



Jio Financial Services Limited





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About this Report



We present the Environmental, Social, and Governance (ESG) performance of Jio Financial Services Limited (JFSL) and direct customer / investor-facing entities; Jio Finance Limited (JFL), Jio Insurance Broking Limited (JIBL), Jio Payment Solutions Limited (JPST) and joint venture Jio Payment Bank Limited (JPBL), for the reporting period 2023-24 (FY 2023-24), underscoring our role as a responsible and sustainable financial provider. Any references to “JFSL” or “the Company” or “the Organisation” shall be understood to encompass the aforementioned entities, unless the context explicitly indicates otherwise.

At JFSL, our guiding principles—Reputation, Regulation, Return of Capital, and Return on Capital—drive our unwavering dedication to promoting socioeconomic integration. We are committed to creating an accessible financial ecosystem that empowers every citizen to unlock their potential.

This report transcends financial metrics, highlighting our steadfast commitment to ESG considerations across our operations for the FY 2023-24. By focusing on ESG, we can effectively track our progress and implement best practices that foster sustainability.

Through collaboration with our key stakeholders, we have identified and addressed material issues critical to our ESG performance. This report showcases our journey and ongoing efforts in these areas, reflecting our dedication to responsible and inclusive growth.

This report is inspired by the Global Reporting Initiative (GRI) Standards and contains enhanced sustainability disclosures aligned to the Nine principles of National Guidelines on Responsible Business Conduct (NGRBC). To ensure accuracy and completeness, the report draws upon information and data compiled by our business units and support functions, all validated by internal stakeholders. We remain committed to transparency and will continually improve our ESG reporting practices, aligning them with evolving industry best practices.



About the Company



JFSL is strategically positioned to become a major player in the Indian financial services sector, driven by innovation and a steadfast commitment to nationwide inclusivity. Our investor / consumer-facing subsidiaries—JFL, JIBL, and JPBL—along with our joint venture, JPBL, bring unique strengths, capabilities, and expertise to our financial services portfolio.

These specialised entities play a vital role in our mission, offering targeted, customised solutions that meet the specific needs of various market segments. We ensure that every customer is included in the quest for financial

empowerment, regardless of geographic location or socioeconomic status.

Our vision extends beyond traditional financial services; we aim to democratise finance across the nation, and empower individuals and communities to unlock their full potential. Through range of offerings, advanced technological infrastructure, and an unwavering focus on inclusivity, we are set to redefine the financial services landscape in India, establishing new standards for excellence, accessibility, and customer-centricity. For more information about JFSL, please visit www.jfs.in/about/

Navigating Forward:

Commitment to Sustainability and Inclusive Growth

At JFSL, FY 2023-24 marks the beginning of a significant chapter in our ESG journey. It may be pertinent to note that, even before formally embarking on this journey, our core values have naturally aligned with our ESG principles. This inherent synergy between our values and the ESG principles enables us to prioritise environmental and social impact easily and modularly. We are pleased to present our first Business Responsibility and Sustainability Report (BRSR), within just a few months of listing, and which can be accessed at www.jfs.in/brsr-report-23-24.pdf.





Our Key Performance



Energy Consumption

1241.09 GJ



Total GHG Emissions

241.55 MTCO₂e



Total Water Consumption

3912.79 KL



Total Waste Generated

2 MT



% of Female Employees

27%



**Men: Women
Compensation Ratio**

1.32



**Employees Trained
on POSH**

100%



CSR Spend

₹ 4.79 crore

MT: Metric Tonnes
GJ: Giga Joules
MTCO₂e: Metric Tonnes CO₂ emissions
KL: Kilo Litres



ESG at JFSL

Across JFSL, and its subsidiaries, we embrace the principles of ESG and have embedded its considerations within the very foundational pillars that guide all our operations and strategic direction. This commitment is reflected in our ESG Policy which can be accessed on www.jfs.in/ESG-Policy.pdf.

Through stakeholder collaboration, JFSL endeavours

to make meaningful contributions to societal and environmental progress, leveraging its expertise to identify high-impact opportunities and prioritise stakeholder relevance. We are committed to promoting growth that includes everyone in our value chain. We work towards this goal by promoting diversity, equity, and accessibility throughout our operations and strive to build an inclusive future for all.



Our ESG Vision

We aspire to conduct our operations with ethical integrity, foster transparent and equitable relationships with all stakeholders, empower the customers and harmoniously coexist with nature by minimising our environmental footprint.

ESG Mission

Environmental Leadership

Lead environmental sustainability efforts by implementing best practices within the Company and collaborating with stakeholders and partners to expand these practices on a larger scale across the Company's business functions and operations.

Proactive Risk Management

Implement robust risk management practices to identify ESG risks, and address potential negative impacts on operations, reputation, and financial performance of the company.

Focusing on Diversity, Equity and Inclusion

Foster an inclusive workplace where diverse talents thrive, feel valued, and invest in initiatives for equal opportunities, addressing systemic biases, and cultivating a high-performing, diverse workforce.

Embrace Sustainable Growth

Integrate the ESG considerations into strategic decision-making to ensure long-term sustainability and positive impact.

Open and Transparent Communication

Build trust with stakeholders by interacting equitably with all stakeholders, comprehend their concerns, and promptly and transparently address any issues that may arise.

Integrity and Transparency

Adhere to the highest standards of corporate governance by establishing and adhering to well-defined policies and procedures for all activities.



Pathways to Sustainability: Our Strategic Approach

We focus on four key strategic objectives:

1. Financial Inclusion

We are committed to expanding the access to finance for all. By integrating individuals into formal financial systems and reducing dependence on informal, non-transparent, high-cost alternatives, we can achieve sustainable development goals, enhance financial security, and reduce poverty. This not only promotes social stability and empowers individuals and communities but also cultivates a more stable pool of borrowers, driving economic growth, fostering innovation, and enhancing reputation to attract socially conscious investors.

Financial literacy allows people to invest in businesses, participate in the formal economy, and contribute to economic growth. We plan to expand our presence through our app and touchpoints across India, ensuring convenient access for account opening, transactions, and financial guidance.

2. Social Responsibility

Social responsibility is a key part of our strategy for success. We focus on socioeconomic integration and community engagement to create positive social change and gain strategic benefits.

First, by addressing environmental and social issues, we stay compliant with regulations and avoid penalties, securing our long-term prospects. Second, our commitment to social responsibility aligns with customer values, builds brand loyalty, and supports market growth.

By prioritising social responsibility, we show our dedication to a more inclusive and sustainable future. We empower underprivileged communities and promote environmental sustainability, reinforcing our role as a responsible corporate citizen. This approach also helps us meet the growing demand for ethical financial services and fosters market growth.

3. Nation Building

Our success is linked to the success of the communities we serve. We collaborate with stakeholders to create an environment that benefits everyone and supports a sustainable future for India. Our mission is to make finance accessible by offering affordable financial products, leveraging digital technologies and promoting financial participation. This will drive positive social and economic change and support national development. We take a long-term view and use strong risk management practices to address potential negative impacts on our business, ensuring alignment with our mission to support national development.

4. Climate Change

We prioritise sustainability in our operations, recognising the importance of ESG principles to our stakeholders. This focus attracts responsible investors and gives us a competitive edge while allowing us to make a positive impact.

Our sustainability strategy involves significant steps to promote environmental sustainability and mitigate climate change, moving us toward a low-carbon economy. We embrace circular economy principles through responsible waste management, digitisation, and integrating environmental considerations into our financing practices and product development.

We are committed to fulfilling our ESG responsibilities and helping stakeholders achieve sustainability goals through transparent communication and cooperation. This commitment extends beyond our business operations to promote positive changes in communities.

Despite the progress made in FY 2023-24, we recognise that our journey continues. By staying dedicated to our strategic objectives, we are confident in creating a prosperous future for the Company and our stakeholders.

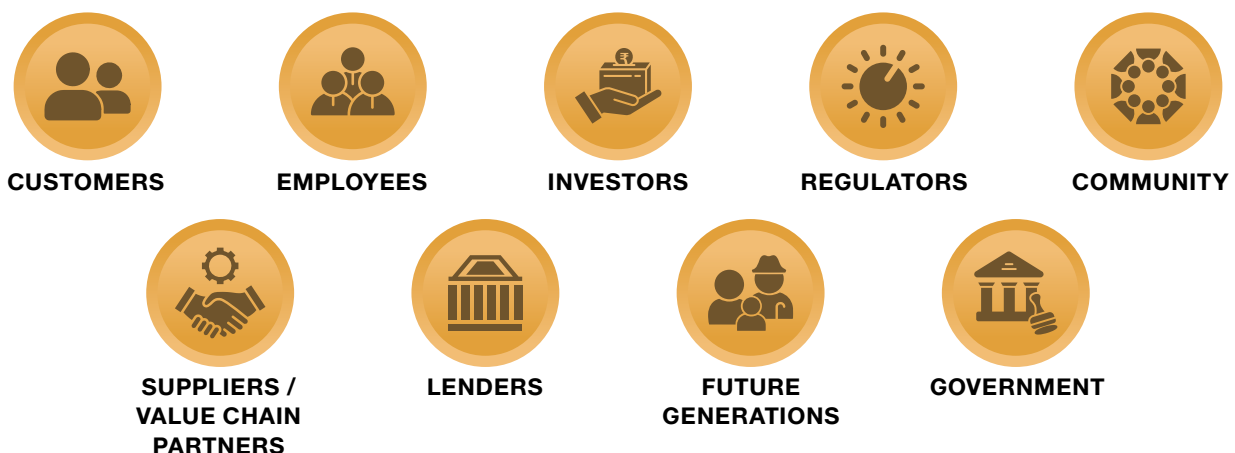
Stakeholder Nexus: Cultivating Collaboration and Communication

JFSL recognises the vital role that stakeholder engagement plays in shaping our strategies and operations. The Company prioritises building strong relationships with both internal and external stakeholders, for achieving and maintaining long-term financial viability and ensuring public trust in our commitment to corporate governance and environment and social responsibility. Open and consistent dialogue with stakeholders helps the Company to stay ahead of evolving expectations and identify opportunities for value creation in a dynamic environment.

Through the assessment of both internal and external factors, we have identified individuals, groups, and organisations that influence our operations and / or could be impacted by them. This analysis is crucial for developing effective strategies and managing potential risks. Understanding stakeholder needs, expectations, and concerns, allows the Company to make informed decisions that consider everyone involved.



Our key stakeholders include:



Through regular dialogue with diverse stakeholders, we foster trust-based relationships and gather valuable insights. These insights catalyse internal reforms and problem-solving, ensuring our sustainability management practices remain relevant and responsive to societal needs. Such open and consistent dialogue with stakeholders

helps us to stay ahead of evolving expectations and identify opportunities for us to grow in a dynamic environment. For more information, please refer to our Stakeholder Engagement Policy which can be accessed on www.jfs.in/stakeholder-engagement-policy.pdf.

Fig. 1: Stakeholder Engagement and Materiality Assessment Process





Prioritising Key ESG Issues

We understand that a strong ESG strategy requires pinpointing the most important sustainability issues, both for our business and our stakeholders. To achieve this, we conducted a materiality assessment.

This assessment helped us understand the key ESG areas, develop action plans, and communicate our efforts effectively. We gathered insights through various methods, including industry comparisons, discussions with leaders, and stakeholder engagement. By considering both the Company's needs and stakeholder concerns, the assessment helped us prioritise the most critical ESG issues.

To ensure that the materiality topics remain relevant, JFSL will undertake annual reviews. This will keep our focus areas aligned with changing regulations, business needs, and stakeholder expectations. Overall, this process will allow us to adapt to emerging challenges and opportunities in the ever-evolving ESG landscape.

As a company that strongly focuses on integrating the key concerns and needs of our stakeholders into our business and sustainability strategy, we have identified the following material issues:

I. Environment

- **Climate Change (including emissions)**
Climate change is a pressing challenge that demands increased efforts toward sustainability. To safeguard against the impacts of climate change, we actively monitor evolving climate regulations and sustainable practices throughout our operations. These combined efforts not only minimise our environmental footprint but also lead to cost reductions through energy efficiency, reduction of waste, and mitigation of risks associated with extreme weather events.

II. Social

- **Financial Inclusion**
At JFSL, we recognise financial inclusion as a powerful driver of social good and sustainable business growth. By expanding access to financial services in rural and underserved communities and empowering individuals, particularly those facing financial marginalisation, through various financial literacy and awareness programs, we aim to create a financially empowered and secure customer base that enables JFSL to be a more resilient and successful company.
- **Diversity and Inclusion**
At JFSL, we are firmly dedicated to embedding principles of diversity, equity and inclusion within all our operational practices. Our objective is to



establish an environment that not only embraces diversity but also promotes a discrimination-free workplace. This approach unlocks a wealth of benefits, leading to a stronger, more innovative organisation with improved decision-making, enhanced brand reputation, and increased employee engagement and productivity.

III. Governance

- **Digitisation**
Our focus on digital transformation fosters agility, allowing us to adapt to dynamic market trends and remain at the forefront of innovation. This focus also allows us to meet evolving customer expectations and deliver a superior customer experience. Additionally, it leads to an improvement in profitability through enhanced operational efficiency.
- **Data Privacy and Security**
We prioritise data security as a cornerstone of trust and compliance. At JFSL, we have implemented industry-leading safeguards to protect sensitive customer information, and minimising legal and reputational risks associated with data breaches. Our unwavering commitment to data protection regulations and transparency fosters an environment where customers can trust us with their financial information.
- **Governance and Transparency**
At JFSL, strong governance serves as the foundation for all our operations. It enables us to embody our core values, promote accountability at every level, and implement rigorous risk management practices.

Material Pathways: Exploring Opportunities Ahead



During FY 2023-24, we conducted a risk and opportunity assessment, carefully analysing industry trends and evolving regulations to gain an understanding of the business environment we operate in. Through this assessment, we focused on our key material topics, encompassing climate change, financial inclusion, diversity and inclusion, digitisation, governance and transparency, data privacy, and cybersecurity. We then identified and categorised these material topics as potential risks and opportunities, after evaluating each one based on its potential impact on JFSL's sustainability performance. This in-depth analysis not only highlighted potential challenges but also unveiled areas of opportunity for growth and innovation.

The assessment shed light on opportunities to develop innovative products and services that cater to the evolving needs of our customers while addressing societal and environmental concerns. The findings from this assessment played a pivotal role in shaping our ESG strategy. This strategic framework will guide the company's future initiatives, enabling effective risk management and positioning us to pursue opportunities that contribute to both financial and social value creation. For more information, please refer to our BRSR at www.jfs.in/brsr-report-23-24.pdf.



Environment



JFSL is committed to promoting a low-carbon economy and actively implementing energy management best practices. We strive to reduce carbon emissions, adopt renewable energy sources, and embrace the principles of the circular economy. We closely monitor our environmental performance, in compliance with national and international guidelines. To continually improve our performance, we shall identify and set targets for significant environmental aspects.

- **Reducing Environmental Impact through Policies**

Environmental stewardship is central to our company's values, reflected in our ESG Policy. The policy serves as a guiding framework for all JFSL employees, subsidiaries, and stakeholders, emphasising that responsible growth and positive impact are essential for long-term success.

JFSL has also established a detailed Supplier Code of Conduct, which can be accessed at www.jfs.in/supplier-code-of-conduct.pdf to promote environmental and social responsibility throughout our operations and supply chain. We seek partnerships with suppliers who share this commitment and expect them to adhere to all relevant environmental laws, regulations, and company policies in every region they operate.

We encourage our suppliers to go beyond compliance by adopting the best environmental management practices. This includes setting clear goals, preventing and mitigating environmental and social risks, and transparently reporting their progress. By fostering a culture of environmental consciousness throughout our supply chain, we aim to amplify the positive impact and contribute to a more sustainable future for all.

- **Energy and Emission Management**

Managing energy and emissions is crucial for protecting the environment, reducing costs, and ensuring long-term resilience. To turn our sustainability values into action, we have implemented a range of energy-saving measures across our operations. This includes encouraging employees to switch off lights and equipment when not in use and promoting responsible use of air conditioning systems.

We take a thorough approach to measuring, verifying, and publicly disclosing our energy consumption and greenhouse gas emissions. During FY 2023-24, our total electricity consumption from grid sources amounted to 1,201.63 Giga Joules (GJ). While total fuel consumption was recorded at 39.46 GJ. Additionally, our total Scope 1 and 2 emission was 241.55 MTCO₂e.



Energy and Emission data for FY 2023-24

Parameter	Unit	FY 2023-24
Total Electricity Consumption (Grid Electricity)	GJ	1,201.63
Total Fuel Consumption	GJ	39.46
Total Energy Consumption	GJ	1,241.09
Parameter	Unit	FY 2023-24
Total Scope 1 emission	MTCO ₂ e	0
Total Scope 2 emission	MTCO ₂ e	241.55

Waste Management

At JFSL, we prioritise responsible waste management by promoting material reuse, recycling, and sustainable resource use. Following circular economy principles, we work to reduce the waste sent to landfills. To address paper usage, we have invested significantly in digitisation. This not only meets the evolving needs of our customers but also reduces our environmental footprint by minimising paper consumption.

Our commitment includes partnerships with waste management providers. During FY 2023-24, JFSL generated a total of 2.00 MT of waste.

We also foster a culture of sustainability by providing all new employees with reusable metal water bottles as part of their onboarding kits. Additionally, we use plastic PET bottles only for the visitors' consumption, which are further disposed off responsibly, and internally we are using reusable glass water bottles. This minimises reliance on single-use plastics and promotes sustainable practices.

Waste Data for FY 2023-24

Parameter	Unit	FY 2023-24
Total Waste Generated	MT	2.00

Water Management

Water use at JFSL is primarily limited to domestic purposes and drinking water requirements, sourced from reputable third-party suppliers. We have tracked our water consumption during the reporting year to identify areas for optimisation and implement water conservation strategies. This proactive approach contributes to water conservation, fosters operational efficiency, and delivers long-term cost savings.

During the reporting period, our total volume of water consumption stood at 3,912.79 KL.

Water Data for the FY 2023-24

Parameter	Unit	FY 2023-24
Total Volume Of Water Consumption	KL	3,912.79

World Environment Day 2024: Tree Planting Initiative

On June 5, 2024, in alignment with our environmental sustainability commitments and for the celebration of World Environment Day, we had organised a tree planting initiative. This initiative underscores our broader environmental strategy and reaffirms our dedication to enhancing biodiversity.

Key Highlights

- **Employee Participation:** A substantial number of our staff actively engaged in the tree planting activity.
- **Plant Distribution:** As part of our efforts to extend the impact beyond our immediate premises, we distributed free plants to employees, encouraging them to contribute to greening efforts in their own communities.

This initiative raised awareness and reinforced corporate values of environmental responsibility. Moving forward, we plan to build on this step by implementing more frequent and wide-reaching environmental initiatives.



Social

Our social responsibility focuses on delivering long-term value to all stakeholders by serving clients, empowering communities, collaborating with partners, and nurturing our staff with a sustainable impact in mind. Using a tech-enabled approach, we aim to connect with stakeholders progressively and sustainably, promoting growth.

Expanding Access to Finance and Empowering New-to-Banking Customers

Financial empowerment is a cornerstone of a thriving and sustainable society. We also recognise the burden of exclusion on underserved communities and strive to bridge the gap by providing essential financial services to new-to-banking customers. This approach empowers individuals and fuels broader economic development.

Accessing financial services poses significant challenges for many new-to-banking customers. These challenges include:

- Limited accessibility to traditional banking channels due to geographical remoteness, lack of proper documentation, or the perceived complexity of banking products, which can exclude individuals from formal financial institutions.

- Financial illiteracy, stemming from a limited understanding of financial products and services, can lead to poor financial decision-making and vulnerability to exploitation.
- Low income and creditworthiness often hinder these customers from meeting traditional creditworthiness criteria, thereby restricting their access to loans and other essential financial products.

Our approach towards socioeconomic integration is in the direction of facilitating positive social change. By fostering broader financial participation, we contribute to reducing income inequality and poverty. This creates a more inclusive and equitable society where everyone has the opportunity to thrive.

JFSL Launches First ESG Outreach Initiative

We have a significant stride in promoting financial empowerment through our ESG outreach program. We had organised financial literacy camp in the underprivileged slums of Mankhurd, Mumbai, aimed at raising awareness and providing access to essential financial services. This was organised in the local language to maximise the impact.





The camp was divided in following two informative sessions:

- **The first session**, led by JPBL, focused on the importance of having bank accounts and highlighted the Unique selling points of JPBL accounts.
- **The second session**, conducted by the JIBL team,

emphasised the significance of being insured and provided an orientation on various insurance policies that could prove beneficial to the participants. One such policy offered coverage against vector-borne diseases, such as those transmitted by mosquitoes, at ₹ 70 for ₹ 10,000 sum insured.



Following the camp, our team interacted with *Anganwadi Sevikas* (government-appointed female workers), government school teachers, and ASHA (Accredited Social Health Activist) workers / volunteers. This collaborative approach helped us reach a wider audience in the community and laid the foundation for sustained financial literacy and empowerment initiatives in the region.

Other Outreach Initiatives

We had organised financial awareness initiatives across rural villages / areas in Uttar Pradesh such as Bhamora (Bareilly), Poiya Ghat, Rambagh (Agra), Rajupur (Saharanpur), Badosarai (Barabanki), Danda Sikandarpur Nigoha (Lucknow), Tiloi (Rae Bareli) and Nasratpur Jangalmau (Unnao). A similar session was also held in the APMC Market area at Navi Mumbai, and at Damana Palli (Visakhapatnam), and Settur - Bramhasamuram (Anantapur District) in Andhra Pradesh.

Impact

Our financial literacy camps were a resounding success, deeply resonating with the target community. Many participants enthusiastically embraced the opportunity, opening JPBL bank accounts and securing insurance policies, through JIBL, that were tailored to their needs.

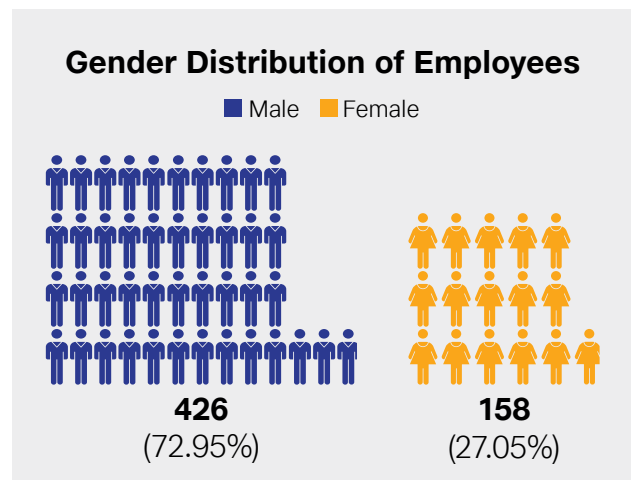
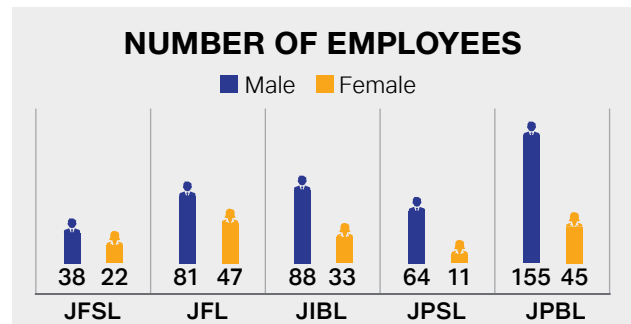
These camps also generated numerous promising leads, showing a growing interest in financial participation. Importantly, the majority of participants were women, highlighting our efforts to reach and empower this demographic segment.

Employees

At JFSL, we acknowledge that the skill and dedication of our 584 employees is the reason for our success. Among the 584 employees there are 158 female employees who account for 27% of total employees. All the employees are India-based. We invest in their skills, foster a supportive, innovative environment combined with the adoption of best-in-class practices. This ensures operational excellence, sustainable growth and solidifies our status as a top employer.



Gender Break-up of the Workforce



Diversity and Inclusion

With a dedicated Diversity, Equity and Inclusion (DE&I) Policy, which can be accessed on www.jfs.in/diversity-equity-and-inclusion-policy.pdf, we actively recruit diverse talent, fostering a discrimination-free workplace. Notably, we have received zero complaints regarding workplace discrimination.

The DE&I Policy applies to all employee policies and processes including and not limited to:

- Recruitment, selection, career progression
- Terms and conditions of employment
- Working environment
- Training and development
- Redundancy and redeployment

Inclusion is a core value for us, and that is reflected in our accessible office spaces with features like ramps for employees with disabilities, aligning fully with the Rights of Persons with Disabilities Act, 2016. This diverse representation strengthens our understanding of the market. It allows us to develop products and services that resonate with a wider audience, leading to richer experiences which ultimately transcends to increased profitability.

As part of our commitment to gender equality and fair compensation practices, we closely monitor our gender pay-gap. Our current Men to Women compensation ratio stands at 1.32. We are dedicated to implementing strategies to further reduce this gap and ensure equitable compensation across all levels of our organisation.



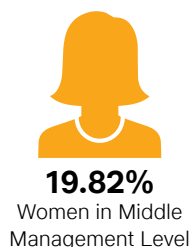
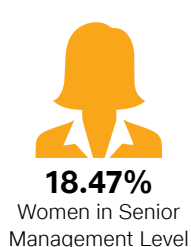
Age-wise Segmentation of Employees

Age Groups	JFSL	JFL	JIBL	JPBL	JPSL	Total
<30 Years	9	34	28	10	55	136
30-40 Years	23	63	64	42	105	297
41-50 Years	17	28	25	21	31	122
>50 Years	11	3	4	2	9	29

Category-wise Segmentation of Employees

Employee Category	JFSL	JFL	JIBL	JPBL	JPSL
Permanent Employees	60	128	121	200	75
Senior Management	25	34	8	17	8
Middle Management	32	87	52	116	61
Junior Management	3	7	61	8	6
Other than permanent employees	0	0	0	59	0

Women Representation at Management Levels



Key L&D Initiatives:

We recognise that our employees are our most valuable asset. Their growth and development are not just important to them, but key to our continued success. Hence, we are committed to providing individualised support and development opportunities. Our robust talent management and L&D programs identify high-potential employees and equip them with the skills and experience needed to take on key responsibilities within the organisation.

Performance Evaluation and Career Progression

At JFSL, we believe in recognising and rewarding high-performing individuals. Our performance evaluation process identifies and rewards top performers while outlining clear career progression pathways within the organisation. We promote cross-functional transitions, enhancing employees' professional experiences. All eligible employees underwent performance evaluation during the year. Through performance management and employee development strategies, we aim to cultivate a highly efficient workforce and build a talent-ready reservoir for meeting future challenges.

Employee Turnover

Employee turnover is a critical metric in our sustainable human resource management. We recognise its impact on organisational knowledge, operational continuity, and workplace culture. During FY 2023-24, our employee turnover rate stood at 17.00%. This figure reflects our ongoing efforts to create an inclusive work environment that values and retains diverse talent. We continue to analyse these trends to refine our retention strategies and foster long-term employee commitment.

Learning and Development (L&D)

Recognising that employee growth is key to our success, we focus on individualised support and development. This includes robust talent management and succession planning programs to prepare employees for key responsibilities. We facilitate and sponsor training and participation in knowledge enhancement programs for our employees.

We actively facilitate and sponsor participation in knowledge enhancement programs, tailored to individual needs. To ensure comprehensive training, we have partnered with Coursera, to provide access to a wide range of courses. Additionally, we have developed in-house training modules to address specific L&D needs. We have provided skill upgradation trainings which also include training around generative Artificial Intelligence (AI) and Machine Learning (ML).

Our ongoing investment in skills development fosters personal and professional advancement. This leads to a diverse and highly skilled workforce, creating an inspiring work environment where employees can thrive and contribute to our overall business success.

We go beyond technical skills training to ensure a well-rounded employee experience. New hires are introduced to the company's history, organisational structure, core values, code of conduct, guiding principles, and product offerings of the Company.

We prioritise a culture of legal and regulatory compliance. To equip employees to operate ethically and responsibly, we provide essential training on regulatory updates, Information Security (InfoSec), Anti-Money Laundering (AML), Prevention of Sexual Harassment (POSH), Know Your Customer (KYC), ESG, operational risk management, insider trading, and whistleblower protection which collectively equip the employees to operate ethically and responsibly.

By fostering a culture of continuous learning and



development, we empower our employees to reach their full potential and contribute to the ongoing success of our organisation.

Additionally, to empower communities through knowledge sharing as part of commitment to social responsibility and community development, we have implemented two other educational initiatives to enhance employability and digital skills:

1. Free online Tableau course

To bridge the data visualisation gap and empower individuals with valuable analytical skills, a free online Tableau course was offered. Led by Shri Nilesh Ghanokar, an expert from the MIS Team, the course attracted a diverse group of 38 participants. This included students, academicians, working professionals, self-employed individuals, and homemakers, highlighting the broad appeal of the program.

Course structure

The course comprised 12 sessions of 2 hours each, delivered over consecutive weekends (Saturdays & Sundays) for a total of 12 weeks. The course structure provided a flexible and engaging learning experience for the participants.

Impact

Participants gained proficiency in Tableau, enhancing their analytical capabilities. Offering the course for free bridged the digital divide, making advanced tech skills accessible to a diverse audience. The flexible format and diverse participation fostered community learning and promoted knowledge sharing, successfully expanding data literacy within the community.

2. Training Session on CV Writing and Interview Skills

JFSL's Human Resources (HR) team initiated a strategic career development program. Recognising the critical need for job-readiness skills among graduates, we collaborated with SIES College of Commerce and Economics in Sion (East), Mumbai, to deliver CV writing and interview skills' training to their students. Such initiatives foster employability, and support the transition from education to the workforce.



Note: This session was conducted on 22nd June 2024 by Ms. Amrita Mohanti



Structure of the Training Session: The program consisted of an interactive 2-hour session focused on two key areas:

CV Writing: Students learned best practices for creating compelling, professional resumes tailored to industry standards.

Interview Skills: Students received practical guidance on interview techniques, including frequent questions, appropriate responses, and strategies for building confidence.

The session was designed to be highly engaging, incorporating examples and personalised feedback to maximise the learning outcomes.

Impact:

This interactive session directly benefited 62 students of SIES College of Commerce and Economics, by equipping them with practical skills for crafting compelling CVs and developing interview confidence. By empowering them to effectively navigate the job market, this initiative contributed to building a future workforce with strong industry-ready skills.

Employee Health and Safety

• Employee Wellness

JFSL prioritises employees' health and well-being by providing necessary support to navigate daily challenges.

Employees get several benefits to ensure a better work-life balance, including:

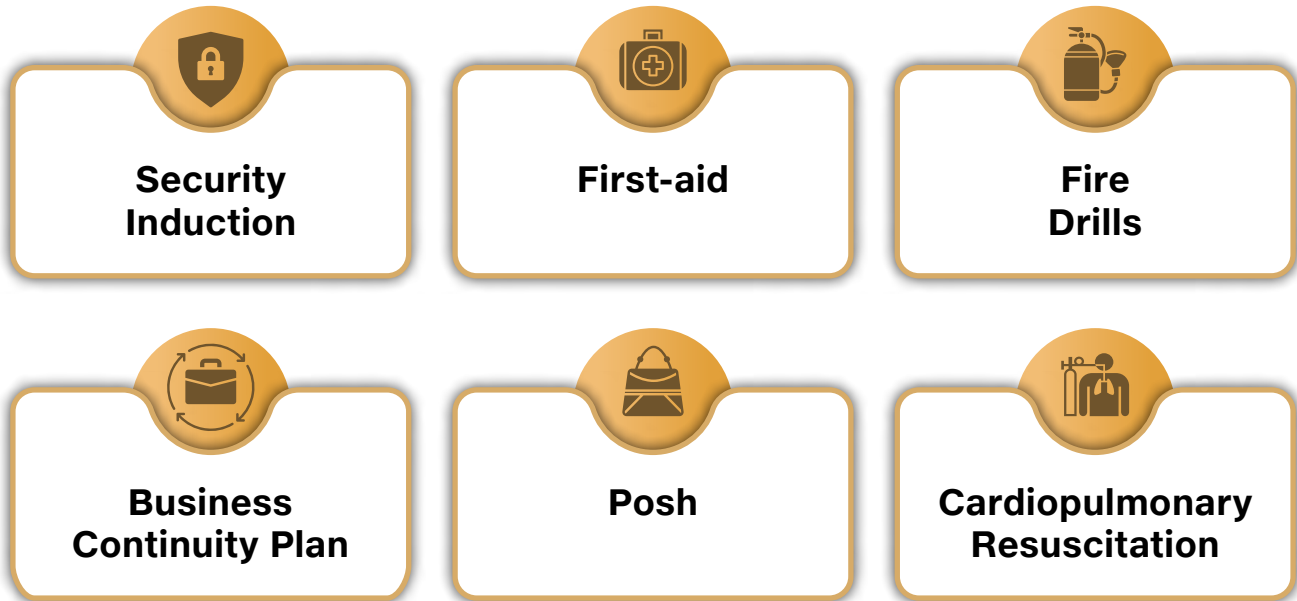
- Group Health Insurance - All the employees are eligible for the top-up health policy, and it is mandatory for the senior management.
- Group Personal Accident Insurance.
- Group Term Life Insurance.
- Provident Fund, Gratuity and ESI are the retirement benefits provided to the employees, where all the employees are covered under Provident Fund and Gratuity.
- Other benefits include maternal benefits, paternal benefits, and parental leaves.

Parental Leaves

No. of Employees who availed Parental Leave	Return to Work Rate
13	100%



Safety Trainings at JFSL



Occupational Health and Safety

JFSL is dedicated to keeping a safe and healthy environment for everyone who works at, or visits, the organisation. The company has an Occupational Health and Safety Policy, which is accessible at [www.jfs.in/ occupation-health-and-safety-policy.pdf](http://www.jfs.in/occupation-health-and-safety-policy.pdf), to ensure a safe workplace.

This policy includes:

- Hazard identification and control
- Early incident reporting
- Incident investigation
- Legal compliance
- Regular workplace inspections
- Periodic review of safety measures

Employees are involved in hazard assessments, risk control decisions, and safety procedure development. We conduct emergency preparedness drills, maintain emergency equipment, and have fire prevention protocols. We also have a well-established first-aid program, including injury response protocols and maintaining first-aid kits. The policy also promotes a substance-free workplace and provides guidelines for responsible alcohol use and support for related issues.

Our offices follow strict safety guidelines and conduct regular fire drills and training on first-aid and cardiopulmonary resuscitation. New employees receive security induction training on safety policies and procedures. We also hold training sessions on the Prevention of Sexual Harassment (POSH).

We support employee well-being with an on-site doctor's chamber, partnerships with hospitals, and

access to MediBuddy for medical needs. Ambulance access is ensured for emergencies.

We monitor safety performance metrics closely, ensuring our health and safety systems are effective. Our commitment to safety is evident in our record of zero fatalities and zero work-related injuries, reflecting our focus on a secure and supportive work environment.

Human Rights

At JFSL, we recognise our responsibility to uphold the human rights of all stakeholders. Our commitment aligns with the principles of the United Nations Universal Declaration of Human Rights (UNDH), the United Nations Global Compact (UNGC), and the International Labor Organisation's (ILO) Declaration on Fundamental Principles and Rights at Work.

To put this into action, we have developed a Human Rights Policy, which is accessible on www.jfs.in/human-rights-policy.pdf, that applies to everyone we work with, including employees, consultants, agents, distributors, vendors, suppliers, contractors, and any other third-parties engaged with our Company.

At JFSL, we honour individual worth, respect the right to dissent, and value others' time and efforts. We aim to foster an environment of fairness, trust, and transparency. Our employment practices ensure the Right to Choose Employment Freely, prohibiting forced or involuntary labour, and adhering to child labour laws. We practice non-discrimination in all employment decisions and provide mechanisms for employees to raise grievances about employment conditions.



Complaints Filed on Human Rights Issues during FY 2023-24

	Complaints Filed During FY 2023-24 (Numbers)	Complaints Pending At The End Of FY 2023-24 (Numbers)
Sexual Harassment	Nil	Nil
Discrimination at Workplace	Nil	Nil
Child Labour	Nil	Nil
Forced Labour / Involuntary Labour	Nil	Nil
Wages	Nil	Nil
Other Human Rights Related Issues	Nil	Nil

POSH

JFSL provides safe, non-hostile and harassment-free work environment across all workplaces. All employees are provided with a work atmosphere that is conducive and not exploitative on any count whether on caste, creed, sex, religion or culture, with a zero-tolerance policy towards any such discrimination.

JFSL has enunciated the POSH policy on the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 ("Act"). The Company encourages any employee who experiences sexual harassment to confidentially contact a member of the Internal Complaints Committee ("ICC"). Complete confidentiality and protection to the complainant are assured by the ICC.

Additionally, JFSL takes a firm stance against sexual harassment with a zero-tolerance approach. Its success in maintaining a workplace free from such incidents is evident in the absence of any complaints filed under the Act.



Nil

Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

Vigil Mechanism and Whistleblower Policy

JFSL has a Vigil mechanism and Whistle-blower policy, which is accessible at www.jfs.in/vigil-mechanism-and-whistle-blower-policy.pdf. A whistleblower may make a Protected Disclosure without fear of retaliation or intimidation. The Company prohibits its employees from engaging in retaliation or intimidation directed against a whistleblower.

Grievance Redressal

We have established an Ethics & Compliance Task Force (ECTF) to process and investigate Protected Disclosures. The ECTF operates under the supervision of the Audit Committee of the Board.

Protected Disclosures are required to be made to the ECTF through:

- Email to JFSLEthics.taskforce@jfs.in ; or
- Letter addressed to the ECTF, marked "Private and Confidential", and delivered to:
The Chairman of the Ethics & Compliance Task Force, Jio Financial Services Limited, 1st floor, Building 4NA, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai 400 051.

In exceptional cases, employees have a right to make Protected Disclosures directly to the Chairman of the Audit Committee of the Board.

Sustainable Supply Chain

We recognise that our suppliers and business partners play a critical role in our success. This commitment extends to integrating environmental and social considerations into our procurement processes. We hold our suppliers to the highest standards of ethical conduct, integrity, and legal compliance, entrusting them to consistently represent JFSL's interests with utmost honesty and professionalism. We actively collaborate with our suppliers, vendors, and service providers to promote adherence to ESG criteria. This collaborative approach champions sustainable practices throughout the supply chain. By focusing on sourcing products from partners committed to responsible, environmentally friendly, and energy-efficient practices, we strengthen our own sustainability efforts.

Upholding Business Ethics

JFSL has a Code of Ethics and Conduct, which is accessible at www.jfs.in/code-of-ethics-conduct.pdf, that applies to all Directors, employees, and business partners. The code serves as a valuable resource for making informed and ethical decisions based on guiding principles and reflects the Company's dedication to integrity and maintaining the highest ethical standards. It outlines the expected standards of conduct for all employees to ensure that they make the right decisions while performing their roles and responsibilities across different functions within the organisation.

Corporate Social Responsibility (CSR) CSR Vision

Promote sustainable and inclusive development as a responsible corporate citizen.

CSR Objective

Promote a comprehensive and integrated development through social and economic transformation.

Core CSR Commitments

- Addressing identified needs of the underprivileged through initiatives directed towards
 - Improving livelihoods,



- Alleviating poverty,
- Promoting education,
- Empowerment through vocational skills, and
- Promoting health and well-being.
- Preserve, protect, and promote art, culture, and heritage
 - Promoting India's art, culture and heritage, and
 - Conducting promotional and developmental activities / programs.
- Ensuring environmental sustainability, ecological balance and protection of flora and fauna
 - Conducting activities which promote biodiversity, and
 - Conducting activities which promote ecological sustainability.
- Any other activity falling within the scope of Schedule VII of the Companies Act, 2013 which would enable the Company to achieve its CSR objectives.

Recognising the extensive experience and reach of Reliance Foundation in CSR initiatives, we leverage their expertise and reach to carry out our CSR programs and to implement impactful social and economic development programs. These programs focus on rural areas, education, healthcare, and culture.

Reliance Foundation champions inclusive development, addressing the critical needs of the society's most vulnerable populations. Their efforts have positively impacted over four million individuals across 5,000-plus villages and urban areas. By working closely with India's most marginalised communities, the Foundation strives to empower them and integrate them into the mainstream development of our nation.

Reliance Foundation focuses on the following core pillars:

- Rural Transformation,
- Education,
- Health,
- Sports for Development,
- Women Empowerment,
- Disaster Management,
- Urban Renewal and Arts, and
- Culture and Heritage.

JFSL's Board-level CSR Committee oversees the implementation of the company's CSR Policy, which is accessible at www.jfs.in/csr-policy-n.pdf, indicating the activities / projects / programs to be undertaken by the Company in compliance with the provisions of the Companies Act, 2013 and the rules made thereunder. For more details on these efforts, please refer to the CSR section under the Corporate Governance Report of JFSL's Annual Report 2023-24.

Stakeholder Relationships

Building strong relationships with all our stakeholders is a core value at JFSL. We recognise the crucial role that stakeholders play in our growth journey. Our commitment to our stakeholders goes beyond mere communication; it is about fostering a collaborative and transparent environment.



We take a proactive approach to stakeholder engagement using diverse communication channels such as regular meetings, reports, surveys, and social media. This ensures all stakeholders feel heard and informed. We also prioritise accessible grievance redressal mechanisms to address concerns promptly and fairly.

Our Stakeholder Engagement Policy, which is accessible at www.jfs.in/stakeholder-engagement-policy.pdf, formalises the strategy, outlining our commitment to consistent and effective communication across all stakeholder groups.

Customer Satisfaction

At JFSL, we recognise that maintaining the trust and confidence of our customers is crucial for our long-term success and longevity in a fiercely competitive market. 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 operates on a foundation of strong ethical principles, ensuring clarity and complete transparency for customers regarding the services they can expect. JFSL's unwavering commitment to upholding the highest standards of transparency and fairness in all customer dealings is internalised within our corporate culture and evidenced through our actions.

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 2023-24, 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 omnichannel 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/>.



Governance

JFSL prioritises effective ESG integration into its organisation culture. The Company's dedicated governance structure guides the strategy, implementation, and monitoring of key initiatives, driving progress on the ESG priorities which ultimately help sustainable value creation.

Board of Directors

JFSL's strategic direction and oversight are guided by its Board of Directors that brings together a diverse array of professionals with extensive experience across sectors relevant to the Company's operations. JFSL has a combination of Executive and Non-Executive Directors,

which helps to ensure a balance of expertise, allowing the Board to offer informed guidance and strategic direction while ensuring that the Company's goals are translated into effective actions.

Number of Governance Body Members

Sr. No.	Entity	Number of Governance Body Members		Percentage of female member	Percentage of Independent Directors
		Male	Female		
1	Jio Financial Services Limited	6	2	25.00%	62.50%
2	Jio Payments Bank Limited (JV)	6	1	14.29%	57.14%
3	Jio Payment Solutions Limited	2	1	33.33%	66.66%
4	Jio Insurance Broking Limited	4	0	Nil	50.00%
5	Jio Finance Limited	3	1	25.00%	75.00%

Board Committees

To ensure effective oversight and governance across critical operational areas, JFSL has dedicated Board-level Committees. These specialised committees are comprised of highly qualified directors of the Company who possess relevant expertise in their respective domains. Through

their focused guidance and support, these committees play a pivotal role in augmenting the Board's ability to make informed decisions and maintain oversight across the Company's wide-ranging operations.





ESG Governance

JFSL has created a board-level ESG Committee to show in furtherance to the Company's commitment to sustainability and responsible governance. The Committee, consisting of three directors and which is chaired by an Independent Director, seeks to establish ESG goals and oversee the implementation of ESG-related policies and sustainable practices.

The Company's ESG Committee oversees the sustainability initiatives, ESG reporting, climate change disclosures, and internal projects to reduce carbon emissions. It reviews ESG-related policies, business strategies, systems, and practices. This ensures that ESG considerations are always integrated into the Company's operations and decision-making processes.

For more details, please refer to the Board Committee section under the Corporate Governance Report of JFSL's Annual Report 2023-24.

Policies and Frameworks for Ethical Conduct

The Board of Directors plays a crucial role in anchoring JFSL's ESG efforts and fostering a culture of ethical behaviour through the policies driven by the Company. To strengthen the governance framework, the Board has approved various policies, which are accessible at www.jfs.in/policy-documents/ for easy reference.

These Board-driven policies guarantee alignment with the needs and aspirations of the Company's stakeholders. Ultimately, this focus on good governance practices ensures that the Company is well positioned to create long-term and sustainable value for all the stakeholders.

JFSL's Code of Ethics and Conduct empowers employees to uphold the highest ethical standards, ensuring the Company complies with all legal requirements, including anti-bribery and anti-corruption and ethical handling of conflicts of interest. During FY 2023-24, no complaints were received regarding the conflict of interest. All the governance body members of the organisation have been communicated to anti-corruption policies and procedures.

In addition, JFSL has implemented robust measures to prevent any form of corruption, including bribery or other unethical conduct. The Company has adopted a Anti-

Bribery and Corruption Policy, which is accessible at www.jfs.in/anti-bribery-and-anti-corruption-policy.pdf, to reinforce the Company's stance against such unethical practices. This policy reflects the commitment to conducting business with the highest ethical standards, guided by core values: prioritising customers, acting ethically, working collaboratively, and taking ownership.

To achieve this, JFSL strictly prohibits:

- Offering, promising, or giving anything of value, directly or indirectly, exceeding the limits outlined in the Gift Policy, to any individual or entity.
- Offering, promising, or granting anything of value with the intent to influence any recipient under any circumstances.
- Making indirect payments through intermediaries or third parties that violate these principles.

We are pleased to state that, during FY 2023-24, no complaints related to corruption or bribery were received or reported within the Company. Additionally, there were zero legal actions undertaken, or pending, with regards to anti-competitive behaviour and violations of anti-trust and monopoly.

Approach to Tax

JFSL maintains an unwavering commitment to tax compliance across all jurisdictions in which the Company operates. JFSL's approach to tax is multifaceted, encompassing deep regulatory understanding, robust policy and procedures. The Company has established a Tax Policy framework, which is accessible at www.jfs.in/tax-policy.pdf, that encompasses all aspects of responsible tax stewardship. This policy addresses tax risk management, ensuring responsible conduct, meticulous compliance with all applicable obligations, and adherence to relevant laws and regulations. The Taxation Department formulates and enacts the Tax Policy, taking responsibility for its implementation.

The Company has also established a tax risk appetite statement which ensures its commitment to responsible tax management. It serves as a guiding framework for managing tax-related risks effectively and ensuring compliance with all applicable laws and regulations. The statement defines the level of tax risk the Company is willing to accept while pursuing its business strategy, maintaining a zero-tolerance policy for deliberate non-compliance, unacceptable financial products or services, aggressive tax structuring, and negligence in statutory tax obligations.

Governance and Transparency

JFSL places highest importance on maintaining a strong foundation of corporate governance. The Company's governance framework is well-defined and includes clear roles, responsibilities, and reporting lines which allow it to uphold high ethical standards. JFSL has dedicated Board-level committees that inter alia focus on crucial aspects such as audit, risk management, human resources, ESG and CSR.

The Company cultivates an ethical environment through training programs, communication, and a strong policy



enforcement. JFSL's commitment to global best practices ensures that the Company is always up-to-date with the latest developments in the industry, while its transparent and accurate presentation of information allows for timely disclosures. The Company also takes data protection and confidentiality very seriously, ensuring that sensitive information remains secure at all times.

To promote transparency and accountability, we have published our first BRSR. This report provides our stakeholders with a detailed overview of our commitment to sustainable and ethical business practices. In addition, we have also disclosed our ESG performance through this Report, which is prepared with inspiration from the globally recognised GRI Standards. By leveraging these two reporting frameworks, we reinforce our commitment to transparency, enabling stakeholders to assess our progress towards our ESG goals and our contribution to sustainable development.

Digitisation

Our commitment to digitisation delivers operational excellence, enhanced customer experience, and significant environmental sustainability. By embracing cutting-edge digital processes and solutions, we have successfully reduced our reliance on paper-based activities and minimised the consumption of physical resources.

Our focus on digital engagement allows for personalised and seamless interactions, setting a new standard for service. Through seamless digital platforms and personalised interactions, we offer superior customer experience, catering to individual preferences and needs with unparalleled convenience and responsiveness. Leveraging cutting-edge technology and robust data systems, we are progressing towards achieving our goals of expanding customer reach, promoting financial empowerment for a broader audience, drive digital adoption to enhance transaction efficiency, and foster trust within communities.

The implementation of advanced digital solutions has streamlined our operations, reduced operational costs, and fostered a culture of continuous innovation – all while keeping the customer at the centre of our endeavours.

Data Privacy and Security

As a responsible financial services provider, JFSL understands the dynamic cybersecurity landscape and prioritises robust defences to safeguard data and mitigate cyberattack, exceeding legal and regulatory requirements, fostering trust with stakeholders and mitigating compliance risks.

The Company invests in cutting-edge technology and strictly follows data governance policies to protect proprietary information. JFSL recognises the critical role of advanced security technologies in safeguarding data and maximising its inherent value. This includes robust security controls leveraging state-of-the-art encryption, threat detection, and access controls.

JFSL has developed [Cyber Security Policy and Information Security Policy](#). These policies outline



the Company's overarching strategy, encompassing the specific cybersecurity requirements that should be implemented to prevent, detect, respond to, and recover from potential cyber threats and attacks effectively. These policies are regularly reviewed and updated to align with the latest industry best practices, regulatory guidelines, and emerging cyber threats.

Furthermore, JFSL has established a dedicated IT Governance framework to oversee and manage its cybersecurity initiatives effectively. The responsibility for IT Governance rests with the IT Strategy Committee, a specialised sub-committee of the Board of Directors that is chaired by an independent director. This committee is composed of experienced professionals with expertise in information technology, cybersecurity, and risk management, ensuring that the Company's cybersecurity efforts receive the highest level of attention and oversight.

The Head of Technology / IT, a senior executive within the company, is responsible for the overall functioning of the IT operations and plays a pivotal role in implementing and managing the Company's cybersecurity strategies. This approach ensures that cybersecurity best practices are integrated into all aspects of the Company's operations, from product development to customer service and support. During FY 2023 - 24, we have received no complaints regarding customer privacy violations from any source, including customers, external parties, organizations, or regulatory bodies.

The Way Forward

As a newly demerged entity commencing operations in FY 2023-24, JFSL's priority lies in establishing specific commitments, goals, and targets for non-financial data. While these specific targets are yet to be defined, the Company is dedicated to constructing a robust framework aligned with its strategic vision and values.

As JFSL progresses in its sustainability journey, the aim is to delineate clear and measurable targets across ESG factors. These commitments will adhere to industry best practices, stakeholder expectations, and regulatory standards, upholding the highest levels of corporate responsibility.



Annexure 1

GRI Index

Statement of use	JFSL has reported in accordance with the GRI Standards for the period between 1 st April 2023 to 31 st March 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	NA

GRI Standard	Disclosures	Section	Page Number
GRI 2: General Disclosures 2021	GRI - 2 - 1	Organizational details	Page no. 6, 112 of the Annual Report FY 2023-24
	GRI - 2 - 2	Entities included in the organization's sustainability reporting	Page no. 3 of this report
	GRI - 2 - 3	Reporting period, frequency and contact point	Page no. 3 of this Report and page no. 2 of the BRSR FY 2023-24
	GRI - 2 - 6	Activities, value chain and other business relationships	Page no. 8-14 of the Annual Report FY 2023-24
	GRI - 2 - 7	Employees	Page no.16-17 of this report
	GRI - 2 - 8	Workers who are not employees	Page no.17 of this report
	GRI - 2 - 9	Governance structure and composition	Page no. 32-45 of the Annual Report FY 2023-24
	GRI - 2 - 10	Nomination and selection of the highest governance body	Page no. 40,41 of the Annual Report FY 2023-24
	GRI - 2 - 11	Chair of the highest governance body	Page no. 32-45 of the Annual Report FY 2023-24
	GRI - 2 - 12	Role of the highest governance body in overseeing the management of impacts	Page no. 32-45 of the Annual Report FY 2023-24
	GRI - 2 - 13	Delegation of responsibility for managing impacts	Page. 32-45 of the Annual Report FY 2023-24
	GRI - 2 - 14	Role of the highest governance body in sustainability reporting	Page no. 45 of the Annual Report FY 2023-24
	GRI - 2 - 15	Conflicts of interest	Page no. 23 of this report
	GRI - 2 - 16	Communication of critical concerns	Page no. 32-33 of the Annual Report FY 2023-24
	GRI - 2 - 17	Collective knowledge of the highest governance body	Page no. 33-36 of the Annual Report FY 2023-24
	GRI - 2 - 18	Evaluation of the performance of the highest governance body	Page no. 39, 80 of the Annual Report FY 2023-24
	GRI - 2 - 19	Remuneration policies	Page no. 38 of the Annual Report FY 2023-24
	GRI - 2 - 20	Process to determine remuneration	Page no. 38 of the Annual Report FY 2023-24
	GRI - 2 - 22	Statement on sustainable development strategy	Page no. 31 of the Annual Report FY 2023-24 and page no. 24 of this report
	GRI - 2 - 23	Policy commitments	Page no. 32-45 of the Annual Report FY 2023-24 and page no. 23 of this report
	GRI - 2 - 24	Embedding policy commitments	Page no. 32-45 of the Annual Report FY 2023-24 and page no. 23 of this report
	GRI - 2 - 25	Processes to remediate negative impacts	Page no. 11 of this report
	GRI - 2 - 26	Mechanisms for seeking advice and raising concerns	Page no. 32-33 of the Annual Report FY 2023-24



GRI Standard	Disclosures	Section	Page Number
GRI 2: General Disclosures 2021	GRI - 2 - 27	Compliance with laws and regulations	Page no. 64-66 of the Annual Report FY 2023-24
	GRI - 2 - 29	Approach to stakeholder engagement	Page no. 9 of this report
GRI 3: Material Topics 2021	GRI-3-1	Process to determine material topics	Page no. 9 of this report
	GRI-3-2	List of material topics	Page no. 10 of this report
	GRI-3-3	Management of material topics	Page no. 11 of this report
GRI 201: Economic Performance 2016	GRI - 201 - 1	Direct economic value generated and distributed	Page no. 166-231 of the Annual Report FY 2023-24
	GRI - 201 - 2	Financial implications and other risks and opportunities due to climate change	Page no. 11 of this report
	GRI - 201 - 3	Defined benefit plan obligations and other retirement plans	Page no. 220-222 of the Annual Report FY 2023-24
GRI 205: Anticorruption 2016	GRI - 205 - 2	Communication and training about anti-corruption policies and procedures	Page no. 23 of this report
	GRI - 205 - 3	Confirmed incidents of corruption and actions taken	Page no. 23 of this report
GRI 206: Anticompetitive Behavior 2016	GRI - 206 - 1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Page no. 23 of this report
GRI 207: Tax 2019	GRI - 207 - 1	Approach to tax	Page no. 23 of this report
	GRI - 207 - 2	Tax governance, control, and risk management	Page no. 23 of this report
GRI 302: Energy 2016	GRI - 302 - 1	Energy consumption within the organization	Page no. 12,13 of this report
GRI 303: Water and Effluents 2018	GRI - 303-5	Water consumption	Page no. 13 of this report
GRI 305: Emissions 2016	GRI - 305 - 1	Direct (Scope 1) GHG emissions	Page no. 12,13 of this report
	GRI - 305 - 2	Energy indirect (Scope 2) GHG emissions	Page no. 12,13 of this report
GRI 306: Waste 2020	GRI - 306 - 2	Management of significant waste-related impacts	Page no. 13 of this report
	GRI - 306 - 3	Waste generated	Page no. 13 of this report
GRI 401: Employment 2016	GRI - 401 - 1	New employee hires and employee turnover	Page no. 17 of this report
	GRI - 401 - 2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	Page no. 18,19 of this report
	GRI - 401 - 3	Parental leave	Page no. 18 of this report
GRI 403: Occupational Health and Safety 2018	GRI - 403 - 1	Occupational health and safety management system	Page no. 19 of this report
	GRI - 403 - 2	Hazard identification, risk assessment, and incident investigation	Page no. 19 of this report
	GRI - 403 - 3	Occupational health services	Page no. 18,19 of this report
	GRI - 403 - 4	Worker participation, consultation, and communication on occupational health and safety	Page no. 19 of this report
	GRI - 403 - 5	Worker training on occupational health and safety	Page no. 19 of this report
	GRI - 403 - 6	Promotion of worker health	Page no. 18,19 of this report
	GRI - 403 - 7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Page no. 19 of this report
	GRI - 403 - 8	Workers covered by an occupational health and safety management system	Page no. 18,19 of this report
GRI 403: Occupational Health and Safety 2018	GRI - 403 - 9	Work-related injuries	Page no. 19 of this report
	GRI - 403 - 10	Work-related ill health	Page no. 19 of this report
GRI 404: Training and Education 2016	GRI - 404 - 3	Percentage of employees receiving regular performance and career development reviews	Page no. 17 of this report



GRI Standard	Disclosures	Section	Page Number
GRI 405: Diversity and Equal Opportunity 2016	GRI - 405 - 1	Diversity of governance bodies and employees	Page no. 16,17, 22 of the Annual Report FY 2023-24
	GRI - 405 - 2	Ratio of basic salary and remuneration of women to men	Page no. 16 of this report
GRI 406: Non-discrimination 2016	GRI - 406 - 1	Incidents of discrimination and corrective actions taken	Page no. 19,20 of this report
GRI 408: Child Labor 2016	GRI - 408 - 1	Operations and suppliers at significant risk for incidents of child labor	Page no. 19,20 of this report
GRI 409: Forced or Compulsory Labor 2016	GRI - 409 - 1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Page no. 19,20 of this report
GRI 416: Customer Health and Safety 2016	GRI - 416 - 2	Incidents of non-compliance concerning the health and safety impacts of products and services	Page no. 21 of this report
GRI 417: Marketing and Labeling 2016	GRI - 417 - 2	Incidents of non-compliance concerning product and service information and labeling	Page no. 21 of this report
	GRI - 417 - 3	Incidents of non-compliance concerning marketing communications	Page no. 21 of this report
GRI 418: Customer Privacy 2016	GRI - 418 - 1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page no. 24 of this report



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