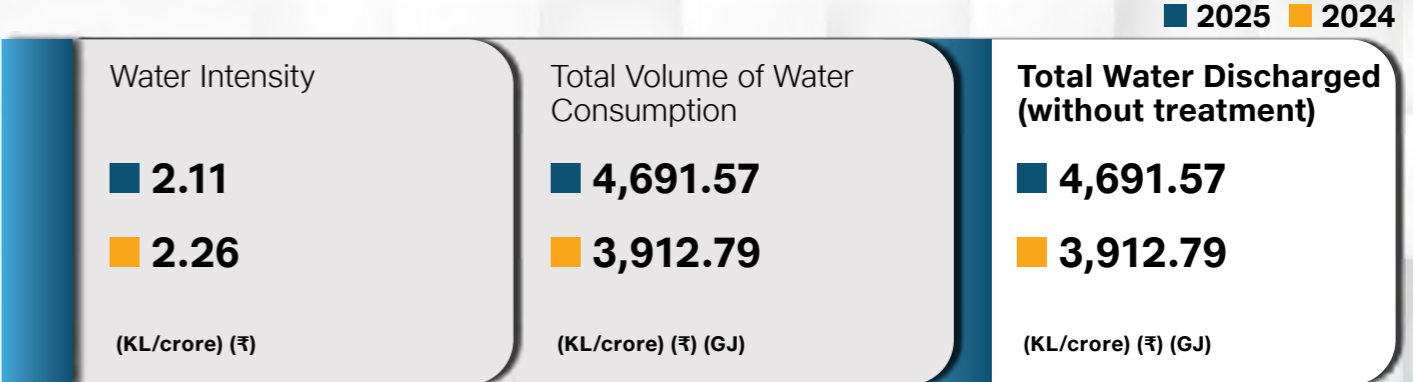


## 8.2. Water as a shared resource

At JFSL, our water use is primarily focused on domestic purposes and drinking water needs, sourced from third-party suppliers. During the year, the installation of water meters to monitor consumption facilitated the identification of optimisation opportunities and the implementation of effective water conservation strategies. This approach not only contributes to significant water conservation but also enhances operational efficiency and results in long-term cost savings. During this reporting period, our total volume of water consumption amounted to 4,691.57 KL.



### Snapshot for Water Consumption and Discharge



### 8.3. Waste management

At JFSL, we are committed to responsible waste management through the promotion of resource utilisation. We aim to minimise waste sent to landfills. In our efforts to address paper usage, we have made substantial **investments in digitisation**, which not only align with our customers' evolving needs but also reduce our environmental footprint by decreasing paper consumption.

Furthermore, our partnerships with waste management providers enhance our waste reduction strategies. During the financial year 2024-25, JFSL generated a total of 4.68 MT of waste. To enhance a culture of sustainability, we provide all new employees with reusable metal water bottles as part of their onboarding kits. While **we use plastic PET bottles for visitors, these are disposed of responsibly; internally, we rely on reusable glass water bottles**. This approach reduces our reliance on single-use plastics and actively promotes sustainable practices across our operations.



#### Waste Data

Waste Data	Unit	FY25
Total Dry waste generated	MT	2.07
Total organic waste generated	MT	2.49
Total plastic waste generated	MT	0.12
<b>Total Waste Generated</b>	<b>MT</b>	<b>4.68</b>

In FY25, we saw an increase in our energy & water consumption as well as waste generated due to the expansion of our office footprint with an additional lease of 40,686.94 sq. ft. of space. As we continue to scale, we remain committed to implementing sustainable practices that optimise efficiency and minimise environmental impact.

### 8.4. Our ESG policy

Environmental stewardship is at the heart of JFSL's values, as evidenced by our comprehensive ESG Policy. This policy serves as a foundational framework for all employees, subsidiaries and stakeholders, reinforcing the importance of responsible growth and delivering a positive impact for sustained success.



### 8.5 ESG training

JFSL strengthens its commitment to sustainability by providing ESG training to employees, equipping them with the knowledge and tools to embrace environment-friendly practices. Through interactive awareness programs, individuals gain valuable insights that inspire responsible actions, contributing to a greener future.

# 9. Social

At JFSL, our commitment to social responsibility is central to our strategic success, highlighting the importance of engaging with our employees, community and value chain partners. By working towards socioeconomic integration and promoting community well-being, we align our efforts with broader social goals. This collaborative approach addresses social challenges and enhances resilience and inclusivity across our operations. By empowering underprivileged communities and engaging stakeholders, we reinforce our role as responsible corporate citizens.

We believe our people are the true catalysts of our success and hold a special place as our valued stakeholders. We consider our employees as integral members of our extended family, prioritising their prosperity and satisfaction. **The Company cultivates a work environment that is equitable, inclusive, performance-oriented and cooperative.** We are dedicated to building a strong talent pool that reflects the Company's values and principles. Together, we will create a future where our employees flourish and our Organisation progresses with them, ensuring sustained success and growth.

## Our strategy is anchored on three pillars:

**Capability**

Building institutional capacity and fueling growth through strategic talent acquisition, targeted upskilling and impactful leadership development

**Culture**

Fostering a high-performance, innovative-driven and inclusive environment, establishing JFSL as the employer of choice

**Collaboration**

Promoting seamless cross-functional partnerships for integrated thinking and customer-centric outcomes

At JFSL, **employee well-being, workforce diversity and digital transformation** are integral to our operations. We ensure **equitable opportunities**, supporting **physical, mental and financial wellness** across the workforce. Through **technology-driven solutions**, we enhance **talent management, learning and engagement**, building a more agile and connected workplace.

1.17  
Compensation Ratio

100%  
Return to Work Rate

0  
Fatalities

25%  
Female Employees

34 years  
Average Employee Age

₹17.7 crore  
CSR Spend

## 9.1. Talent landscape

We understand that a motivated and well-supported workforce is crucial for achieving our business objectives and maintaining a competitive edge in the market.

In FY25, **we onboarded over 700 skilled professionals across functions.** This included global hiring for specialised expertise, building a robust human capital foundation for our expanding footprint.

### Details of Employees at the end of the financial year:

Category	<30	30-40	41-50	>50
Male	170	372	124	22
Female	112	94	23	6
<b>Total</b>	<b>282</b>	<b>466</b>	<b>147</b>	<b>28</b>

Category	Senior Management	Middle Management	Junior Management	Other than permanent employees
Male	78	462	147	1
Female	20	128	83	4
<b>Total</b>	<b>98</b>	<b>590</b>	<b>230</b>	<b>5</b>

Note: Considering the business operations of the JFSL, we do not employ workers.



**Recruiting new talent is vital for the Company as it introduces fresh perspectives and innovative ideas, fuelling our Company's growth and success.** In our journey, JFSL is building a dynamic team of talented young professionals capable of challenging the status quo and delivering unique value through continuous innovation. The work culture at JFSL is rooted in agility, a digital-first mindset and a focus on efficiency. In FY25, we attracted top talent from leading institutions and fintech firms, reflecting the strength of our employer brand.

### New Employee Hire in FY25:

Category	<30	30-40	41-50	>50	Male	Female	Total
Senior	0	12	18	9	34	5	39
Middle	112	197	39	2	270	80	350
Junior	101	64	0	0	119	46	165
Other than permanent employees	3	0	0	0	0	3	3

### Employee Turnover in FY25:

**Male:**

Category	<30	30-50	>50	Total	% Turnover
Senior	0	6	1	7	9%
Middle	2	34	2	38	10%
Junior	13	6	0	19	17%
Contractual (Associate & Partners)	NA	NA	NA	NA	NA

**Female:**

Category	<30	30-50	>50	Total	% Turnover
Senior	0	0	0	0	0%
Middle	3	8	0	11	11%
Junior	10	4	0	14	18%
Contractual (Associate & Partners)	NA	NA	NA	NA	NA





With an overall employee turnover rate of 12%, JFSL prioritises workforce retention through engagement and development initiatives. By investing in employee growth, the Company aims to create long-term career opportunities while maintaining operational stability.



At JFSL, we foster a nimble, dynamic workforce by continuously investing in employee upskilling to ensure long-term sustainability and to minimise workforce adjustments. Our human capital management strictly adheres to all legal and ethical guidelines, ensuring that while meeting strategic objectives, we uphold our duties as a responsible employer with utmost dignity and care for our people.

**Minimum notice periods regarding operational changes:**  
No significant changes have occurred since inception that require formal notification. However, if any such changes arise, employees will be informed via email and given equal opportunity to express concerns or seek resolution. In cases requiring relocation or role adjustments, employees will serve a notice period as mentioned in their appointment letter. Additionally, any location changes or relocations will be compensated accordingly, ensuring a smooth transition.

**Nurturing Local Talent:**  
As part of our strategic vision, JFSL aims to generate local employment, which not only supports our Company's expansion but also contributes to the economic advancement of the communities

we operate in. As we extend our reach across various cities and states, we create numerous job opportunities for local residents.

Our recruitment of Business Correspondents (BC network), responsible for digitally acquiring and servicing customers, is a key element of this effort. **By prioritising local hires, we effectively enhance employment prospects in regions where formal jobs are limited, curbing urban migration and strengthening the local economy.**

**In the financial year 2024-25, our BC network experienced remarkable growth, increasing six-fold from 2,300 in FY24 to 14,291 in FY25, highlighting our significant impact on job creation.** These initiatives position us as a vital contributor to the socio-economic development of the communities we serve, as we continuously strive to create meaningful local employment opportunities.

In addition, to complement our permanent talent base, we adopted the gig workforce model to maintain flexibility, tap into a wider talent pool for specific projects and access niche skills in emerging areas such as UI/UX design.

## 9.2. Diversity & inclusion

Building a diverse workforce is vital for strengthening our capabilities and nurturing a culture of innovative thinking. At JFSL, we understand that diversity, equity and inclusion (DEI) play a pivotal role in our Organisation's success. Embracing diversity is key to ensuring fair and equal opportunities for all employees, which in turn enhances engagement and satisfaction.

Our aim is to establish an environment where employees can inspire each other to achieve their full potential. We focus on cultivating a workforce diverse in age and gender, thereby improving our business performance through targeted initiatives.

Regarding our workforce for FY25, about **25% of our employees were female**, highlighting gender diversity as a significant aspect of our talent strategy.

We are dedicated to ensuring the welfare of our employees by offering equal opportunities to all. Our DEI policy (<https://jep-asset.akamaized.net/cms/assets/jfs/investor-relations/policy-documents/diversity-equity-and-inclusion-policy.pdf>) prohibits any types of discrimination such as colour, caste, creed, gender, nationality, religion and race.

This is evident in our approach to remuneration and compensation, where we evaluate our employees purely on merit and the quality of their work.



### Remuneration ratio across employee categories:

Employee Category	Ratio of Remuneration of women to men
Senior Management	1.04
Middle Management	1.00
Junior Management	1.03
Contract Staff	1.00

### Annual total compensation ratio for FY 2025:

Particulars	JFS	JCL	JPBL	JPSL	JIBL
Annual Total Compensation Ratio	36	32	39	21	11

The annual total compensation is calculated as the ratio of the annual total compensation for the highest-paid individual to the median annual total compensation for all employees. Here, the CEO is considered the highest-paid individual across subsidiaries.

NETHRA UMBRELLAS PARTNERSHIP

# Crafting independence, one stitch at a time



As part of our ongoing commitment to ESG, we have partnered with the **Nethra Umbrellas - initiative** by the **National Association of Disabled's Enterprises** to procure umbrellas for all employees within the Company. This meaningful collaboration goes beyond a simple procurement—it is a step toward fostering inclusivity and empowerment.

The Nethra Umbrellas project is dedicated to creating sustainable employment opportunities for individuals with disabilities, including those with visual impairments, speech and hearing disabilities, orthopedic conditions and intellectual disabilities. By choosing these umbrellas, we are actively supporting a cause that uplifts our differently abled brothers and sisters, enabling them to achieve financial independence and social inclusion.



## 9.3. Employee well-being and development

At JFSL, employee well-being is a key aspect of our HR strategy, highlighting our focus on improving the lives of our team members. By prioritising well-being and wellness initiatives, we boost employee engagement and productivity, creating an environment that supports their personal health while also contributing to business success. **By prioritising the physical and mental health of our team, we cultivate a positive work atmosphere and improve productivity.**

At JFSL, we strive to create an optimal work environment for our employees through flexible leave benefits. These benefits are designed to support our team members in both their personal and professional lives, helping them excel in their roles while maintaining a healthy work-life balance. In addition to the maternity and paternity leaves, **we also provide bereavement leaves and privilege leaves to new joiners during the probation period.**

**Parental leave benefits during the year**

Leaves	Maternity	Paternity
Employees eligible for parental leave	231	687
Employees who requested parental leave	5	23
Employees who availed parental leave	5	23
Employees that returned to work after parental leave ended were still employed 12 months after their return to work	NA	NA
Employees that returned to work in the reporting period after parental leave ended	0	22
Total number of employees due to return to work after taking parental leave	5	1
Return to work rate	100%	100%
Total number of employees retained 12 months after returning to work following a period of parental leave	NA	NA
Total number of employees returning from parental leave in prior reporting period(s)	2	0
Retention rate	100%	82%



JFSL offers numerous benefits to cultivate an inclusive workplace for employees. Beyond the required benefits, such as the Provident Fund and Gratuity, we take additional steps to assist our employees by providing access to vital non-work-related medical and healthcare services. **This includes Group term insurance benefits, health and accident insurance, on-site doctor chamber, access to MediBuddy for medical needs and convenient ambulance access for emergencies.**

This year, JFSL undertook a variety of employee engagement initiatives designed to create a more inclusive and supportive workplace. Our efforts have concentrated on enhancing employee well-being and establishing a community where everyone feels

valued and empowered. These initiatives encompass employee health check-ups on World Health Day, arranging health camps and sessions focused on hypertension. Additionally, we conducted various engagement activities such as celebrating festivals, organising cleanliness and influenza awareness drives and **offering a creche facility for our employees.** We also started, "Curiosity Corner" wherein employees can share insights from books that inspire them with their teammates.

Additionally, our employees are deeply involved in community service initiatives, reflecting our commitment to social responsibility. These efforts include a variety of activities such as tree plantation drives, collaborating with NGOs and organising blood donation campaigns.

## 9.4. Training & development

Understanding that the growth of our employees is essential to our success, we prioritise personalised support and development. This involves talent management and succession planning initiatives to equip employees for significant roles. We also offer sponsorship and facilitate training and participation in programmes aimed at enhancing their knowledge.

Our talent management and learning & development (L&D) programmes are designed to identify employees with high potential and provide them with the necessary skills and experience for key roles within the Organisation. Additionally, to provide comprehensive training, we have partnered with Coursera, offering access to a wide range of courses. This opportunity is extended to employees as well as their family members, enabling continuous learning and skill development.

We aim to provide comprehensive employee experience that goes beyond technical skills training. New hires are introduced to the Company's history, organisational structure, core values, code of conduct, guiding principles and product offerings. We emphasise cultivating a culture of legal and regulatory compliance. To ensure employees operate with integrity and responsibility, we offer essential training on regulatory updates including the following:



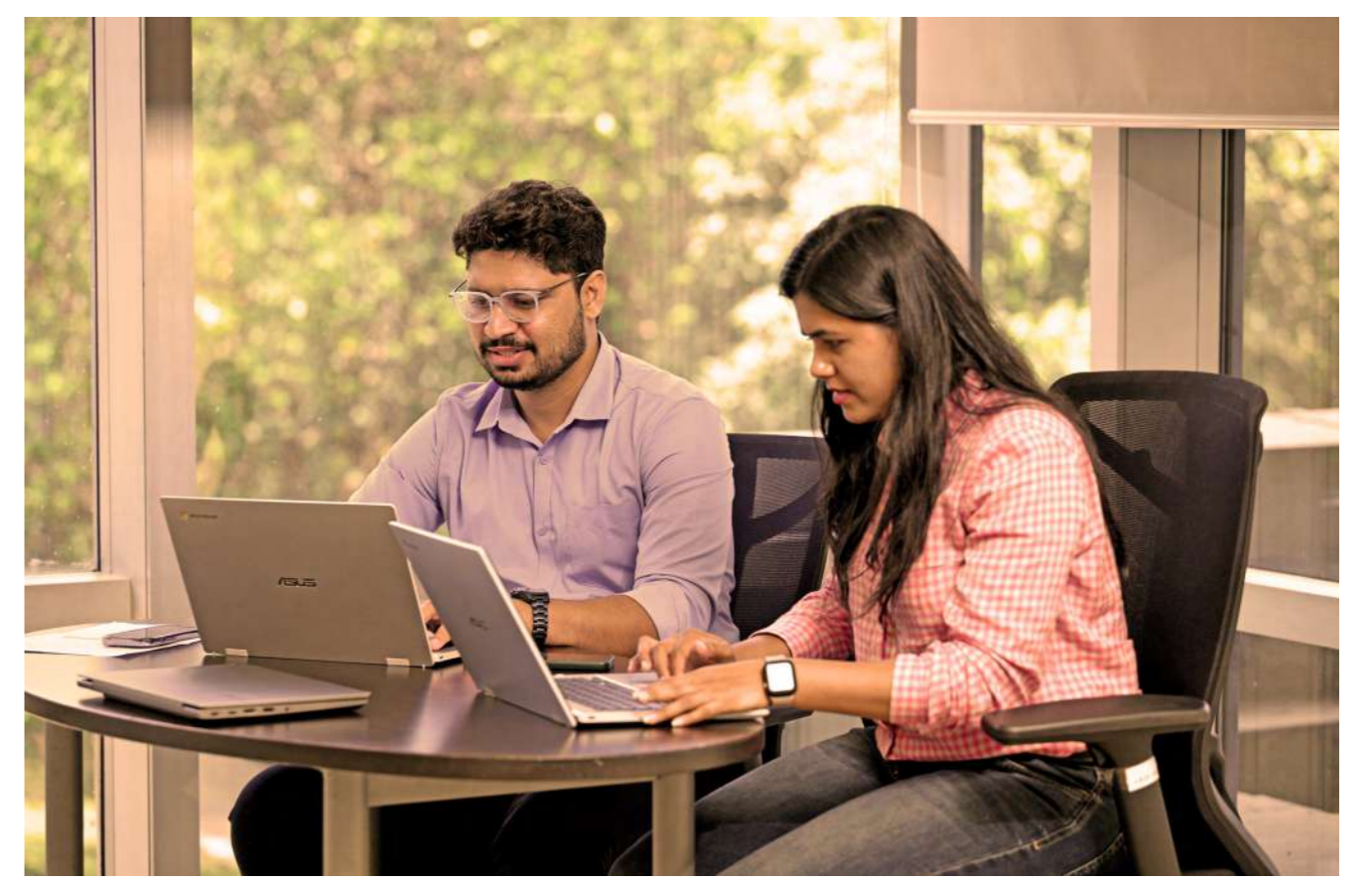
- Prevention of Sexual Harassment
- KYC
- Anti-Money Laundering (AML)
- Code of Conduct
- ESG
- Information Security (InfoSec)

These trainings collectively equip employees to act ethically and responsibly.

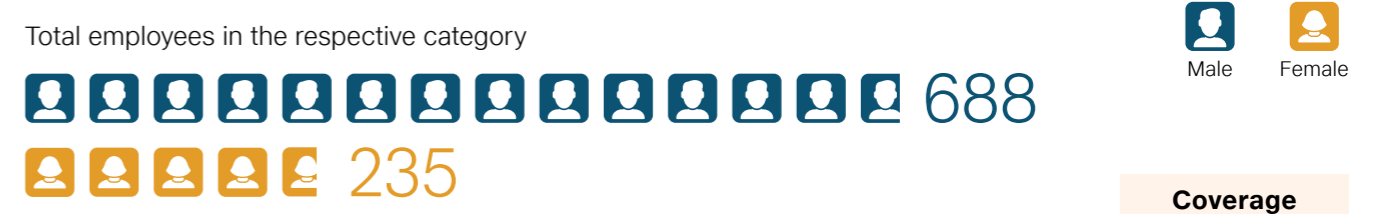
## 9.5. Performance evaluation

Performance reviews offer employees essential feedback on their work, highlighting their strengths and identifying areas for improvement. Moreover, performance evaluations play a crucial role in an employee's professional development, as they help in setting realistic goals and advancing their career in a systematic way.

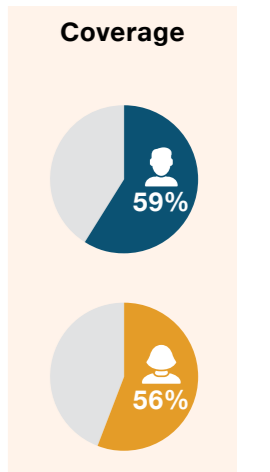
At JFSL, we are committed to acknowledging and rewarding individuals who excel in their roles. Our performance evaluation system is designed to reward outstanding performers, while also providing clear avenues for career advancement within the Company. We encourage cross-functional transitions to enrich employees' professional experiences.



### Snapshot of the performance reviews during the year



Number of employees who were part of Performance and Career Development Reviews



By implementing performance management and employee development strategies, we strive to develop a highly efficient workforce and create a pool of talent prepared to tackle future challenges.



### 9.6. Health & safety

Prioritising the health and safety of our employees is of utmost importance to us. To ensure occupational health and safety, JFSL has implemented several practices such as:

- Employees actively participate in hazard assessments, risk control decisions and the development of safety procedures.
- We conduct emergency preparedness drills, maintain emergency equipment and implement fire prevention protocols.
- A well-established first-aid programme is in place, including injury response protocols and the maintenance of first-aid kits.
- Our offices adhere to strict safety guidelines and regularly conduct fire drills, as well as training on first aid and cardiopulmonary resuscitation (CPR).
- New employees receive security training induction on safety policies and procedures.
- Training sessions on the Prevention of Sexual Harassment (POSH) are regularly held.

The result of these measures is evidenced by our record of having zero fatalities and injuries. At JFSL, safety is deeply embedded in our operations, ensuring the well-being of our employees and driving the success of our business.

Our commitment to social responsibility is centred around delivering long-term value to all stakeholders through a multi-faceted approach. We prioritise meeting the needs of our clients with tailored solutions that drive growth and satisfaction. By actively supporting and investing in community development, we aim to enhance social and economic well-being, empowering communities in the process.

### 9.7. Grievance redressal

Employees are encouraged to address grievances by contacting their respective Business Partners in person or via email. For reporting harassment, JFSL has established an Internal Committee (IC) that can be approached personally or through email at [posh.ic@jfs.in](mailto:posh.ic@jfs.in). The Company promotes an open-door culture, allowing employees direct access to senior management when needed. Additionally, any queries or complaints can be emailed to [JFSLEthics.taskforce@jfs.in](mailto:JFSLEthics.taskforce@jfs.in). JFSL is committed to providing a supportive environment where concerns are addressed promptly and professionally, ensuring workplace harmony and compliance with ethical standards.

### 9.8. Navigating sustainable practices: Insights into our supply chain

We understand that our suppliers and business partners are integral to our success and we are committed to integrating environmental and social considerations into our procurement processes. Our collaborative approach involves working closely with suppliers, vendors and service providers to ensure adherence to ESG criteria, promoting sustainable

practices across the supply chain. We track MSME registrations and regular adherence to Supplier Code of Conduct on a regular basis. By prioritising partners who are dedicated to responsible, environmentally friendly and energy-efficient methods, we bolster our own sustainability initiatives.



The **Supplier Code of Conduct** outlines the key principles for ethical and sustainable business practices. The Company encourages the suppliers to set measurable environmental and social targets, actively prevent and mitigate risks and adopt sustainable and environmentally friendly practices.

For every new supplier we onboard, we conduct thorough environmental and social compliance assessments. Our business agreements and contracts include clauses affirming adherence

**Empowering Local Suppliers:** JFSL places strong emphasis on local sourcing, building partnerships with suppliers and MSMEs to strengthen regional economies. By empowering local businesses, JFSL ensures sustainable growth and enhances supply chain resilience.

#### Procurement made from MSMEs during the year:

JFS	JCL	JPBL	JIBL	JPSL
12%	52.16%	28%	10.65%	4.4%

Also, we regularly provide **ESG training to our partners throughout the value chain**, highlighting the importance of incorporating sustainability principles into business operations. In these sessions, we also cover relevant laws and industry standards related to environmental conservation, labour rights and corporate governance.

JFSL has integrated ESG assessments into its vendor onboarding platform, set to take effect from FY26. Suppliers will be evaluated based on environmental and social criteria to ensure sustainable sourcing practices. This approach strengthens ethical business standards and promotes long-term sustainability across the Company's supply chain.

## 9.9. Caring for community

Accelerating progress sustainably and responsibly necessitates the collaboration and support of the communities around us. JFSL acknowledges the crucial role of Corporate Social Responsibility (CSR) in promoting sustainable development. Our aim is to offer meaningful assistance and resources to those in need, ensuring that our efforts significantly enhance the well-being of the communities we operate in. As a part of these initiatives, we have not reported any incidents pertaining to violations of rights of indigenous people.

Additionally, we have a Board-level CSR Committee that oversees the implementation of the Company's CSR Policy, which is accessible at <https://www.jfs.in/docs/cms/assets/jfs/policy-documents/csr-policy-n.pdf>, indicating the activities/projects/programmes to be undertaken by the Company in compliance with the provisions of the Companies Act, 2013 and the rules made thereunder.

Recognising the extensive experience and reach of the Reliance Foundation in CSR initiatives, we leverage their expertise and reach to carry out our CSR programmes and to implement impactful social and economic development programmes.

During the year, the Company allocated ₹17.7 crore towards the approved CSR initiative, impacting a **total of 2,68,644 individuals**. This contribution was directed towards three key thematic areas – sustainable livelihoods, educational and healthcare initiatives.



**18,022**  
people reached out to in 15 villages in Odisha

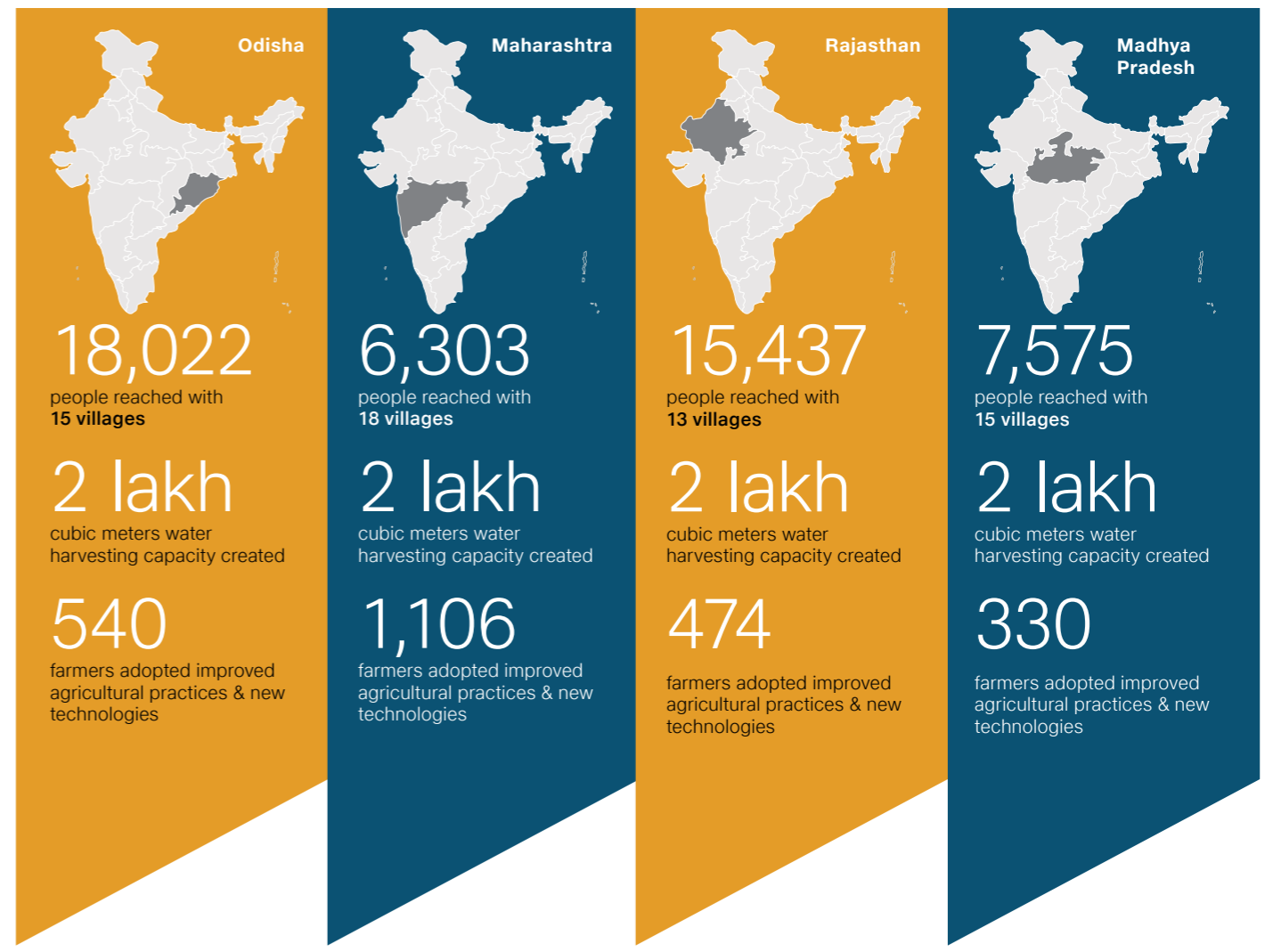
**218,485**  
individuals received access to enhanced medical services in Maharashtra

**334**  
students received support to pursue higher education

## Sustainable livelihoods

The Climate-Resilient Village approach has been instrumental in driving socio-economic empowerment through climate-smart agricultural practices. The landscape-based approach further strengthens climate resilience by promoting integrated water resource management, soil conservation and land restoration. These initiatives aim to transform villages into engines of growth

through physical and digitally enabled livelihood models, incorporating technology with knowledge, training and market access. Implemented across **Odisha, Maharashtra, Rajasthan and Madhya Pradesh**, these efforts equip communities with the tools to **adapt to climate challenges, enhance productivity and build sustainable futures**.



### Health

The health initiatives were undertaken through Sir H N Reliance Foundation Hospital and its Health Outreach Programme. The Health Outreach Programme offers preventive and primary health services, including screenings for diabetes, hypertension and cancer. In Maharashtra, **218,485 individuals** received access to **enhanced medical services**, improving healthcare outcomes across the region. Additionally, **23 individuals in need** were

supported for **corneal transplants**, restoring their vision and quality of life. To strengthen blood donation infrastructure, **blood collection centres and banks** were equipped with essential consumables and advanced medical equipment, including **plasma bags, refrigerators, centrifuge machines, double SAGM & transfer bags, REMI blood collection monitors, platelet incubators and more**.

### Education

Our CSR programme prioritises education as a cornerstone of India's advancement, focusing equitable access to quality education. We enhanced learning environments through infrastructure upgrades to aanganwadi centres. Through the **RF Scholarship Program, 334 students** received support to pursue higher education, empowering them with opportunities for academic and professional growth.

their career readiness. Additionally, **15 meritorious students** were supported through **RF schools**, ensuring access to high-quality education.

Reliance Foundation also supported a **library and computer training center**, equipping students with **industry-relevant skills in accounting, design and programming** to enhance

Beyond academics, volunteers engaged children in **storytelling sessions and creative art activities**, fostering **self-expression, imagination and cultural connection**. These interactive experiences nurtured curiosity and a love for learning, drawing inspiration from **stories of Indian achievers**, encouraging students to dream big and strive for excellence.

## 9.10. Fostering customer connections – Strengthening relationships

At JFSL, we understand that maintaining the trust and confidence of our customers is essential for our enduring success in a highly competitive market. Through our subsidiaries, we aim to be the financial partner that empowers our customers to manage their finances with ease and clarity, anytime and anywhere. Elevating customer experience is a key priority for us, achieved by prioritising customer satisfaction through digital engagement. We also consistently undertake initiatives focused on customer education, providing them with the tools and knowledge they need to make informed financial decisions. At Jio Payments Bank Limited, the **Customer Service Management Committee**, has an external customer as a member of the Committee and at each of the quarterly meetings, a new customer is invited to participate in the meeting as a member. This way, we actively gather and analyse customer feedback to enhance service quality and address concerns effectively. By consistently engaging with customers, the committee ensures a responsive and customer-centric approach to improving overall experiences. Annual depositor surveys are also undertaken and learnings from the same are acted upon promptly.

**Our strategic focus is on integrating cutting-edge technology with deep financial expertise**, ensuring that we deliver unparalleled value to our customers while maintaining robust operational efficiency.



### CASE STUDY

## Building lasting customer connections

The **JioFinance app**, a state-of-the-art platform, addresses the diverse financial needs of our customers. By seamlessly integrating digital banking & lending, UPI transactions, bill payments and insurance advisory, the app provides a unified view of accounts and savings. This approach is enabled by our agile technology architecture, thereby ensuring rapid execution and significant cost efficiencies. The app's intuitive design accommodates users of all proficiency levels, making money management effortless and accessible.

To enhance inclusivity, the app offers **support in 12 languages**, including **Hindi, Marathi, Bengali and Gujarati**, ensuring users can interact in their preferred language for a more personalised experience. A **complete list of supported languages** can be found in the **FAQ section** of the app, making it easy for users to explore language options that best suit their needs.

In line with our customer-first philosophy, the JioFinance app has been launched in a Beta version to actively engage and incorporate feedback from our user community.

Additionally, we have **also launched Jio-SoundPay**, which provides instant audio UPI alerts on **JioBharat phones to help expand the small merchant base**.

JFSL is poised to create substantial value, both quantitatively and qualitatively. In FY25, our proprietary app has achieved over 4 million app downloads. UPI transactions have grown by 104.8% (214 million) in FY25 Q4 compared to FY25 Q1. By continually investing in technology, we are positioned to deliver pioneering financial services that meet the evolving demands of our customers, while creating a lasting impact on the industry landscape.

### Customer Satisfaction

Customer satisfaction is at the core of our approach, ensuring every interaction is seamless, transparent and aligned

with customer expectations. Through our subsidiaries, we aspire to be the financial partner that empowers our customers to take control of their finances anytime, anywhere, with utmost convenience and transparency. The business is built on a foundation of integrity and ethical standards, providing customers with clear, transparent information about the services available to them

We place paramount importance on compliance with all relevant market conduct regulations and have established robust frameworks to ensure absolute transparency in our communications with customers and clients.

During FY 2025, we maintained strict compliance with all applicable regulations pertaining to product and service information, labelling and marketing communication, with no instances of non-compliance reported. Additionally, there are zero incidents of non-compliance with regulations concerning the health and safety impacts of products and services.

We are dedicated to building a seamless omni-channel experience, allowing customers to engage, transact and receive exceptional service conveniently, whether through our online platforms or at our physical branches. Customers can find more detailed information about our products, services and customer experience initiatives on our Company website; <https://www.jfs.in/>.

### Grievance Redressal

JFSL is committed to transparency and integrity in customer interactions through a robust Grievance Redressal Policy, which allows consumers to easily file complaints and provide feedback. Customer grievances are addressed promptly through a structured process for timely updates and resolutions. To enhance responsiveness and satisfaction, JFSL utilises digital platforms, social media and direct communication channels.

# 10. Corporate governance

At JFSL, we are dedicated to upholding the highest standards of ethics and integrity across all our operations. We understand that our reputation is built on the trust we establish with our customers, employees, suppliers and the communities we serve. To foster this trust, we adhere to a comprehensive "Code of Ethics and Conduct" document, which serves as our code of conduct and outlines the ethical guidelines and expectations for employees' behaviour, decision-making and interactions with stakeholders.

Driven by our core values, our Code of Conduct guides the actions of our Board, leadership and every team member, shaping the integrity of our Organisation and responsibility towards our people, customers, communities and shareholders.

Furthermore, to ensure that our core values of environmental, social and economic sustainability guide our employees and business partners in their daily activities, we have developed and implemented a set of dedicated policies that complement our existing ones. Each



department is responsible for one or more policies relevant to their domain, ensuring that our commitment to sustainability and ethical conduct is integrated throughout the Company.

JFSL is committed to integrating sustainability principles within organisational culture, ensuring effective strategy execution and monitoring to drive sustainable value creation.

Strengthening our commitment to robust corporate governance, JFSL, in collaboration with Reliance Industries Limited, hosted an expert session for finance and secretarial teams across the Reliance Group. This critical initiative provided insights into navigating Related Party Transactions amid evolving regulatory guidelines. Thus ensuring that all inter-company commercial engagements adhere strictly to compliance frameworks and are conducted on an arm's length basis, thereby upholding the highest standards of transparency and compliance.



## 10.1. Promoting values and commitment

JFSL has established a robust internal governance structure with clearly defined roles and responsibilities for all members. The Board of Directors, appointed by shareholders, oversees the Company's governance, supported by experienced and diverse committees. The Managing Director & Chief Executive Officer (MD & CEO) manages the Company's overall operations with guidance from the Board and assistance from senior executives. Key aspects of our material policies and code are outlined below:

### Board of Directors

JFSL's strategic direction and oversight are led by the Board of Directors, which consists of a diverse group of professionals with extensive experience across sectors pertinent to the Company's operations. The Board includes both Executive and Non-Executive Directors, ensuring a balanced mix of expertise that enables informed guidance and strategic direction, while effectively translating the Company's goals into actionable outcomes.

The Board is composed of qualified and seasoned members from various backgrounds, each possessing the skills, expertise and competencies necessary for meaningful contributions to the Board, Committees and the Company's decision-making processes. 100% of JFSL board members are Indian nationals and belong to the South Asian ethnicity.

### Governance Structure

Sr. No.	Entity	Number of Governance - Body Members		Female members (%)	Independent Directors (%)
		Male	Female		
1	Jio Financial Services Limited	6	2	25%	63%
2	Jio Payments Bank Limited	6	1	14%	57%
3	Jio Payment Solutions Limited	3	1	25%	50%
4	Jio Insurance Broking Limited	4	0	-	50%
5	Jio Credit Limited	5	2	29%	57%

## 10.2. Board committees

To ensure robust oversight and governance in critical operational areas, JFSL has established specialised Board-level Committees comprising highly qualified directors with extensive expertise in their respective domains. This diverse composition enhances JFSL's strategic direction and oversight, allowing the Board to effectively leverage professionals with substantial experience across sectors relevant to the Company's operations.

Each committee plays a pivotal role in strengthening the Board's ability to maintain oversight of JFSL's dynamic operations. By emphasising skilled governance and collaborative efforts, JFSL is strategically positioned to navigate the financial landscape's complexities while driving sustainable growth and creating long-term value for stakeholders. This proactive governance framework is integral to achieving our vision of responsible and impactful business practices.





### 10.3. ESG governance

JFSL is dedicated to embedding sustainability principles into our organisational culture and operations. The Company has established a strong governance structure that directs the strategy, implementation and monitoring of key ESG initiatives, ensuring sustainable value creation and alignment with stakeholder needs.

This framework is anchored by Board-driven policies that emphasise ethical business practices, transparency and integrity. JFSL upholds the highest standards of corporate governance, with strict adherence to well-defined policies and procedures, efforts to combat insider trading and measures to ensure confidentiality and data protection. Employees are encouraged to raise ethical

concerns, supported by mechanisms to address issues related to fraud, corruption and other illegal activities.

The Company's commitment to governance is further reinforced through its Code of Ethics and Conduct, guiding employees to maintain professional conduct and avoid conflicts of interest. JFSL also implements proactive risk management practices to identify and address risks, mitigating potential negative impacts on operations, reputation and financial performance. By integrating ESG considerations into strategic decision-making, JFSL aims to ensure long-term sustainability and positive impact, aligning with our values and contributing to a more sustainable future.

### 10.4. Policies and frameworks for ethical conduct

The Board of Directors at JFSL plays a key role in guiding the Company's ESG initiatives and fostering a culture of ethical conduct through comprehensive, Company-driven policies, accessible at [www.jfs.in/policy-documents](http://www.jfs.in/policy-documents). These policies are designed to align with stakeholder expectations and drive long-term sustainable value. JFSL's governance structure is geared towards advancing ESG priorities, with a strong focus on ethical behaviour, compliance and transparency. The Code of Ethics and Conduct empowers employees to meet high ethical standards and comply with legal obligations, including anti-bribery, a nti-corruption and conflict of interest regulations. In FY25, there were no reported complaints related to conflicts of interest, corruption or bribery and no legal actions concerning anti-competitive practices.

available at <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/anti-bribery-and-anti-corruption-policy.pdf> The Company strictly prohibits its employees from offering or accepting gifts of a value beyond the limits as mentioned in the ABAC policy. Robust mechanisms are in place to detect and address fraud, corruption and other illegal activities. Building and enforcing a robust compliance culture at JFSL rests upon the Ethics & Compliance Task Force. Additionally, the Internal Audit team conducts periodic reviews according to the established protocols to access effectiveness and identify potential areas of improvement. The Code of Ethics further outlines expectations regarding ethical behaviour, insider trading, mis-selling, protection of confidential information and responsible use of Company assets. The directors hold added responsibilities such as active participation in governance and addressing operational concerns, reinforcing JFSL's commitment to integrity, accountability and sustainable business practices.

JFSL reinforces governance framework through dedicated policies such as the Anti-Bribery and Corruption Policy (ABAC Policy),

### 10.5. Approach to tax

Regulators emphasise the importance of "Regulatory Adherence", a core pillar of JFSL's 4Rs principles, ensuring that financial institutions operate with integrity, transparency and accountability. As a part of this commitment, JFSL is dedicated to maintaining tax compliance in its operational jurisdictions, India, guided by a robust Tax Policy framework available on the website. The policy stresses responsible tax practices, legal adherence and alignment with business goals, while the Taxation Department ensures its implementation and periodic review. JFSL follows a

**zero-tolerance approach** to deliberate non-compliance, avoids aggressive tax structuring and operates in line with the intent of tax laws. The Company upholds strong internal controls, continuous monitoring and transparency, ensuring accountability through open disclosure and cooperation with tax authorities. Regular employee training and a structured dispute resolution system further reinforce JFSL's commitment to responsible tax management and compliance.



### 10.6. Governance and transparency

JFSL is deeply committed to upholding a strong corporate governance framework, with clearly defined roles, responsibilities and reporting lines that ensure high ethical standards. The Company has established dedicated Board-level committees focused on critical areas such as audit, risk management, human resources, ESG and CSR. We promote an ethical culture through ongoing training, effective communication and strict policy enforcement, aligning with global best practices and industry trends. To enhance transparency and accountability, JFSL has published its second Business Responsibility Sustainability Report (BRSR), offering stakeholders valuable insights into its sustainable practices. This report, along with our ESG performance disclosures, underscores our commitment to transparency and provides a clear view of our progress towards achieving ESG goals.





## Diversity, Equity and Inclusion Policy

JFSL is committed to fostering a diverse, inclusive workforce that embraces various backgrounds, including race, ethnicity, religion, gender, abilities and sexual orientation, through its Diversity, Equity and Inclusion (DEI) Policy. This policy applies to all employees, interns, consultants and contractors, ensuring a discrimination-free environment by promoting equity and inclusivity in all aspects of operations. It covers recruitment, career development, training and working conditions, with strong

policies supporting maternity, paternity, adoption and protection against sexual harassment. JFSL prioritises fairness in its hiring practices and holds managers accountable for upholding DEI standards. Employees are expected to contribute to an inclusive workplace, with violations of the policy subject to consequences. The DEI policy is reviewed annually to ensure effectiveness, supported by additional documents like the Code of Conduct and the Sexual Harassment Prevention Policy.



## Human rights and collective bargaining

JFSL is committed to upholding human rights across all aspects of its operations, guided by national and international standards such as the United Nations Universal Declaration of Human Rights and the International Labour Organisation's principles. Our Human Rights Policy ensures equal opportunities, a discrimination-free workplace and a commitment to maintaining a safe, healthy environment while prohibiting modern slavery, child labour and forced labour. It applies to all employees, consultants, vendors and third parties. JFSL prioritises voluntary employment, fair remuneration, skill development and career advancement, while fostering transparency and accountability. The policy includes robust mechanisms for addressing grievances and safeguarding whistleblowers, with continuous monitoring and transparent reporting to ensure ongoing compliance and effectiveness. Additionally, the



training requirements also apply to third-party organisations providing security personnel and 100% of our security personnel are trained on human rights policies. In FY2025, we have not reported

any incidents related to discrimination and harassment.

Our internal policies ensure fair and transparent employment practices, respecting every employee's right to freely associate. We do not coerce individuals into employment, nor do we unlawfully detain them in their roles. Every employee retains the right to terminate their contract in accordance with our policies.

As part of our commitment to a positive work environment, we foster open dialogue and constructive engagement between management and employees. We are dedicated to upholding the employees' rights to freely associate and actively support effective collective bargaining processes whenever it is necessary.

## Occupational Health and Safety Policy

JFSL is committed to ensuring a safe and healthy work environment for all employees, contractors and stakeholders through its Occupational Health and Safety Policy. The policy focuses on proactive risk management, with regular risk assessments, incident investigations and control measures to maintain workplace safety. JFSL encourages prompt reporting of work-related injuries or symptoms and ensures compliance with legal obligations, including mandatory incident reporting. Regular inspections are conducted and additional measures are implemented in response to new risks or changes in the work environment. Fire safety is prioritised and employee involvement in safety discussions is encouraged. The policy undergoes annual reviews to ensure its effectiveness and alignment with evolving risks and regulations.



## Operational risk management framework

JFSL has established a comprehensive Operational Risk Management Framework to address risks arising from inadequate or failed internal processes, people, systems or external events. The framework is essential for identifying, measuring, monitoring and mitigating operational risks across all business activities. JFSL adopts the "three lines of defence" approach in operational risk management, which includes functional unit management, independent risk management and compliance functions and an audit function, ensuring accountability at each level.

The Group Risk Management Committee (GRMC), which is a Board-level committee, oversees the operational risk management strategy of the Organisation, regularly assessing risk levels and exposures to align with the Company's risk appetite. The Operational Risk Management Committee (ORMC) at the executive level supervises operational risk activities, supported by an independent Risk Management Group that coordinates all efforts to meet risk management goals. The process includes continuous risk identification, assessment, measurement and mitigation, ensuring a proactive approach to operational risks.

JFSL uses the Basic Indicator Approach (BIA) for regulatory capital calculations and tracks Key Risk Indicators (KRIs) to monitor exposure to critical risks, enabling timely intervention when necessary. Risk mitigation strategies, including avoidance, reduction, transfer and acceptance, are applied, with backup facilities and insurance



coverage as needed. Each Group company under JFSL maintains its own operational risk management policy tailored to its specific needs, while a common framework ensures consistency across the Organisation. Clear communication and reporting structures ensure that senior management and the Board are regularly informed about operational risk exposures, promoting transparency and informed decision-making.

## Supplier code of conduct

The Supplier Code of Conduct at JFSL sets clear ethical expectations for suppliers, vendors, contractors and partners, emphasising compliance with legal, regulatory and contractual obligations while aligning with JFSL's high standards of social responsibility and ethical conduct. Suppliers are expected to adhere to environmental and social sustainability practices, uphold human rights and ensure a safe working environment, free from child labour, forced labour and trafficking. JFSL also promotes transparency, requiring suppliers to cooperate with regulatory inquiries and report any

incidents related to safety, labour practices or non-compliance. A zero-tolerance approach to bribery and corruption is maintained and suppliers must implement compliance programmes to ensure ongoing adherence to the Code. Regular engagement and training are encouraged to strengthen understanding and collaboration, making the Supplier Code an integral part of JFSL's commitment to responsible business practices and long-term partnerships.

## Stakeholder engagement policy

JFSL prioritises stakeholder engagement as a key driver of sustainable business success and public trust. The Stakeholder Engagement Policy applies to JFSL and all its subsidiaries, ensuring a consistent approach to understanding, identifying and engaging stakeholders. Guided by principles of integrity, transparency and accountability, JFSL actively involves stakeholders in decision-making, addressing their concerns and incorporating feedback to improve operations.

The policy emphasises social and environmental responsibility, fostering sustainable practices while ensuring transparency in operations. JFSL's engagement process, in reference to Global Reporting Initiative (GRI) standards, promotes long-term strategic growth and strengthens relationships with internal and external stakeholders, enhancing both business outcomes and social impact.

## Grievance redressal

JFSL upholds a strong Vigil Mechanism and Whistleblower Policy (available at: <https://www.jfs.in/docs/cms/assets/jfs/investor-relations/policy-documents/vigil-mechanism-and-whistle-blower-policy.pdf>), providing a confidential and accessible platform for stakeholders to report ethical concerns, including fraud, bribery and corruption. This policy encourages parties such as vendors, investors and the public to report any misconduct. It ensures protection by maintaining strict confidentiality, safeguarding

whistleblowers from retaliation while encouraging ethical disclosures.

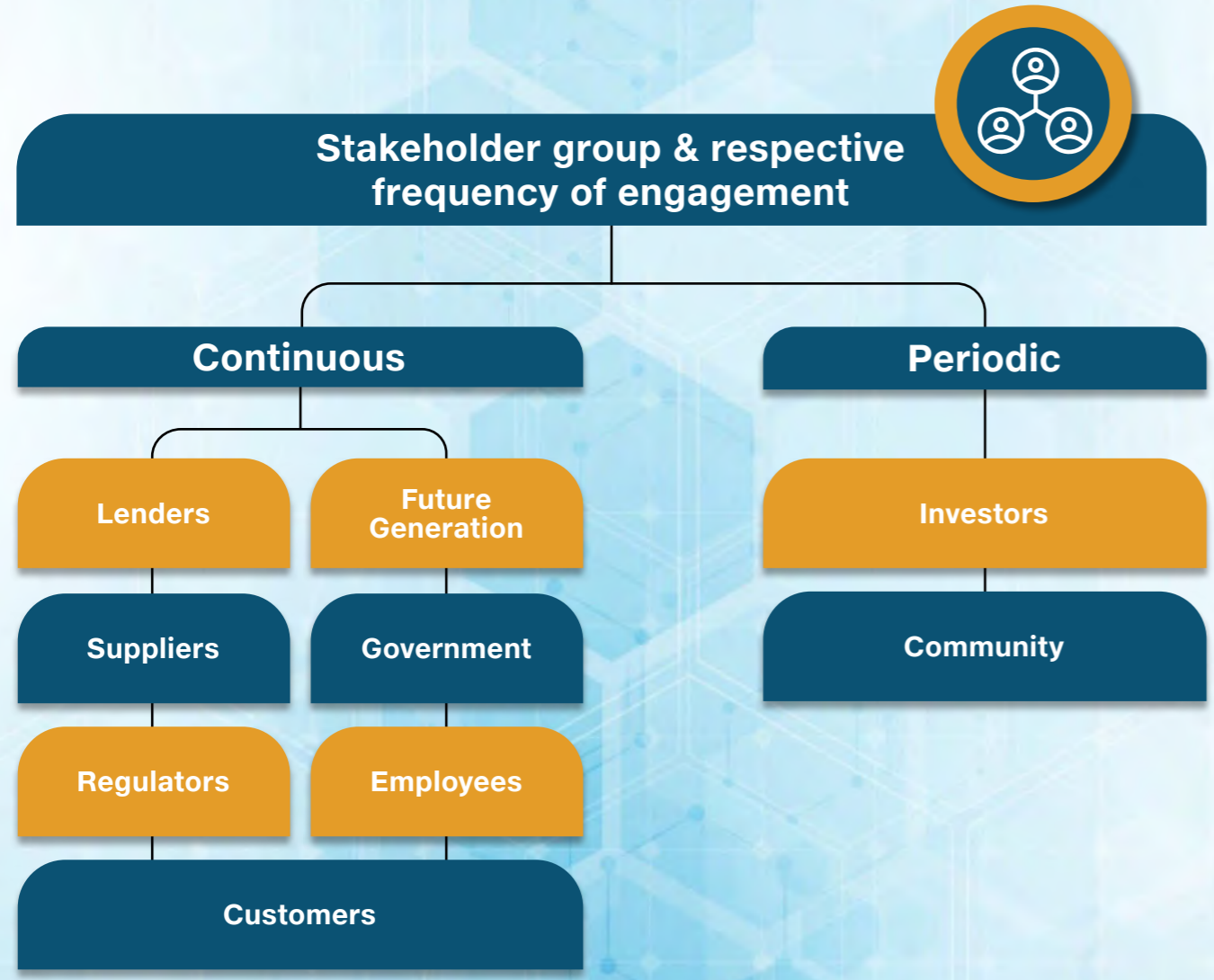
While external concerns are welcomed, investigations may be conducted independently to ensure objectivity. This approach reinforces JFSL's commitment to ethical conduct and transparency. By offering a secure reporting channel, JFSL aims to maintain high ethical standards and accountability.



## 10.7. Stakeholder engagement

JFSL recognises the vital role of stakeholder engagement in shaping their strategies and operations. We focus on building strong relationships with both internal and external stakeholders to achieve and maintain long-term financial stability while upholding public trust in our commitment to corporate governance and environmental and social responsibility. By maintaining open and consistent communication with stakeholders, we can anticipate evolving expectations and identify opportunities for value creation in a dynamic environment

We build trust-based relationships and gather valuable insights through regular dialogue with diverse stakeholders. These insights drive internal reforms and problem-solving, ensuring our sustainability management practices are relevant and responsive to societal needs. Consistent engagement with stakeholders allows us to anticipate evolving expectations and identify growth opportunities in a dynamic environment. Stakeholder perspectives and recommendations are integrated into our business strategies, playing a direct or indirect role in long-term value creation.



Below is a list of stakeholder groups identified by JFSL, along with the frequency of engagement and key discussion areas

Stakeholder Group	Frequency of engagement (Annually/ Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	Continuous	<ol style="list-style-type: none"> <li>1. Designing products from the customers' perspective.</li> <li>2. Throughout the lifecycle of all products and services, timely assist and support clients and resolve any problems they may encounter.</li> <li>3. Creating enduring relationships based on trust</li> <li>4. Account management and ensuring customer protection.</li> </ol>
Employees	Continuous	<ol style="list-style-type: none"> <li>1. To provide chances for professional growth and to provide a secure and inclusive work environment for staff members</li> <li>2. To promote a healthy work atmosphere, evaluate performance and offer chances for training and growth.</li> </ol>
Investors	Quarterly	<ol style="list-style-type: none"> <li>1. Adherence to all applicable laws and rules.</li> <li>2. Provide updates on financial performance, talk about strategic plans and seek feedback and suggestions from shareholders.</li> <li>3. To guarantee aligning with investor expectations and the Company's business plan, look for strategic inputs.</li> </ol>
Regulators	Continuous	<ol style="list-style-type: none"> <li>1. To make sure adherence to all relevant laws and regulations</li> <li>2. In order to secure the required approvals and inspections</li> <li>3. To request clarifications, carry out regulatory inspections, reply to inquiries and handle concerns.</li> <li>4. To make a positive contribution to regulatory decision-making that could influence JFSL and its customers.</li> </ol>
Community	Annually	<ol style="list-style-type: none"> <li>1. To adopt a proactive and inclusive approach in engaging the community in decision-making, paying heed to the needs of community with thorough analysis of their feedback and tailoring future endeavours of JFSL to meet their unique requirements and incorporate their valuable suggestions.</li> <li>2. To foster the sustainable development of communities through ongoing involvement.</li> <li>3. Explore community feedback and address concerns.</li> <li>4. Encourage the effective promotion of JFSL's core values.</li> <li>5. Raise awareness to meet social responsibilities for the less privileged population. This includes initiatives related to customer education, conservation, water preservation and responsible waste disposal and recycling.</li> </ol>
Suppliers	Continuous	<ol style="list-style-type: none"> <li>1. To guarantee the effective execution of daily business operations.</li> <li>2. Exchange of technical know-how as required</li> <li>3. To improve access to and comprehension of relevant financial products and services</li> <li>4. To elevate awareness and consideration of Environmental, Social and Governance (ESG) factors within the Organisation.</li> <li>5. Ethical, transparent and enduring business relationships.</li> </ol>
Lenders	Continuous	<ol style="list-style-type: none"> <li>1. Prompt and timely repayment of both the principal amount and interest.</li> <li>2. Regular and timely reporting on the Company's financial performance.</li> <li>3. Adherence to a healthy credit discipline.</li> <li>4. Ensure covenant adherence, monitor financial performance and maintain compliance with lending agreements.</li> </ol>
Future Generation	Continuous	<ol style="list-style-type: none"> <li>1. To explore possibilities arising from the urgent demand to address environmental and social challenges.</li> <li>2. Advocating for the advancement of environmentally responsible businesses.</li> <li>3. Transitioning towards carbon neutrality.</li> <li>4. To build a financially inclusive future and promote financial literacy by organising educational sessions for the younger generation by partnering with financial institutions and educators to develop age-appropriate financial education programmes for early years, primary school and beyond.</li> </ol>
Government	Continuous	<ol style="list-style-type: none"> <li>1. To make sure adherence to all relevant laws</li> <li>2. To seek clarifications.</li> <li>3. To make transparent and responsible advocacy.</li> </ol>

## Membership in Industry associations and bodies

In the pursuit to drive collaboration, knowledge exchange and innovation, JFSL proactively supports participation in the ecosystem through a variety of industry associations and bodies. These partnerships have enhanced **stakeholder engagement**, allowing the Company to align with industry best practices, contribute to policy discussions and drive innovation while ensuring responsible and sustainable growth.

Below is a list of associations that we are **actively engaged with**, reinforcing the commitment to industry excellence and collective progress.

<p><b>JIBL</b></p> <ul style="list-style-type: none"> <li>Insurance Brokers Association of India Limited</li> </ul>	<p><b>JPBL</b></p> <ul style="list-style-type: none"> <li>Indian Banks' Association</li> <li>Business Correspondent Federation of India</li> <li>Alliance of Reporting Entities in India for AML/CFT (ARIFAC)</li> </ul>	<p><b>JFL</b></p> <ul style="list-style-type: none"> <li>Finance Industry Development Council</li> <li>Alliance of Reporting Entities in India for AML/CFT (ARIFAC)</li> </ul>	<p><b>JFSL</b></p> <ul style="list-style-type: none"> <li>Alliance of Reporting Entities in India for AML/CFT (ARIFAC)</li> </ul>
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JFSL participated in the Niveshak Sunwai seminar, organised by the Investor Education and Protection Fund Authority (IEPFA), an initiative to cater to shareholder issues and to bring forth the issues faced by JFSL for IEPF filings, after transition from MCA V2 portal to MCA V3.




## 10.8. Digitisation

Our commitment to digitisation drives operational excellence, superior customer experiences and environmental sustainability. By adopting advanced digital solutions, we have significantly reduced paper-based processes and minimised reliance on physical resources.

A strong focus on digital engagement enables seamless, personalised interactions, redefining service standards through convenience and responsiveness. Through intuitive digital platforms, we ensure tailored financial solutions that align with individual needs, fostering accessibility and trust.

Leveraging cutting-edge technology and data-driven systems, we continue expanding customer reach, promoting financial empowerment, enhancing transaction efficiency and driving digital adoption. By integrating AI-driven insights, automation and scalable cloud-based solutions, we improve customer experience, optimise operational efficiency and accelerate innovation, ensuring adaptive and forward-thinking financial services. Advanced digital innovations have streamlined operations, optimized costs and cultivated a culture of continuous transformation, keeping the customer at the core of every initiative.

### Revolutionising Growth Through Technology

<p><b>Customer Experience</b></p> <ul style="list-style-type: none"> <li>Hyper-personalised offers through real-time insights generated on aggregated and proprietary data sources</li> <li>AI-driven automated email responses to customer queries</li> </ul> 	<p><b>Operational Efficiency</b></p> <ul style="list-style-type: none"> <li>Use of LLMs and chatbots for resolution of queries by internal departments</li> <li>Automated reconciliation processes</li> </ul> 	<p><b>Innovation</b></p> <ul style="list-style-type: none"> <li>End-to-end SaaS based journeys for various lending products</li> <li>Common, consent based and compliant customer identity across all entities and products</li> </ul> 
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## 10.9. Data privacy & security



As a responsible financial services provider, JFSL recognises the evolving cybersecurity landscape and prioritises robust defences to safeguard data, mitigate cyber threats and exceed regulatory requirements. By implementing advanced security protocols, the Company fosters trust with stakeholders while minimising compliance risks.

JFSL invests in cutting-edge technology and adheres to stringent data governance policies to protect proprietary information. With state-of-the-art encryption, real-time threat detection and comprehensive access controls, the Company ensures high-level security across its operations. Recognising the strategic importance of data security, JFSL continues to enhance its systems to maximize data protection and resilience.

To reinforce its cybersecurity framework, JFSL has established Cyber Security and Information Security Policies, outlining preventive, detective and responsive measures to combat cyber risks. These policies undergo regular review and updates, ensuring alignment with industry best practices, regulatory guidelines and emerging cyber threats.

JFSL has implemented a 24/7 Security Operations Center to monitor, detect and respond to cyber threats in real time. The Company conducts digital and forensic analysis of major security incidents, performs vulnerability assessments of critical systems and maintains strict change governance protocols with periodic reviews to enhance security effectiveness. Additionally, the employees are made aware of social engineering and phishing attacks through information security advisory mails. Regular phishing drills are conducted to increase awareness and

preparedness of employees of JPBL.

JPSL has achieved ISO 27001:2022 certification for its payment aggregator and payment gateway business processes, demonstrating its commitment to information security. Similarly, JBPL has also achieved ISO 27001:2022 certification. Additionally, Jio Financial Services has introduced website notifications to raise customer awareness about fraudulent activities, including fake job offers linked to loan applications, requests for KYC details and solicitation of money.

Governance plays a key role in cybersecurity oversight, with JFSL's IT Strategy Committee, a specialised sub-committee of the Board of Directors chaired by an independent director, leading cybersecurity efforts. The committee, comprising industry experts in information technology, risk management and cybersecurity, provides strategic oversight to ensure compliance and resilience.

The Head of Technology/IT spearheads cybersecurity initiatives, managing IT operations and integrating security best practices across product development, customer service and operational processes. This structured approach strengthens cybersecurity at every level, ensuring seamless protection of digital infrastructure.

During FY25, JFSL received no complaints regarding customer privacy violations from customers, external organisations or regulatory bodies, reflecting the Company's commitment to data integrity and security excellence.

**24/7**  
Security Operations Center

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	304-3 Habitats protected or restored	Considering the business operations of JFSL, this indicator is not relevant	
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<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	Navigating Sustainable practices: Insights into our supply chain	35
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<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	Talent Landscape	27
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<b>GRI 402: Labor/Management Relations 2016</b>	402-1 Minimum notice periods regarding operational changes	Minimum notice periods regarding operational changes	28
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	Health & Safety, Occupation Health and Safety Policy	34,44
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	403-3 Occupational health services	Health & Safety, Occupation Health and Safety Policy	34,44
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	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health & Safety, Occupation Health and Safety Policy	34,44
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<b>GRI 404: Training and Education 2016</b>	404-2 Programmes for upgrading employee skills and transition assistance programmes	Training & Development	28
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<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	Navigating Sustainable practices: Insights into our supply chain	35
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<b>GRI 415: Public Policy 2016</b>	415-1 Political contributions	Annual Report FY2025	124, 179
<b>GRI 416: Customer Health and Safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	Considering the business operations of JFSL, this indicator is not relevant	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Considering the business operations of JFSL, this indicator is not relevant	
<b>GRI 417: Marketing and Labelling 2016</b>	417-1 Requirements for product and service information and labelling	Fostering Customer Connections – Strengthening Relationships	38,39
	417-2 Incidents of non-compliance concerning product and service information and labelling	Fostering Customer Connections – Strengthening Relationships	38,39
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