

# BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

FY2023



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# SECTION A: GENERAL DISCLOSURES

## I. DETAILS OF THE LISTED ENTITY

1. **Corporate Identity Number (CIN) of the Listed Entity** - L67200MH2000PLC129408
2. **Name of the Listed Entity** - ICICI Lombard General Insurance Company Limited
3. **Year of incorporation** - October 30, 2000
4. **Registered office address** - ICICI Lombard General Insurance Company Limited, ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai - 400 025
5. **Corporate address** - ICICI Lombard General Insurance Company Limited, ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai - 400 025
6. **E-mail** - [ir@icicilombard.com](mailto:ir@icicilombard.com)
7. **Telephone** - +91 22 6196 2300/04
8. **Website** - [www.icicilombard.com](http://www.icicilombard.com)
9. **Financial year for which reporting is being done** - FY2023
10. **Name of the Stock Exchange(s) where shares are listed** - BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11. **Paid-up Capital** - ₹4.91 billion (as on March 31, 2023)
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report** - Anckur Anil Kanwar  
Designation: Deputy CFO, Head of Investor Relations and Re-insurance  
Telephone Number – (+91-22) 6196 1918  
E-mail address – [anckur.anilkanwar@icicilombard.com](mailto:anckur.anilkanwar@icicilombard.com)
13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together)** - Disclosures made in this report are on a standalone basis and pertain only to ICICI Lombard General Insurance Company Limited. The Company acquired non-life business of Bharti AXA General Insurance Company Limited w.e.f. April 1, 2021, hence FY2021 numbers in the report are not comparable.

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## II. PRODUCTS/SERVICES

14. **Details of business activities (accounting for 90% of the turnover):**

| S. No. | Description of Main Activity    | Description of Business Activity              | % of Turnover of the Entity |
|--------|---------------------------------|---|-----------------------------|
| 1      | Financial and Insurance Service | Non-life Insurance and Reinsurance activities | 100%                        |

15. **Products/Services sold by the entity (accounting for 90% of the entity's turnover):**

| S. No. | Product/Service    | NIC Code | % of total Turnover contributed |
|--------|--------------------|----------|---------------------------------|
| 1      | Non-life Insurance | 65120    | 100%                            |

## III. OPERATIONS

16. **Number of locations where plants and/or operations/offices of the entity are situated:**

| Location      | Number of Plants | Number of Offices    | Total                |
|---------------|------------------|----------------------|----------------------|
| National      | Not Applicable   | Branches: 305        | Branches: 305        |
|               |                  | Virtual Offices: 917 | Virtual Offices: 917 |
| International | Not Applicable   | Not Applicable       | Not Applicable       |

**17. Markets served by the entity:**

**a. Number of locations**

| Locations                        | Number                            |
|----------------------------------|-----------------------------------|
| National (No. of States)         | All states and UTs in India (37*) |
| International (No. of Countries) | None (Not Applicable)             |

\* 37 includes 28 states and 9 union territories

**b. What is the contribution of exports as a percentage of total turnover of the entity?**

Not Applicable

**c. A brief on types of customers**

| Corporate Solutions Group   | Government & Rural Business Group  | Retail Group  |
|---|--|---|
| Provide integrated solutions to corporates, small, micro and medium enterprises | Provide insurance solutions to State and Central governments or government-owned enterprises and rural customers | Provide insurance solutions to individuals and small/medium enterprises either directly or through multiple channels such as Agents, Brokers, Bancassurance, Tele-Sales, Direct Alliances, Motor Insurance Service Providers (MISPs) and Online Platforms |

**IV. EMPLOYEES**

**18. Details as at the end of Financial Year (FY2023):**

**a. Employees and workers (including differently abled):**

| S. No.           | Particulars                    | Total (A)     | Male           |              | Female       |              |
|------------------|--------------------------------|---------------|----------------|--------------|--------------|--------------|
|                  |                                |               | No. (B)        | % (B/A)      | No. (C)      | % (C/A)      |
| <b>EMPLOYEES</b> |                                |               |                |              |              |              |
| 1                | Permanent (D)                  | 12,865        | 10,083         | 78.4%        | 2,782        | 21.6%        |
| 2                | Other than Permanent (E)       | 1,552         | 943            | 60.8%        | 609          | 39.2%        |
| 3                | <b>Total employees (D + E)</b> | <b>14,417</b> | <b>11,026</b>  | <b>76.5%</b> | <b>3,391</b> | <b>23.5%</b> |
| <b>WORKERS</b>   |                                |               |                |              |              |              |
| 4                | Permanent (F)                  |               | Not Applicable |              |              |              |
| 5                | Other than Permanent (G)       |               |                |              |              |              |
| 6                | <b>Total workers (F + G)</b>   |               |                |              |              |              |

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

**b. Differently abled employees and workers:**

| S. No.                             | Particulars                    | Total (A) | Male           |            | Female   |           |
|------------------------------------|--------------------------------|-----------|----------------|------------|----------|-----------|
|                                    |                                |           | No. (B)        | % (B/A)    | No. (C)  | % (C/A)   |
| <b>DIFFERENTLY ABLED EMPLOYEES</b> |                                |           |                |            |          |           |
| 1                                  | Permanent (D)                  | 12        | 11             | 92%        | 1        | 8%        |
| 2                                  | Other than Permanent (E)       | None      | None           | None       | None     | None      |
| 3                                  | <b>Total employees (D + E)</b> | <b>12</b> | <b>11</b>      | <b>92%</b> | <b>1</b> | <b>8%</b> |
| <b>DIFFERENTLY ABLED WORKERS</b>   |                                |           |                |            |          |           |
| 4                                  | Permanent (F)                  |           | Not Applicable |            |          |           |
| 5                                  | Other than Permanent (G)       |           |                |            |          |           |
| 6                                  | <b>Total workers (F + G)</b>   |           |                |            |          |           |

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

## 19. Participation/Inclusion/Representation of women (For FY2023)

|                           | Total (A) | No. and percentage of Females |         |
|---------------------------|-----------|-------------------------------|---------|
|                           |           | No. (B)                       | % (B/A) |
| Board of Directors        | 11        | 1                             | 9.1%    |
| Key Managerial Personnel* | 5         | 0                             | 0%      |

\*Key Managerial Personnel, as specified in Section 203(1) of the Companies Act 2013, includes Managing Director & Chief Executive Officer, Whole-time Directors, Chief Financial Officer and Company Secretary.

## 20. Turnover rate for permanent employees and workers

| Permanent Employees                        | FY2023         |        |       | FY2022 |        |       | FY2021 |        |       |
|--|----------------|--------|-------|--------|--------|-------|--------|--------|-------|
|  | Male           | Female | Total | Male   | Female | Total | Male   | Female | Total |
| Turnover (excluding Call Centre employees) | 35.1%          | 33.7%  | 33.9% | 34.9%  | 29.5%  | 30.3% | 13.9%  | 15.0%  | 14.8% |
| Turnover (over all)                        | 53.4%          | 38.5%  | 41.5% | 43.8%  | 33.5%  | 35.4% | 21.2%  | 16.7%  | 17.5% |
| Permanent Workers                          | Not Applicable |        |       |        |        |       |        |        |       |

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

ICICI Lombard has an in-house call centre which is a unique scenario in GI industry where typically the same is outsourced. As such the turnover ratios in ICICI Lombard are reported at an overall and without call centres, given the higher turnover rate in call centre industry.

## V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

### 21. Names of holding/subsidiary/associate companies/joint ventures

| S. No.         | Name of the holding/subsidiary/associate companies/joint ventures (A) | Indicate whether holding/subsidiary/associate/joint venture | % of shares held by listed entity | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No) |
|----------------|---|---|-----------------------------------|--|
| Not Applicable |   |   |                                   |  |

## VI. CSR DETAILS

22. a. Whether CSR is applicable as per section 135 of the Companies Act, 2013: Yes
- b. Turnover (Gross Written Premium): ₹217.72 billion
- c. Net worth: ₹103.92 billion
- d. Total amount spent on CSR for FY2023: ₹347.3 million

## VII. TRANSPARENCY AND DISCLOSURE COMPLIANCES

### 23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No)              | FY2023                                     |  |         | FY2022                                     |  |  |
|---|--|--|--|---------|--|--|--|
|   | (If Yes, then provide web-link for grievance redress policy) | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks  |
| Communities                                       | Yes  | None                                       | None   | None    | None                                       | None   | None   |
| Investors (other than shareholders)               | Yes  | None                                       | None   | None    | None                                       | None   | None   |
| Shareholders                                      | Yes  | None                                       | None   | None    | 3  | 1  | The pending one (1) complaint as on March 31, 2022, was resolved during FY2023.                        |
| Employees   | Yes  | 6  | 2  | None    | 5  | 3  | The Company, through the policy ensures that all such complaints are resolved within defined timelines |

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No)              | FY2023                                     |  |  | FY2022                                     |  |  |
|---|--|--|--|--|--|--|--|
|   | (If Yes, then provide web-link for grievance redress policy) | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks  | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks  |
| Customers   | Yes*   | 4,917                                      | 176  | The pending complaints were satisfactorily resolved after FY2023 | 3,592                                      | 79   | The Company has resolved all the pending queries during FY2023 |
| Value Chain Partners                              | Yes  | 2  | None   | The Company has resolved the complaints pending at the year end  | None                                       | None   | None   |
| Other (please specify)                            | None   | None                                       | None   | None   | None                                       | None   | None   |

Note: ICICI Lombard has an internal mechanism available for grievance redressal for all of its stakeholders.

\* <https://www.icicilombard.com/docs/default-source/default-document-library/policy-for-protection-of-policyholder.pdf?sfvrsn=2>

#### 24. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format:

| S. No. | Material issues identified      | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/ opportunity   | In case of risk, approach to adapt or mitigate | In case of opportunity, approach to adapt  | Financial implications of the risk or opportunity (Indicate positive or negative implications)  |
|--------|---------------------------------|--|---|--|--|---|
| 1      | Promoting Health and Well-being | Opportunity                                | Revamping the existing health products to meet the evolving customer needs in terms of wider health coverage at competitive pricing while promoting the importance of sustainable lifestyle which improves good health habits through behavioral changes. This is substantiated by market research for improvising the service offerings with respect to health insurance products. |  | ICICI Lombard will endeavour to provide innovative products and solutions for addressing the opportunities in health insurance presented to us for promoting the well-being of customers.  | Positive<br>New product development prospects with an objective of reaching to underserved segments. Coverage of these products can lead to favourable financial impacts for customers reducing financial burdens of the customers and increased retention for the business |
| 2      | Innovation and Digitization     | Opportunity                                | Innovation and digital transformation creates value for both the organisation as well as for the customers and other stakeholders in offering diverse solutions for easier transactions improving the operational efficiency while responding to evolving consumer needs and grievances.  |  | ICICI Lombard look forward to continuously increase digital presence with innovative solutions to customer and exploring opportunities in unexplored markets segments (which were earlier not penetrated due to lack of digitalisation). | Positive<br>New technologies offers great opportunities for addressing critical risks with increased operational efficiency and fosters new product/service development for enhancing customer experience and expanding the customer base.                                  |
| 3      | Diversity and Inclusion         | Opportunity                                | Diversity is about the representation of workforce in the entity. Inclusion is about contributions, presence and perspectives of different groups of people are valued and integrated into the internal environment.<br><br>This issue refers to the diversity and inclusion practices of ICICI Lombard and its value chain partners.   |  | Our DEI strategy, is built around three pillars: employees; customers; and brand and reputation. We aim to embed the values of diversity across our business by providing equal opportunity and promoting an inclusive workforce.        | Positive<br>Diverse and wider pool of talents improves the workculture improving the productivity reducing the costs of retention/attrition and re-hiring   |

| S. No. | Material issues identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/ opportunity   | In case of risk, approach to adapt or mitigate  | In case of opportunity, approach to adapt  | Financial implications of the risk or opportunity (Indicate positive or negative implications)   |
|--------|----------------------------|--|---|---|--|--|
| 4      | Human Capital Development  | Opportunity                                | Human Capital Development intends to develop agile and productive workforce leading to overall business objectives promoting growth.  |   | For ICICI Lombard, learning and development is a key differentiator for adapting to evolving external context promoting learning throughout the employee lifecycle for enabling the workforce to upskill themselves and develop their core competencies. | Positive<br>Trained & skilled workforce creates a better customer experience and contributes to company's growth and objectives. Skill development of employees also assists in keeping the workforce aligned with the evolving risks and business opportunities |
| 5      | Economic Performance       | Opportunity                                | Economic performance refers to the contribution of ICICI Lombard's business to the local, regional, national and global economy and creating wealth for the stakeholders viz., community, employees, investors and shareholders.  |   | ICICI Lombard believes that strong economic performance ensures continuous and positive returns to our shareholders while generating value for all other stakeholders and making a positive impact on nation-building.                                   | Positive<br>Improved access to products and services of the company is critical to financial economy and has a positive impact for economic well-being of company and shareholders, employees, investors   |
| 6      | Responsible Investment     | Opportunity                                | Responsible investment is an approach to explicitly acknowledge the relevance of environmental, social and governance factors, in investment practices for responsible wealth generation and healthy portfolio in the long run countering the new challenges posed by climate change and regulatory requirements. |   | ICICI Lombard's ESG policy and strategies aims to improve the share of high ESG compliant investee companies in the portfolio for mitigating ESG risks such as climate change, human rights related risks etc.   | Positive<br>ESG integration helps in addressing critical extra financial risks including regulatory, operational and reputational risks. It can create opportunities for developing thematic products which are in line with growing customer demand.            |
| 7      | Financial Inclusion        | Opportunity                                | Affordable insurance products to promote the access to finance over a wide range of customer base reaching bottom of pyramid mitigating the movement of individuals to societal strata which can enhance the financial protection in the events of unforeseen hardships.  |   | ICICI Lombard with its innovative and appropriately priced products will continue to promote access to finance while adapting to pricing which caters to the interests of all stakeholders.  | Positive<br>Access to insurance products and services leads to enhanced financial security of consumers, hence leading to increased demand of the products.  |
| 8      | ESG Products and Services  | Opportunity                                | ESG-themed products and services include insurance solutions to stimulate decarbonised economy and promote the products which benefits the society.   |   | ESG-themed products and services include insurance solutions to stimulate decarbonised economy and promote the products which benefits the society.  | Positive<br>New product developments aligning to ESG related thematic areas will be a source of growth for the company   |
| 9      | Climate Change Mitigation  | Risk                                       | Climate change related risks require the use and regular review of comprehensive framework to ensure it is properly addressed and applied. Adopting practices to mitigate, leading to increased risk capital requirements for responding to the financial losses incurred in case of such events.                 | Climate change risks and adaptation to the resulting impacts have been integral to our risk management process for many years and our approach continues to grow with time. We will continue to align our underwriting and investment policies to adapt to the changing climate risk scenario and promote sustainable products. |  | Negative<br>Robust mechanisms to capture and factor in climate risks assists the company in appropriate pricing of its products  |
| 10     | Community Development      | Opportunity                                | Supporting community development programmes shall uphold the Company's brand image while promoting better quality of life for the beneficiaries.  |   | ICICI Lombard's community development programmes creating a better value proposition for the stakeholders.   | Positive<br>The programmes of the company intend to improve the focus on the community, and consumers leading to increased reputation of the brand   |

| S. No. | Material issues identified       | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/ opportunity   | In case of risk, approach to adapt or mitigate   | In case of opportunity, approach to adapt | Financial implications of the risk or opportunity (Indicate positive or negative implications)   |
|--------|----------------------------------|--|---|--|---|--|
| 11     | Customer Relationship Management | Risk                                       | Customer Relationship is core for business for innovating products as per consumer and market needs while resolving grievances with low turnaround time, maintaining trust, continuity and relationship.  | ICICI Lombard's customer relations, product mis-selling and grievance handling mechanisms leading to customer attrition/dissatisfaction.   |   | Negative<br>Customer retention and deepening of client relationship is critical for client growth. Effective and responsive CRM creates customer engagement and uses feedback for improving products/experience                              |
| 12     | Talent Attraction and Retention  | Risk                                       | An organisational environment to attract and retain talent through improved mental physical well-being, equal opportunities, skill enhancement and employee benefits providing competitive edge.  | Our diverse mechanisms to acquire and manage human talent across our business operations based on the requirements of the organisation with high retention rates.  |   | Negative<br>Higher attrition rates leads to reduced efficiency and associated financial losses to the business   |
| 13     | Data Privacy and Security        | Risk                                       | Data Privacy and Security is the process of implementing measures and systems designed to securely protect and safeguard information and also implies that businesses should use private data only for the intended purposes.   | ICICI Lombard's practices will continue to prevent cyber-attacks or failure of systems leading to loss of customer data and maintaining trust in our processes are high priorities.  |   | Negative<br>Data privacy has gained increased priority for the critical stakeholder groups like customers, regulators and investors for the company. Any risks or breaches will pose significant financial losses for customers and business |
| 14     | Fair Workplace                   | Risk                                       | An inclusive workplace which promotes equal pay for equal work, protection from all kinds of discriminations and abiding by human rights practices.   | ICICI Lombard ensures strict adherence to policies and regulations to ensure equal pay for equal work, mitigating and preventing adverse human rights impacts linked to our business activities and operations including our supply chain. |   | Negative<br>Human rights issues are top priority for all stakeholders. Any violation can lead to litigation and reputational damages and penalties for the company   |
| 15     | Operational Eco-Efficiency       | Risk                                       | Reducing environmental footprint of the Company in terms of carbon and waste intensity is essential for lowering the environmental footprint of business and ultimately reach Net-Zero levels in line with India's commitments reducing the consequences on society.  | ICICI Lombard 's business will focus on transitioning the operations to low environmental footprint in terms of carbon and waste intensity.  |   | Negative<br>Reputational and regulatory risks leading to financial damages for the company   |
| 16     | Risk Management                  | Risk                                       | Enterprise Risk Management is a process of identifying and managing potential risks including ESG risks within its risk appetite for providing reasonable assurance regarding the achievement of entity objectives.   | Our enterprise-wide approach to risk management, approved by our Board of Directors helps us to identify potential material risks in a structured, systematic manner and actions to mitigate them.   |   | Negative<br>ERM and its oversight by the board are very critical for identifying and addressing the potential risk which may have a significant impact   |
| 17     | Business Ethics                  | Risk                                       | Business ethics are necessary to ensure ethical business practices abiding by local and sectoral regulations while managing the interests of all the stakeholders aligning with global best practices based on human, cultural, economic, political and social rights and conducting business on accountable and transparent lines. | Our corporate policies and codes form a key component of the governance framework guiding our employees and other stakeholders across the value chain to uphold our commitment to ethics, transparency, and sustainability.                |   | <b>Negative</b><br>Ethical corporations will reduce the litigation and reputational damages and therefore the financial damages to the company   |



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

|    |  |
|----|--|
| P1 | Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.        |
| P2 | Businesses should provide goods and services in a manner that is sustainable and safe.   |
| P3 | Businesses should respect and promote the well-being of all employees, including those in their value chains.                        |
| P4 | Businesses should respect the interests of and be responsive to all its stakeholders.  |
| P5 | Businesses should respect and promote human rights.  |
| P6 | Businesses should respect and make efforts to protect and restore the environment.   |
| P7 | Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent. |
| P8 | Businesses should promote inclusive growth and equitable development.  |
| P9 | Businesses should engage with and provide value to their consumers in a responsible manner.  |

| Disclosure Questions  | P1  | P2  | P3  | P4  | P5  | P6  | P7  | P8  | P9  |
|---|---|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Policy and management processes</b>  |   |     |     |     |     |     |     |     |     |
| <b>1. a. Whether your Company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>  | Yes   | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| <b>b. Has the policy been approved by the Board? (Yes/No)</b>   | Yes   | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| <b>c. Web-Link of the Policies, if available**</b>  | Yes   | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| <b>2. Whether the Company has translated the policy into procedures. (Yes/No)</b>   | Yes   | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| <b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>  | Yes, the Company's code of conduct is extended to value chain partners to the extent possible.  |     |     |     |     |     |     |     |     |
| <b>4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, and Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your Company and mapped to each principle.</b> | The Company has adopted various international frameworks such as: <ol style="list-style-type: none"> <li>ISO 27001:2013 Information Security Management System®</li> <li>ISO 27017:2015 Cloud Computing Security Standard®</li> <li>ISO 31000:2018 Enterprise Risk Management ^</li> <li>Global Reporting Initiatives (GRI) Reporting Framework and Sustainability Accounting Standards Board (SASB) Guidance for ESG Disclosure</li> </ol> |     |     |     |     |     |     |     |     |
| <b>5. Specific commitments, goals and targets set by the Company with defined timelines, if any.</b>  | Target: <ul style="list-style-type: none"> <li>Increase Women representation in the workforce to 25% by FY2025</li> <li>By FY2025, ICICI Lombard will meet 25% of energy requirements from renewable sources.*</li> </ul>   |     |     |     |     |     |     |     |     |
| <b>6. Performance of the Company against the specific commitments, goals and targets along with reasons in case the same are not met.</b>   | Performance: <ul style="list-style-type: none"> <li>ICICI Lombard, through robust DEI programmes has increased the women representation workforce to 21.6% in FY2023 from 18.3% in FY2022</li> <li>In FY2023, ICICI Lombard utilised 20.7% of its electricity requirements from a renewable source</li> </ul>   |     |     |     |     |     |     |     |     |

\* this target is based on existing branches as on March 31, 2023

\*\* Policies wherever stated have been approved by the Board/Committee(s) of the Board / Senior Management of the Company.

^ British Standards Institution (BSI)

@ Bureau Veritas Quality International

| Disclosure Questions  | P1  | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|----|----|----|----|----|----|----|----|
| <b>Governance, leadership and oversight</b>   |   |    |    |    |    |    |    |    |    |
| <p><b>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)</b></p> | <p>I am taking this opportunity to share our ESG report for the year FY2023. As the global community is seeing ESG in a new light and focussing on it with a higher level of commitment, ICICI Lombard continues to actively adopt a holistic approach that takes the ESG aspects into consideration while doing business.</p> <p>Our vision is to meaningfully contribute towards creating a sustainable world. We leverage our strategic framework, robust enterprise risk management, and strong governance structure to address ESG concerns such as climate change, socio-equity, and corporate behaviour, amongst others. Our organisational strategy is primarily focussed on key material issues identified as critical by the Company. Some of these include environmental stewardship, sustainable products and services, responsible investment, socio-economic development, and technological innovation.</p> <p>We hold an unwavering belief in the greater good amidst a growing necessity to adopt sustainable practices. Resultantly, during FY2023, of the 32.7 million policies issued by us that covered 160.1 million lives, 6.3 million lives were covered under the social sector, 3.6 million claims were honoured.</p> <p><b>Environmental Stewardship</b></p> <p>At ICICI Lombard, we support India’s 2070 Net Zero commitment through our decarbonisation efforts. Towards this, we harnessed our technological capabilities to deploy end-to-end digital solutions. Further, concerted efforts were made to increase our renewable energy sourcing during the year in line with our pledge to increase our green energy sourcing to 25% by FY2025. Additionally, we continued to map our GHG emissions and establish targets and strategies to reduce our operational footprint.</p> <p><b>Sustainable Products and Services</b></p> <p>We actively promote our sustainable product line, including products such as Solar Insurance, Electric Vehicle Insurance, and Crop Insurance, which enable us to seamlessly transition to a low carbon economy. As a part of value-added services and risk management practice, we engage with the insured on environmental, climate-related, and sustainability development related issues through periodic risk management calendars, physical visits, virtual engagements, implementation of risk mitigating solutions, or awareness campaigns.</p> <p>At ICICI Lombard, we have transitioned from being a health insurer to a healthcare provider, by offering the world of wellness to our consumers through our proprietary IL TakeCare App - a one-stop care platform. The application is focussed on promoting healthy behaviour and a healthy lifestyle amongst our consumers to help them reduce health-related risk and the cost of healthcare over a long term. The application experienced over 4.6 million user downloads as at March 31, 2023.</p> <p><b>Responsible Investment</b></p> <p>Our responsible investment framework stands on three pillars – ESG integration, exclusion/restrictions of certain businesses, and engagement with ESG-critical companies. We drive this transition through rigorous data analysis and active engagement with the investee companies. Any new investment is analysed from an ESG lens to promote sustainability-related themes in investing.</p> <p><b>Socio-Economic Development</b></p> <p>Our organisation prioritises a responsible work culture that values our employees as assets. We support skill development opportunities, workforce diversity and inclusion through training, engagement programmes, and a safe, agile, dynamic, flexible, and productive environment. During the year, we provided over 0.3 million hours of training to our employees.</p> <p>Our diversity initiatives led to a significant increase in women representation in our workforce, which improved to 21.6% in FY2023 against 18.3% in FY2022. We aim to increase women representation to 25% by FY2025. Our 25x25 initiative seeks to achieve this by mobilising our internal resources to attract and retain women employees.</p> <p><b>Excellence in Customer Service and Technology</b></p> <p>We continue to invest in new technologies on the digital front, including Artificial Intelligence (AI) and Machine Learning (ML), to drive greater efficiency in policy issuance, claims, fraud control and servicing. Deploying end-to-end digital solutions have helped us to provide seamless services, even remotely, whereas our tech solutions equip our channel partners with the right tools to conduct business and service their customers.</p> <p>In FY2023, our digital interventions enabled 96.7% policies to be sourced digitally. They also reduced our average claim settlement time period to 7 days and enabled us to resolve 99.6% of customer grievances within 15 days during the year. Resultantly, our Net Promoter Score (Claims) for FY2023 increased to 64 as compared to 54 for FY2022. Other than this, the interventions also helped us to undertake virtual risk assessment, thereby reducing the need to travel and lowering down our GHG emissions further.</p> |    |    |    |    |    |    |    |    |

| Disclosure Questions   | P1  | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|--|---|----|----|----|----|----|----|----|----|
|  | <p><b>Community Development Initiatives</b></p> <p>Our flagship programmes such as Niranjali, Ride to Safety, and Caring Hands have benefited approximately a million recipients, encouraging a secure and environmentally friendly way of life.</p> <p>Over 3,000 employees volunteered for the Caring Hands initiatives. Solar panels were installed in 95 underprivileged schools, enabling the beneficiaries to enjoy an uninterrupted power supply while reducing the institution's carbon footprints. As a part of Healthy Villages, the Company conducted over 100 wellness camps in order to strengthen its efforts in existing primary healthcare where medical instruments were provided in the past. This initiative aims to improve healthcare scenario in rural locations that lack basic healthcare facilities.</p> <p>We, at ICICI Lombard, respect the views of our stakeholders and believe that 'Growing Together' across people, business, and community will align us with our commitment to creating a 'Continuum of Care – From Customers to the Planet'. We will continue our journey through decisive strategic choices and keep contributing meaningfully to the development imperatives of India and the United Nations' Sustainable Development Goals. I sincerely hope that you will find the content of this report insightful and will continue to support us in our ESG journey.</p> |    |    |    |    |    |    |    |    |
| <b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).</b>  | Mr. Bhargav Dasgupta<br>Managing Director & CEO<br>DIN: 00047728  |    |    |    |    |    |    |    |    |
| <b>9. Does the Company have a specified Committee of the Board/Director responsible for decision-making on Sustainability-related issues? (Yes/No). If yes, provide details.</b> | The Company's CSR & Sustainability Committee serves as the governing body defining the company's ESG strategy and overseeing and monitoring sustainability activities. The Committee also reviews and monitors sustainability disclosures such as the ESG Report, SEBI's Business Responsibility and Sustainability Report (BRSR). The Committee remains the focal point for delegation of authority for the management of ESG issues across the organisation   |    |    |    |    |    |    |    |    |

The following policies are available on the Company website.

1. Archival Policy
2. Policy on Board Diversity
3. Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information
4. Corporate Social Responsibility (CSR) Policy
5. Dividend Distribution Policy
6. Employee Code of Conduct
7. Insure App Privacy Policy
8. Policy for determining material event/information for disclosure to stock exchanges
9. Policy for protection of Policyholder's interest
10. Policy on Appointment and Compensation of Employees and framework for remuneration to Non-Executive Directors
11. Policy on Environment Management
12. Privacy Policy
13. Stewardship Policy
14. Whistle Blower Policy

Some of the policies being internal documents are available to the employees through the Company's intranet namely-

1. Anti-Bribery & Anti-Corruption Policy
2. Anti-Fraud Policy
3. Anti-Money Laundering Policy and Framework
4. Business Continuity Management Policy
5. Broker Empanelment Policy
6. Code of Conduct to Regulate, Monitor and Report Trading by its Designated Persons
7. Dealers Code of Conduct
8. Information Security Policy and Cyber Security Policy
9. Prevention of Sexual Harassment (POSH)

**10. Details of review of NGRBCs by the Company:**

| Subject for Review  | Indicate whether review was undertaken by the Director/Committee of the Board/Any other Committee   |    |    |    |    |    |    |    |    | Frequency (Annually/Half-yearly/Quarterly/Any other – please specify) |    |    |    |    |    |    |    |    |
|---|---|----|----|----|----|----|----|----|----|---|----|----|----|----|----|----|----|----|
|   | P1  | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P1  | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
| Performance against above policies and follow-up action   | All the applicable polices are reviewed critically by the Board/Committee(s) of the Board/Senior Management of the Company. Furthermore, timely reviews and audits are conducted to align the policies to the changing business dynamics and regulatory requirements, if any. |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |
| Compliance with statutory requirements of relevance to the principles and rectification of any non-compliance | ICICI Lombard ensures compliance with all the statutory requirements in a timely manner.  |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |

**11. Has the Company carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No) If yes, provide the name of the agency.**

| P1   | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|--|----|----|----|----|----|----|----|----|
| No. However, audits and reviews are periodically conducted internally on all policies and procedures by the Company. Policies wherever stated have been approved by the Board/ Committee(s) of the Board/ Senior Management of the Company. All policies and processes are subject to audits and reviews done internally in the Company from time to time. |    |    |    |    |    |    |    |    |
| From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by various business heads and approved by the Senior Management or Board.  |    |    |    |    |    |    |    |    |

**12. If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated:**

| Questions  | P1             | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|--|----------------|----|----|----|----|----|----|----|----|
| The Company does not consider the principles material to its business (Yes/No)   | Not Applicable |    |    |    |    |    |    |    |    |
| The Company is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) |                |    |    |    |    |    |    |    |    |
| The Company does not have the financial or human and technical resources available for the task (Yes/No)                         |                |    |    |    |    |    |    |    |    |
| It is planned to be done in the next financial year (Yes/No)   |                |    |    |    |    |    |    |    |    |
| Any other reason (please specify)  |                |    |    |    |    |    |    |    |    |

## SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

### PRINCIPLE 1:

**Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable**

### ESSENTIAL INDICATORS

#### 1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

| Segment                  | Total number of training and awareness programmes held  | Topics/principles covered under the training and its impact  | % age of persons in respective category covered by the awareness programmes |
|--------------------------|---|--|---|
| Board of Directors       | <p>1 During the year, the Company had organized an awareness session by an external firm for the Board of Directors, to understand the critical areas of SEBI (Prohibition of Insider Trading) Regulations, 2015 and Company's Code of Conduct to regulate, monitor and report trading by its Designated Persons including evolution, compliance requirement, role and responsibilities of Directors.</p> <p>2 Board Strategy Meeting: During the Board Strategy Meeting, the Company had presented business strategy and updated the Board of Directors on the other matters including digital strategy and regulatory reforms.</p> <p>The Strategy meet provided an opportunity to the Board of Directors and Senior Management to deliberate and familiarise themselves on the various strategic matters and other relevant aspects.</p> <p>3 Various other presentations were made at the Board and Committee Meetings to familiarise the Board of Directors on the matters relating to the industry, business models, risk mitigation and management, governing regulations, ESG, information technology including cyber security and major developments and updates related to the Company, etc.</p> <p>4 Additionally, the Company also update the Board Members on research analyst's reports covering various financial, operational and regulatory aspects, through circulation of quarterly analysts report to the Board post announcement of financial results. These reports are Company specific and provide useful information on the industry segment. The Board Members were also apprised on other material business matters through e-mail communications wherever required.</p> <p>The Board/Committee Meetings were attended by respective Committee Members and/or the Board of Directors. The Key Managerial Personnel and Senior Management of the Company are also part of the Board and Committee Meetings.</p> | <p>On an ongoing basis, the Board of Directors were familiarised through various awareness sessions on an array of issues pertaining to industry, business, regulations, economy, ESG, their roles, rights and responsibilities etc.</p> <p>In addition, as a part of quarterly Board and Committee Meetings, all the Board Members are also apprised on developments in the Company, key regulatory changes on the governance front i.e. guidelines/Regulations/Circulars issued by IRDAI, SEBI and MCA etc. The Key Managerial Personnel of the Company are also part of the Board and Committee Meetings wherein the above referred presentations are made.</p> <p>The details of the Familiarisation programmes imparted to the Directors for FY2023 is also hosted on the Company's Website at <a href="https://www.icicilombard.com/investor-relations">https://www.icicilombard.com/investor-relations</a>.</p> | 100%  |
| Key Managerial Personnel | 2 sessions were conducted in FY2023   | Coaching Skill (Leader as Coach)   | 67%   |

| Segment                           | Total number of training and awareness programmes held  | Topics/principles covered under the training and its impact   | % age of persons in respective category covered by the awareness programmes |
|-----------------------------------|---|---|---|
| Employees other than BoD and KMPs | 163 training sessions were conducted in FY2023 for apprising employees on various aspects of NGRBC principles | <ul style="list-style-type: none"> <li>• Training programmes include Product &amp; Process Training, Compliance,</li> <li>• Coaching Skill program for Manager,</li> <li>• People Leader Program Leader,</li> <li>• Soft Skill program (Time Management, Business Communication)</li> </ul> | 82%   |
| Workers                           | Not Applicable  | Not Applicable  |   |

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

2. **Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: The entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

|                 | Monetary        |   |                   |  |  |
|-----------------|-----------------|---|-------------------|--|--|
|                 | NGRBC Principle | Name of the regulatory/enforcement agencies/judicial institutions | Amount (In ₹)     | Brief of the Case                      | Has an appeal been preferred? (Yes/No) |
| Penalty/Fine    | -               | None  | None              | -                                      | NA                                     |
| Settlement      | -               | None  | None              | -                                      | NA                                     |
| Compounding Fee | -               | None  | None              | -                                      | NA                                     |
|                 | Non-Monetary    |   |                   |  |  |
|                 | NGRBC Principle | Name of the regulatory/enforcement agencies/judicial institutions | Brief of the Case | Has an appeal been preferred? (Yes/No) |  |
| Imprisonment    | -               | -   | -                 | NA                                     |  |
| Punishment      | -               | -   | -                 | NA                                     |  |

3. **Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed.**

| Case Details  | Name of the regulatory/enforcement agencies/judicial institutions |
|---|---|
| None – There have been no cases accorded to the Entity or Directors/KMPs. |   |

4. **Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and, if available, provide a web-link to the policy.**

The Company has a robust Whistle Blower policy, anti-fraud policy, employee code of conduct, and anti-bribery and anti-corruption policy in place. While the Anti-Bribery & Anti-Corruption Policy largely complies with the provisions of anti-bribery laws and the regulatory guidelines, the organisation also has an anti-fraud policy pre-approved by the Board in accordance with IRDAI guidelines. The Policy primarily focusses on the identification and mitigation of fraud while also outlining the necessary actions and strategies. In line with the statutory requirements, the Company has adopted the Employees Code of Conduct for Board of Directors and Employees of the Company.

The Company believes that all of its employees, including Directors, should uphold the professional and ethical principles that are the foundation of the Code. (<https://www.icicilombard.com/docs/default-source/default-document-library/code-of-conduct.pdf>). ICICI Lombard has established strong practices and policies to foster an accountability culture and enable compliance with the Code.

The Whistle Blower Policy validates the conditions outlined in the Companies Act of 2013 and the rules adopted thereunder. [https://www.icicilombard.com/docs/default-source/policies-of-the-company/whistle-blower-policy.pdf?sfvrsn=39fd6bad\\_17](https://www.icicilombard.com/docs/default-source/policies-of-the-company/whistle-blower-policy.pdf?sfvrsn=39fd6bad_17)

**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:**

|           | FY2023         | FY2022 |
|-----------|----------------|--------|
| Directors | None           | None   |
| KMPs      | None           | None   |
| Employees | None           | None   |
| Workers   | Not Applicable |        |

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

**6. Details of complaints with regard to conflict of interest:**

|  | FY2023 |         | FY2022 |         |
|--|--------|---------|--------|---------|
|  | Number | Remarks | Number | Remarks |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | None   | -       | None   | -       |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs      | None   | -       | None   | -       |

**7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.**

During the reporting period, there have been no instances of conflicts of interest involving the Directors and KMPs.

## LEADERSHIP INDICATORS

**1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year**

Channel partners play a vital role in ICICI Lombard's operations. The Company takes continued efforts to raise value chain partners' (including customers) awareness on topics like digital security for preventing fraudulent attitudes, financial literacy through various programmes. The Company carefully considers value chain related chain risks and protects interests, both of which are essential for successfully conducting business. In order to evaluate their interests and communicate ICICI Lombard's long-term objectives, the Company has worked closely with its value chain partners through different channels.

Further, at ICICI Lombard we conduct periodic training for agents through exclusive programmes like IL Engage Session, Bandhan Program, Milan, Health Shiksha programmes etc., Vertical wise programs are arranged to apprise the stakeholders on topics like basics of Insurance, Products and Services of IL, Rewards and Recognition for agents, Processes from customer onboarding and claim settlements. Agents are classified basis of the engagement period with the company and targeted training is imparted for successful partnerships and mutual growth.

In FY2023, ~3,300 training programmes were conducted covering ~46,200 agents.

**Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same**

Yes. The Company has a robust code of conduct policy in place. All the Board members and senior officials of the Company endeavour to abide by the code of conduct to avoid situations wherein their personal interest may create a conflict with the Company's interest. All members of the Board of directors are expected to conduct themselves in a professional, ethical, and honest manner at all times. Additionally, the Code lays out the rules that must be followed by all staff members and Board members in order to prevent and manage conflicts of interest. Every employee must adhere to the policy and refrain from any actions that could result in a real or perceived conflict of interest, as outlined in the Company's "Framework for Managing Conflict of Interest." ICICI Lombard has an investigation team who have received formal training on evaluation of any violations to the code of conduct. The team has the responsibility of reporting those violations to the Fraud Control Unit Portal.



**PRINCIPLE 2:**

**Businesses should provide goods and services in a manner that is sustainable and safe**

**ESSENTIAL INDICATORS**

1. **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively**

|       | FY2023  | FY2022 | Details of improvements in environmental and social impacts |
|-------|---|--------|---|
| R&D   |   |        | Not Applicable  |
| Capex | Capex investments made by ICICI Lombard are for the modernisation of digital systems in order to improve client experience and make use of technology for quick turnaround. |        |   |

2. a. **Does the entity have procedures in place for sustainable sourcing? (Yes/No)**  
As the nature of operations is limited to Insurance services, resource consumption is limited to operations.
- b. **If yes, what percentage of inputs were sourced sustainably?**  
Not Applicable, considering the nature of business of the Company.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging), (b) E-waste, (c) Hazardous waste, and (d) other waste.**

As an insurance service provider company, there is limited scope for using recycled material in operations. Paper and electronic waste are the primary sources of waste for the Company. Owing to the nature of business, there is zero generation of hazardous waste across the Company's operations.

- **Paper:** The Company has undertaken initiatives to reduce its paper usage. The Company has unleashed its digital capabilities to provide end-to-end digital solutions to its customers. Through the use of digital technologies, ICICI Lombard is reducing the amount of paper used in its core activities, which is supported by the adoption of environmentally friendly business practices that involves using recycled paper. In FY2023, we have recycled 30 tonnes of paper in key offices.
- **E-Waste:** All of the discarded electronic products are returned to the original vendors and are disposed through registered recyclers authorised in accordance with E-waste Management Rules, 2016. Through these initiatives, ICICI Lombard ensures to safely dispose the E-Waste.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Not Applicable. The nature of our business is service-oriented, hence EPR is not applicable for our business.



## LEADERSHIP INDICATORS

1. Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

| NIC Code       | Name of Product/Service | % of total Turnover contributed | Boundary for which the Life Cycle Perspective/Assessment was conducted | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes/No) If yes, provide the web-link |
|----------------|-------------------------|---------------------------------|--|---|---|
| Not Applicable |                         |                                 |  |   |   |

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along with action taken to mitigate the same.

| Name of Product/Service | Description of the Risk/Concern | Action Taken |
|-------------------------|---------------------------------|--------------|
| Not Applicable          |                                 |              |

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

| Indicate input material | Recycled or re-used input material to total material |        |
|-------------------------|--|--------|
|                         | FY2023   | FY2022 |
| Paper                   | 58.4%  | 50.1%  |

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

|                                | FY2023         |          |                 | FY2022  |          |                 |
|--------------------------------|----------------|----------|-----------------|---------|----------|-----------------|
|                                | Re-Used        | Recycled | Safely Disposed | Re-Used | Recycled | Safely Disposed |
| Plastics (including packaging) | Not Applicable |          |                 |         |          |                 |
| E-waste                        | Not Applicable |          |                 |         |          |                 |
| Hazardous waste                | Not Applicable |          |                 |         |          |                 |
| Other waste                    | Not Applicable |          |                 |         |          |                 |

Owing to the nature of business of ICICI Lombard, Paper and E-waste are the primary sources of waste for the Company. There is no generation of hazardous waste across operations.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

| Indicate product category | Reclaimed products and their packaging materials as % of total products sold in respective category |
|---------------------------|---|
| Not Applicable            |   |

**PRINCIPLE 3:**

**Businesses should respect and promote the well-being of all employees, including those in their value chains**

**ESSENTIAL INDICATORS**

**1. a. Details of measures for the well-being of employees:**

| Category                              | % of employees covered by                               |                  |             |                    |             |                    |             |                    |             |  |         |
|---------------------------------------|---|------------------|-------------|--------------------|-------------|--------------------|-------------|--------------------|-------------|--|---------|
|                                       | Total (A)   | Health insurance |             | Accident insurance |             | Maternity benefits |             | Paternity benefits |             | Day-care facilities  |         |
|                                       |   | Number (B)       | % (B/A)     | Number (C)         | % (C/A)     | Number (D)         | % (D/A)     | Number (E)         | % (E/A)     | Number (F)   | % (F/A) |
| <b>Permanent employees</b>            |   |                  |             |                    |             |                    |             |                    |             |  |         |
| Male                                  | 10,083  | 10,083           | 100%        | 10,083             | 100%        | NA                 | NA          | 10,083             | 100%        | Applicable for eligible male and female employees. ICICI Lombard has tie-ups with day-care facilities across the locations |         |
| Female                                | 2,782   | 2,782            | 100%        | 2,782              | 100%        | 2,782              | 100%        | NA                 | NA          |  |         |
| <b>Total</b>                          | <b>12,865</b>   | <b>12,865</b>    | <b>100%</b> | <b>12,865</b>      | <b>100%</b> | <b>2,782</b>       | <b>100%</b> | <b>10,083</b>      | <b>100%</b> |  |         |
| <b>Other than Permanent employees</b> |   |                  |             |                    |             |                    |             |                    |             |  |         |
| Male                                  | Vendors are required to adhere to statutory regulations |                  |             |                    |             |                    |             |                    |             |  |         |
| Female                                |   |                  |             |                    |             |                    |             |                    |             |  |         |
| <b>Total</b>                          |   |                  |             |                    |             |                    |             |                    |             |  |         |

*Benefits provided during the reporting time period*

**b. Details of measures for the well-being of workers:**

Not Applicable.

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**2. Details of retirement benefits, for Current FY and Previous FY**

| Benefits                    | FY2023   |  |  | FY2022   |  |  |
|-----------------------------|--|--|--|--|--|--|
|                             | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/NA) | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/NA) |
| PF                          | 100%   | NA   | Y  | 100%   | NA   | Y  |
| Gratuity                    | 100%   | NA   | Y  | 100%   | NA   | Y  |
| ESI                         | 8%   | NA   | Y  | 9%   | NA   | Y  |
| Others – (Professional Tax) | 76%  | NA   | Y  | 75%  | NA   | Y  |

**3. Accessibility of workplace**

Offices where differently abled employees are working (Vashi, Begumpet – Hyderabad, Rourkela & Brilliant Titanium – Indore) are outfitted with accessibility for the differently abled employees in accordance to the Rights of Persons with Disability Act, 2016

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

The Company is an equal opportunity employer involving diverse and agile workforce. The Company endeavours to provide a safe and secure work environment for all, so that employees can deliver their best without inhibition. Further information on this policy has been provided in Section 15 of the Code of Conduct - Workplace Responsibilities/Fair Employment Practices - which can be accessed at:

<https://www.icicilombard.com/docs/default-source/default-document-library/code-of-conduct.pdf>

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

| Gender       | Permanent employees |                | Permanent workers   |                |
|--------------|---------------------|----------------|---------------------|----------------|
|              | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male         | 99.4%               | 59.4%          | Not Applicable      |                |
| Female       | 61.7%               | 50.5%          |                     |                |
| <b>Total</b> | <b>85.8%</b>        | <b>57.1%</b>   |                     |                |

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

|                                | Yes/No (If Yes, then give details of the mechanism in brief)  |
|--------------------------------|---|
| Permanent Workers              | Not Applicable  |
| Other than Permanent Workers   | Not Applicable  |
| Permanent Employees            | <p><b>Grievance Redressal Mechanisms at ICICI Lombard</b></p> <p>The organisation has a Whistle Blower policy in place which provides all employees an opportunity to raise any issues/grievances anonymously, where the identity of the whistleblower is kept confidential. A dedicated email ID has been created at an organisational level, to which the employees can write their concerns. A dedicated single point contact (SPOC) is assigned to look into all matters independently and fairly.</p> <p>ICICI Lombard has established a well-placed process for addressing employee grievances. An employee with a grievance can reach out to his immediate or skip manager as the first point of contact. In case of no resolution, the respective business HR is the next point of contact, responsible for investigation and resolution in a fair &amp; transparent manner. In case no satisfactory results are achieved, the employee can reach out to the regional HR, followed by the all-India HR. In case of continuing discontent, the Company appoints a Grievance Redressal Committee, consisting of three neutral members to understand the concern, investigate the matter, and provide an appropriate resolution. As a next level, the employee can reach out to the Appellate authority for appealing against the investigation outcome.</p> <p>For POSH-related matters, the employee is expected to raise it with the local HR team or to the dedicated email ID for Internal Committee. This can be escalated to the Chairperson of the Internal Committee. The final level of escalation is to the HR Head of the organisation.</p> <p>ICICI Lombard has also established other platforms to address employees' concerns and complaints. The employees can file their complaints/grievances on Reach MeBOT, or report directly to HR through their representatives. We ensure prompt and effective resolution of grievances to create a workplace of equitable hiring and eliminated discrimination against employees. In addition, ICICI Lombard provides a Fair Appeal process - a unique platform for all employees to raise their grievances related to the fairness of the performance management process. This platform provides every employee to appeal for any unfair or unjust evaluation of year-end appraisals with relevant facts and evidence. All such grievances are reviewed and assessed to provide fair and transparent findings and resolutions to such employees.</p> <p>For further appeal on any decision from a grievance redressal body, appellate authorities are available who are empowered to deliberate and decide on such matters.</p> <p>The Company also has robust mechanisms in place to safeguard the complainant against any adverse consequences. In the first place, Company maintains the utmost confidentiality of the Complainant. All related parties against whom the Complaint has been reported are sensitised of any retaliatory action against the complainant. In case any incident of retaliation is observed or brought to the notice of the management, the Company takes appropriate action on the reported matter and ensures that the complainant does not have to go through adverse consequences.</p> |
| Other than Permanent Employees |   |

## 7. Membership of employees and worker in association(s) or Unions recognised by the listed entity.

| Category                         | FY2023  |  |         | FY2022   |  |         |
|----------------------------------|---|--|---------|--|--|---------|
|                                  | Total employees/workers in respective category (A)  | No. of employees/workers in respective category, who are part of association(s) or Union (B) | % (B/A) | Total employees/workers in respective category (C) | No. of employees/workers in respective category, who are part of association(s) or Union (D) | % (D/C) |
| <b>Total Permanent Employees</b> | Nil. The company does not have any employee associations. It, however, recognises the right to freedom of association of employees. |  |         |  |  |         |
| Male                             |   |  |         |  |  |         |
| Female                           |   |  |         |  |  |         |
| <b>Total Permanent Workers</b>   |   |  |         |  |  |         |
| Male                             |   |  |         |  |  |         |
| Female                           |   |  |         |  |  |         |

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

## 8. Details of training given to employees and workers:

| Category         | FY2023         |                               |              |                      |              | FY2022        |                               |           |                      |             |
|------------------|----------------|-------------------------------|--------------|----------------------|--------------|---------------|-------------------------------|-----------|----------------------|-------------|
|                  | Total (A)      | On health and safety measures |              | On skill upgradation |              | Total (D)     | On health and safety measures |           | On skill upgradation |             |
|                  |                | No. (B)                       | % (B/A)      | No. (C)              | % (C/A)      |               | No. (E)                       | % (E/D)   | No. (F)              | % (F/D)     |
| <b>Employees</b> |                |                               |              |                      |              |               |                               |           |                      |             |
| Male             | 10,083         | 9,066                         | 89.9%        | 9,691                | 96.1%        | 9,060         | NA                            | NA        | 9,060                | 100%        |
| Female           | 2,782          | 2,147                         | 77.1%        | 2,560                | 92.1%        | 2,025         | NA                            | NA        | 2,025                | 100%        |
| <b>Total</b>     | <b>12,865</b>  | <b>11,213</b>                 | <b>87.1%</b> | <b>12,251</b>        | <b>95.2%</b> | <b>11,085</b> | <b>NA</b>                     | <b>NA</b> | <b>11,085</b>        | <b>100%</b> |
| <b>Workers</b>   |                |                               |              |                      |              |               |                               |           |                      |             |
| Male             | Not Applicable |                               |              |                      |              |               |                               |           |                      |             |
| Female           |                |                               |              |                      |              |               |                               |           |                      |             |
| <b>Total</b>     |                |                               |              |                      |              |               |                               |           |                      |             |

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

## 9. Details of performance and career development reviews of employees and workers:

| Category         | FY2023         |               |              | FY2022        |              |              |
|------------------|----------------|---------------|--------------|---------------|--------------|--------------|
|                  | Total (A)      | No. (B)       | % (B/A)      | Total (C)     | No. (D)*     | % (D/C)      |
| <b>Employees</b> |                |               |              |               |              |              |
| Male             | 10,083         | 9,821         | 97.4%        | 9,009         | 6,997        | 77.7%        |
| Female           | 2,782          | 2,630         | 94.5%        | 1,829         | 1,183        | 64.7%        |
| <b>Total</b>     | <b>12,865</b>  | <b>12,451</b> | <b>96.7%</b> | <b>10,838</b> | <b>8,180</b> | <b>75.5%</b> |
| <b>Workers</b>   |                |               |              |               |              |              |
| Male             | Not Applicable |               |              |               |              |              |
| Female           |                |               |              |               |              |              |
| <b>Total</b>     |                |               |              |               |              |              |

\*Number of employees eligible for appraisal.

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

**10. Health and safety management system:**

**a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage such system?**

Yes. The Company conducts periodic fire drills and other safety drills with strict adherence to statutory norms. The Company also conducts periodic third party audits of the safety systems. The Company makes efforts to support the employees' continued physical health and mental well-being, including coverage of employees under mediclaims and other insurance covers. With the availability of ILTakeCare App, the employees have improved access to healthcare facilities. Our exclusive program "Santulan" provides round the clock assistance to employees for improved mental and emotional well-being.

**b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

Employees are encouraged to report their grievances relating to work-related hazards to their HR Managers. The Company takes immediate actions to adopt/improve the safety-related measures. Further, employees receive internal communications and notifications on a regular basis for adopting precautionary measures in case of safety risks. Safety-related awareness sessions are also conducted. Employees across all offices receive recurring training in basic and advanced fire safety, including drills for escape in case of a fire.

**c. Whether you have processes for workers to report the work-related hazards in case of a fire and to remove themselves from such risks. (Y/N)**

There aren't any significant risks to occupational health and safety owing to the nature of operations of the firm. However, the Company recognizes risk as a component of workplace safety connected to utilities, fire, construction, etc. In all offices & branches, we have fire safety equipment installed which are periodically checked and maintained. Also periodic fire evacuation drills are conducted to train the branch staff on procedures to be followed in the event of a fire for ensuring safe exit. Additionally, all branches have designated fire marshals who are trained to take lead in such scenarios. They, in turn, report to the Branch Services and Central Admin teams in case any such incidents happen or on identification of any potential risks for mitigation.

**d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)**

ICICI Lombard provides extensive benefits, resources, and crisis support to all employees and their families. This also covers assistance with medical costs:

- Employee assistance helpline;
- Medclaim insurance (family floater cover and corporate buffer);
- ILTakeCare app offers employees a one-stop shop for mental wellness counselling, doctor consultations, and health risk assessments.
- Health and accident insurance
- Sabbatical leave, to avail breaks for education or any personal priorities
- Leave donation to colleagues in need of additional leaves for medical & other emergencies
- This is in addition to earned (privilege) leave and casual-cum-sick leave which all employees are entitled to

**11. Details of safety-related incidents, in the following format:**

| Safety Incident/Number   | Category  | FY2023         | FY2022 |
|--|-----------|----------------|--------|
| Lost Time Injury Frequency Rate (LTIFR)<br>(per one million-person hours worked) | Employees | None           | None   |
|  | Workers   | Not Applicable |        |
| Total recordable work-related injuries   | Employees | None           | None   |
|  | Workers   | Not Applicable |        |
| No. of fatalities  | Employees | None           | 2      |
|  | Workers   | Not Applicable |        |
| High consequence work-related injury or ill-health<br>(excluding fatalities)     | Employees | None           | None   |
|  | Workers   | Not Applicable |        |

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

Health, safety and well-being of employees is a priority to us. We continuously update our systems, policies, and process to adapt to the evolving work environment. We adhere to all applicable laws and regulations and maintain the utmost precaution and preventive measures across all the operating locations.

We have myriad employee wellness initiatives such as annual health check-ups (for employees), health risk assessments and advisory, medical insurance, personal accident and life covers, employee assistance helpline and accessibility to doctors, other emergency and ambulance services. ILTakeCare, our internal app designed for customers which is a one-stop shop for health risk analysis, doctor consultation & mental wellness counselling is available to all employees for free. In FY2023, there have been 5,087 downloads of ILTakeCare app by employees of the ILTakeCare App since its launch and 2,513 employees have availed the services. Expert talks and sessions relating to physical and mental health, and fitness are conducted periodically. We have also adopted initiatives like hybrid flexible working, preferred working hours (in select locations), Family Fridays, and Leave Donations to aid work-life integration & employees have increased their utilisation of employee assistance counselling services. ‘Santulan’ is our Employee Assistance Program providing 24x7 counselling hotline with free access to expert psychologists for determining effective coping mechanisms and self-care routine activities to manage stress. 236 employees availed of Santulan services in FY2023.

We seek feedback from employees on a regular basis with respect to various aspects – physical health and mental well-being – to identify gaps and devise new programs. The following employee benefits are provided to employees:

- Health and accident insurance
- Mediclaim insurance (family floater cover and corporate buffer) with option for availing Top-up
- Parental leaves – Maternity, Paternity & Adoption
- Fertility Leave
- Retirement benefits like PF, Gratuity, ESI
- Sabbatical leave: to avail breaks for education or any personal priorities

This is in addition to Earned (Privilege) Leave and Casual-cum-Sick Leave which is available to all employees.

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**13. Number of Complaints on the following made by employees and workers:**

|                    | FY2023                |                                       |         | FY2022                |                                       |         |
|--------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
|                    | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Working Conditions | None                  | None                                  | -       | None                  | None                                  | -       |
| Health & Safety    | None                  | None                                  | -       | None                  | None                                  | -       |

**14. Assessments for the year:**

|                             | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|---|
| Health and Safety Practices | There were no formal assessments of our offices carried out during FY2023 by any statutory body.      |
| Working Conditions          |   |

**15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.**

ICICI Lombard offers a secure work environment and complies with all applicable laws and rules. The Company takes immediate actions to mitigate the safety related risks identified from internal assessments or employee grievances. In FY2023, there were zero safety-related incidents and no grievances were received from the employees.

## LEADERSHIP INDICATORS

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N), (B) Workers (Y/N).**

Yes. ICICI Lombard provides group-life and group personal accident insurance to all its employees along with provident fund and gratuity. In case of death of an employee, the Company extends the proceeds under each of these benefits to family/nominee.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

The Company through its extended due-diligence undertakes appropriate steps to ensure that the value chain partners have properly withheld and deposited statutory dues.

**3. Provide the number of employees/workers having suffered high consequence work-related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

|           | Total no. of affected employees/workers |        | No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment |        |
|-----------|---|--------|---|--------|
|           | FY2023                                  | FY2022 | FY2023  | FY2022 |
| Employees | None                                    | None   | None  | None   |
| Workers   | Not Applicable                          |        |   |        |

*Note: The Company does not employ or engage with any 'worker', as defined in the guidance note on BRSR, issued by SEBI.*

**4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)**

No, ICICI Lombard does not currently offer such transition support services to its workforce. However, ICICI Lombard constantly upskills its employees through ongoing training and capability building programmes in addition to support for certification programmes with CII (Confederation of Indian Industry) and IIL (Insurance Institute of India). Further, awareness sessions are conducted periodically to apprise the employees on sector-leading best practices for enhancing the overall core competencies of the employees, The Company is confident that these efforts assist its employees in acquiring the required skills to remain employable in the sector.

In addition the company allows for sabbatical for its eligible employees and return to workforce is guaranteed for returning employees on completion of the sabbatical period.

**5. Details on assessment of value chain partners:**

|                             | % of value chain partners (by value of business done with such partners) that were assessed   |
|-----------------------------|---|
| Health and Safety Practices | The Company requires all of its value chain partners to abide by the applicable laws and regulations, including those governing the working conditions and health and safety procedures. These requirements are expressly stated in the procurement contracts. Therefore, the Company has not made any detailed assessments regarding the working conditions and health and safety procedures used by value chain partners. |
| Working Conditions          |   |

**6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.**

Not Applicable; No corrective action plan has been necessitated on the above-mentioned parameters.

**PRINCIPLE 4:**

**Businesses should respect the interests of and be responsive to all its stakeholders**

**ESSENTIAL INDICATORS**

**1. Describe the processes for identifying key stakeholder groups of the entity.**

The social and ecological surroundings in which ICICI Lombard conducts business are entwined with various stakeholder groups like employees, customers, investors, community, etc. In order to create value for all the stakeholder groups, the Company ensures to maintain continued stakeholder trust.

ICICI Lombard continuously engages with all its stakeholders through various channels to further their sustainability agenda by undertaking various strategies and objectives. The anticipated goals for the Company include economic and ecological sustainability, as well as a future that is safe from all plausible risks. ICICI Lombard carried out a thorough stakeholder analysis research to rank the risks according to how they affect the business' operations and how much influence they have over it.

The Company strives to maintain strong relationship with the investors who contribute to our capital basis their understanding of our business and our constant commitment to create value for them. Our customer-centric approach is a reflection of our commitment to our customers. Our commitment towards our shareholders is reflected through sustained value created for all. We further closely engage with industry stalwarts, regulatory bodies and academicians amongst many others to understand the evolving market trends.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

| Stakeholder Group        | Whether identified as Vulnerable & Marginalised Group (Yes/No)               | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other   | Frequency of engagement (Annually/Half yearly/ Quarterly/others – please specify)  | Purpose and scope of engagement including key topics and concerns raised during such engagement   |
|--------------------------|--|---|--|---|
| Customer                 | Yes, if they qualify based on specified criteria such as income, gender etc. | <ul style="list-style-type: none"> <li>Engagement at all stages of product life cycle</li> <li>Multi-channel engagement mechanism - phone, digital channel, trained customer relationship managers</li> <li>Sales, service and claims processes on digital platform</li> <li>Regular measurement of customer satisfaction</li> </ul>  | Frequent and need-based  | <ul style="list-style-type: none"> <li>Product pricing</li> <li>ESG Products and Services</li> <li>Health and Well-Being</li> <li>Innovation and Digitisation</li> <li>Data Privacy and Security</li> <li>Customer Relationship Management</li> <li>Transparency</li> </ul>     |
| Shareholders & Investors | No   | <ul style="list-style-type: none"> <li>Quarterly financial statements</li> <li>Investor presentations</li> <li>Annual report</li> <li>Annual General Meeting</li> <li>Investor/Analyst meet (to discuss Financial performance and ESG initiatives)</li> <li>Press conferences and media releases</li> <li>ESG report</li> <li>Announcement through stock exchanges</li> </ul> | <ul style="list-style-type: none"> <li>Quarterly</li> <li>Need-basis</li> <li>Annually</li> <li>Annually</li> <li>Frequent and Need-basis</li> <li>Need-basis</li> <li>Annually</li> <li>Need-basis</li> </ul> | <ul style="list-style-type: none"> <li>Responsible Investment</li> <li>Economic Performance</li> <li>Enterprise Risk Management</li> <li>Disaster Resilience and Adaptation to Climate Change</li> <li>Operational Eco-efficiency</li> <li>Climate Change Mitigation</li> </ul> |



| Stakeholder Group                         | Whether identified as Vulnerable & Marginalised Group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other   | Frequency of engagement (Annually/Half yearly/Quarterly/others – please specify)   | Purpose and scope of engagement including key topics and concerns raised during such engagement  |
|---|--|---|--|--|
| Government and regulator                  | No   | <ul style="list-style-type: none"> <li>Directives and circulars</li> <li>Meetings/discussions</li> <li>Press releases</li> <li>Written communication</li> <li>Presentations</li> <li>Workshops</li> <li>Submission of reports and returns</li> <li>Workshop by regulators</li> </ul>  | Frequent and need-based  | <ul style="list-style-type: none"> <li>Human Rights</li> <li>Public Policy Advocacy</li> <li>Climate Change Mitigation</li> <li>Board Composition and Processes</li> <li>Compliance</li> </ul>   |
| KMP & Employees                           | No   | <ul style="list-style-type: none"> <li>Town hall meetings</li> <li>HR portal and intranet</li> <li>Performance update</li> <li>Workshops, learning and training interventions</li> <li>Wellness initiatives</li> <li>Internal publications, circulars, posters, videos and e-mails</li> <li>Employee Satisfaction &amp; Engagement Survey - Vishwas</li> <li>Live interactive sessions by the MD &amp; CEO, Vertical Heads, Skip Managers, HR</li> <li>DEI Initiatives</li> <li>Branch visits by HR</li> <li>Communication on salient company policies &amp; benefits on company MS Teams channel &amp; WhatsApp Communication Board</li> </ul> | <ul style="list-style-type: none"> <li>Quarterly</li> <li>On-Going</li> <li>Annually</li> <li>Regular</li> <li>Regular</li> <li>As &amp; when required</li> <li>Annually</li> <li>Regular</li> </ul> | <ul style="list-style-type: none"> <li>Assessment of effectiveness of learning and development</li> <li>Fair remuneration practices; equal employment opportunities</li> <li>Effective performance management and recognition</li> <li>Career growth</li> <li>Diverse, inclusive and enabling work culture</li> <li>Work-life balance</li> <li>Fair Workplace</li> <li>Occupational Health, Safety and Well-Being</li> <li>Fair Pay</li> <li>Talent Attraction and Retention</li> <li>Diversity and Inclusion</li> </ul> |
| Channel partners and distributor/ Vendors | No   | <ul style="list-style-type: none"> <li>Meets, workshops, conferences and forums</li> <li>One-to-one meetings</li> <li>Telephonic and e-mail communication</li> <li>Channel partner management portals</li> <li>Periodic visits</li> </ul>   | Frequent and need-based  | <ul style="list-style-type: none"> <li>Product Pricing</li> <li>Data Privacy and Security</li> <li>Innovation and Digitisation</li> </ul>  |
| Communities                               | Yes  | <ul style="list-style-type: none"> <li>Community projects</li> <li>Employee volunteerism</li> <li>Awareness workshops</li> <li>Interaction through branch network</li> </ul>  | Frequent and need-based  | <ul style="list-style-type: none"> <li>Community Development</li> <li>Financial Inclusion</li> </ul>   |

## LEADERSHIP INDICATORS

- 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

Through various channels, the Company diligently engages with different stakeholder groups throughout the year for ensuring two-way communication. The feedbacks from the stakeholder engagement is reported to management level ESG Committee by the employee level committees. The Board Committee on CSR & Sustainability oversees the effective implementation of the consultation channels for facilitating active engagement with stakeholders on the material topics on economic, environmental and social aspects.

- 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes. ICICI Lombard, in alignment with its principles and brand motto of *Fulfilling Promises* have established channels for active engagement with all stakeholder groups. It is through this continued practice that the Company is offering the competitive edge with the brand trust. We interact with critical stakeholders on a regular basis to ensure that our business is aligned with the stakeholder interests in a sustainable manner while being a profitable proposition. Based on such discussions with the investment community, we have aligned our goals on environmental management to support the global transition to a low-carbon economy and have also gone ahead and amended our Policies and internal systems for environmental management as a responsible business brand.

- 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalised stakeholder groups.**

We, at ICICI Lombard, have fostered an active engagement channel with community for addressing any grievances relating to our operations and community development programs.

**PRINCIPLE 5:**

**Businesses should respect and promote human rights**

**ESSENTIAL INDICATORS**

1. **Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

| Category               | FY2023         |                                      |             | FY2022        |                                      |             |
|------------------------|----------------|--------------------------------------|-------------|---------------|--------------------------------------|-------------|
|                        | Total (A)      | No. of employees/workers covered (B) | % (B/A)     | Total (C)     | No. of employees/workers covered (D) | % (D/C)     |
| Permanent              | 12,865         | 12,865                               | 100%        | 11,085        | 11,085                               | 100%        |
| Other than permanent   | NA             | NA                                   | NA          | NA            | NA                                   | NA          |
| <b>Total Employees</b> | <b>12,865</b>  | <b>12,865</b>                        | <b>100%</b> | <b>11,085</b> | <b>11,085</b>                        | <b>100%</b> |
| Permanent              | Not Applicable |                                      |             |               |                                      |             |
| Other than permanent   |                |                                      |             |               |                                      |             |
| <b>Total Workers</b>   |                |                                      |             |               |                                      |             |

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

The training above pertains to the Code of Conduct of the Company

2. **Details of minimum wages paid to employees and workers, in the following format:**

| Category                    | FY2023         |                       |         |                        |         | FY2022    |                       |         |                        |         |
|-----------------------------|----------------|-----------------------|---------|------------------------|---------|-----------|-----------------------|---------|------------------------|---------|
|                             | Total (A)      | Equal to Minimum Wage |         | More than Minimum Wage |         | Total (D) | Equal to Minimum Wage |         | More than Minimum Wage |         |
|                             |                | No. (B)               | % (B/A) | No. (C)                | % (C/A) |           | No. (E)               | % (E/D) | No. (F)                | % (F/D) |
| <b>Employees</b>            |                |                       |         |                        |         |           |                       |         |                        |         |
| Permanent and Non-Permanent | 14,417         | 1,552                 | 10.8%   | 12,865                 | 89.2%   | 12,773    | 1,688                 | 13.2%   | 11,085                 | 86.8%   |
| Male                        | 11,026         | 943                   | 8.6%    | 10,083                 | 91.4%   | 10,163    | 1,103                 | 10.9%   | 9,060                  | 89.1%   |
| Female                      | 3,391          | 609                   | 18.0%   | 2,782                  | 82.0%   | 2,610     | 585                   | 22.4%   | 2,025                  | 77.6%   |
| <b>Workers</b>              |                |                       |         |                        |         |           |                       |         |                        |         |
| Other than Permanent        | Not Applicable |                       |         |                        |         |           |                       |         |                        |         |
| Male                        |                |                       |         |                        |         |           |                       |         |                        |         |
| Female                      |                |                       |         |                        |         |           |                       |         |                        |         |

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

3. **Details of remuneration/salary/wages, in the following format:**

|   | Male           |  | Female |  |
|---|----------------|--|--------|--|
|   | Number         | Median remuneration/salary/wages of respective category (₹ in million) | Number | Median remuneration/salary/wages of respective category (₹ in million) |
| <b>Board of Directors (BoD)</b>                       |                |  |        |  |
| Executive Directors <sup>1</sup>                      | 3              | 33.30  | -      | -  |
| Non-executive, Independent Directors <sup>2</sup>     | 5              | 3.00   | 1      | 3.10   |
| Non-executive, Non-independent Directors <sup>3</sup> | 2              | -  | -      | -  |
| Key Managerial Personnel <sup>4</sup>                 | 5              | 30.30  | -      | -  |
| Employees other than BoD and KMP                      | 10,078         | 0.58   | 2,782  | 0.46   |
| Workers <sup>5</sup>                                  | Not Applicable |  |        |  |

1. Details pertaining to Whole-time Directors of the Company

2. The median remuneration of Non-executive, Independent Directors is calculated after considering sitting fees paid for attending the Board and Committee Meetings and remuneration in form of profit related commission paid, during FY2023.

3. Non-executive, Non-independent Directors do not draw any remuneration from the Company.

4 Key Managerial Personnel, as specified in Section 203(1) of the Companies Act 2013, includes Managing Director & Chief Executive Officer, Wholetime Directors, Chief Financial Officer and Company Secretary.

5. The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

**4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes. The Company has Whistle Blower policy in place to encourage employees to report issues without fear of retaliation, discrimination, or disadvantage. Through designated channels, the employees may report their concerns to the Chairman, the Company's Audit Committee, or the Chief Compliance Officer. The employees may further report their grievances to the local HR team and in case of non-satisfactory resolution, may reach out to regional and also the national HR team. Additionally, POSH Members serve as the focal point for resolving issues related to discrimination and its effects.

The Company's Whistle Blower policy is available on the website. The link for the same is provided below:

[https://www.icicilombard.com/docs/default-source/policies-of-the-company/whistle-blower-policy.pdf?sfvrsn=39fd6bad\\_11](https://www.icicilombard.com/docs/default-source/policies-of-the-company/whistle-blower-policy.pdf?sfvrsn=39fd6bad_11)

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues.**

The Organisation has multiple policies and platforms to address the employee grievances related to human rights. These are as under:

- a. **Reach Me BOT:** It is an AI platform which is available with the employees 24\*7 to raise their concerns and solve queries. It also enables the employees to be redirected to the concerned SPOCs/Authorities for related matters.
- b. **Dedicated HR SPOCS (Geography/Business group-wise):** Every geography/business function has a dedicated HR SPOC who can be reached out by respective employees to raise any concerns or grievances with respect to any human rights issue, or otherwise. In case the issue remains unresolved, an escalation matrix is defined to enable employees to reach out to next level authorities.
- c. **Whistle Blower (WB) Policy:** The organisation has a WB policy in place which provides all employees to an option and opportunity to raise any issues/grievances anonymously, where the identity of the whistle blower is kept confidential. A dedicated email ID has been created at an Organisational level, writing to which the employees can express their concerns. A dedicated SPOC is assigned to look into all matters independently and fairly.
- d. **Prevention of Sexual Harassment Guidelines (POSH):** With an aim to provide a safe and equal opportunity to both the genders, the organisation has in place the guidelines for POSH. The Organisation aims to create awareness from time to time so that any untoward situation of harassment is witnessed, one can reach out to the Internal Committee of the Organisation by writing to the dedicated email ID. Employees can also reach out to the HR team alternatively to report the matter. An Internal committee is formed for each reported instance as prescribed by POSH Act to conduct investigation and take necessary action, as and when required.
- e. **Fair Appeal:** The Organisation provides this unique platform to all employees to raise their grievances related to fairness of performance management process. This platform provides every employee to appeal for any unfair or unjust evaluation of year end appraisals with relevant facts and evidences. All such grievances are reviewed and assessed to provide fair and transparent findings and resolutions to such employees.
- f. **Appellate Authority:** In case the employee having grievance is not satisfied with the outcome of any of the investigation conducted or resolution provided, then one has the option of appealing against the same to the Appellate Authority of the Organisation.

**6. Number of Complaints on the following made by employees and workers:**

|                                   | FY2023                |                                       |  | FY2022                |                                       |  |
|-----------------------------------|-----------------------|---------------------------------------|--|-----------------------|---------------------------------------|--|
|                                   | Filed during the year | Pending resolution at the end of year | Remarks  | Filed during the year | Pending resolution at the end of year | Remarks  |
| Sexual Harassment                 | 6                     | 2                                     | The Company, through the policy ensures that all such complaints are resolved within defined timelines | 5                     | 3                                     | The Company, through the policy ensures that all such complaints are resolved within defined timelines |
| Discrimination at workplace       | None                  | None                                  | None   | None                  | None                                  | -  |
| Child Labour                      | None                  | None                                  | None   | None                  | None                                  | -  |
| Forced Labour/Involuntary Labour  | None                  | None                                  | None   | None                  | None                                  | -  |
| Wages                             | 1                     | None                                  | None   | None                  | None                                  | -  |
| Other human rights related issues | None                  | None                                  | None   | None                  | None                                  | -  |

**7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

To safeguard the complainant against any adverse consequences, Company maintains utmost confidentiality of the Complainant. All related parties against whom the Complaint has been reported are sensitised of any retaliatory action against the complainant. In case any incident of retaliation is observed or brought to notice of the management, Company takes appropriate action on the reported matter and ensures that the complainant does not undergo adverse consequences.

**8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes, various human rights principles form a part of the Company's business agreements and contracts as and where relevant.

**9. Assessments for the year:**

|                             | % of your plants and offices that were assessed (by entity or statutory authorities or third parties)   |
|-----------------------------|---|
| Child labour                | The business does not employ child labour, forced labour, involuntary labour, or any other sort of discriminatory hiring practices. ICICI Lombard complies with all relevant legal requirements. However, during the reporting period, no external audits were carried out. |
| Forced/involuntary labour   |   |
| Sexual harassment           |   |
| Discrimination at workplace |   |
| Wages                       |   |
| Others – please specify     |   |

**10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.**

Not Applicable. During the reporting period, the Company was not involved in any instances of any such risks/concerns. Consequently, no corrective action was required.

## LEADERSHIP INDICATORS

**1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.**

Human Rights opportunities and challenges are constantly reviewed by the Company. The Company has put in place strong mechanisms and policies to reduce incidents of unfair treatment, unprofessional behaviour, bias, workplace harassment, intimidation, threatening behaviour, discrimination, and so on. In addition, the Company has established an effective mechanism for dealing with grievances/complaints and ensuring that appropriate actions are taken. All of the Company's policies have been authorised by the Board/the Board committee/senior management, and they are periodically submitted to internal audits and reviews. The Company's processes and policies are revised based on feedback, audits, and reviews to make sure the policies are thorough, clear, and representative of the Company's core values. The Company has not witnessed a requirement for its business process to be modified/introduced as it has not faced any human rights grievances/complaints. In FY2023, there were no reported incidents of any kind of discrimination, and also no operations were identified to have significant risk of child and forced labour.

**2. Details of the scope and coverage of any Human rights due-diligence conducted.**

All the Company's policies and processes are pre-approved by the Board/the Board Committee/the Senior Management of the Company. Internal audits and evaluations of the Company's policies and procedures are periodically conducted. The organisation ensures compliance with all relevant regulations at regular intervals through audits and due-diligence mechanism.

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

All the premises/offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

**4. Details on assessment of value chain partners:**

|                                  | <b>% of value chain partners<br/>(by value of business done with such partners) that were assessed</b>  |
|----------------------------------|---|
| Sexual Harassment                | The value chain partners of ICICI Lombard are expected to adhere to all applicable rules and regulations. No particular evaluation of value chain partners has been done for this reporting period. |
| Discrimination at Workplace      |   |
| Child Labour                     |   |
| Forced Labour/Involuntary Labour |   |
| Wages                            |   |
| Others – please specify          |   |

**5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.**

Not Applicable. During the reporting period, the Company was not involved in any assessments for value chain partners. However, the Company has expressly stated the compliance in the agreements/contracts making it essential for the value chain partners to adhere to the standards for continued business.

**PRINCIPLE 6:**

**Businesses should respect and make efforts to protect and restore the environment**

**ESSENTIAL INDICATORS**

**1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

| Parameter   | Unit                          | FY2023           | FY2022           |
|---|-------------------------------|------------------|------------------|
| Total electricity consumption (A)   | GJ                            | 36,322.15        | 27,277.76        |
|   | MWh                           | 10,089.49        | 7,577.16         |
| Total fuel consumption (B)  | GJ                            | 1,087.08         | 691.39           |
|   | MWh                           | 302.08           | 192.05           |
| Energy consumption through other sources (C)  | GJ                            | NA               | NA               |
|   | MWh                           | NA               | NA               |
| <b>Total energy consumption (A+B+C)</b>   | <b>GJ</b>                     | <b>37,409.62</b> | <b>27,969.15</b> |
|   | <b>MWh</b>                    | <b>10,391.56</b> | <b>7,769.21</b>  |
| Energy intensity per rupee of turnover<br>(Total energy consumption/turnover in rupees) | GJ/million rupees of turnover | 0.17             | 0.15             |
| Energy intensity (optional) – the relevant metric may be selected by the entity         | GJ/ Headcount                 | 2.59             | 2.20             |

Turnover = GWP

**Note:** Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

An independent external assurance provider Deloitte Haskins & Sells LLP (“DHSLLP”) has also assured the GHG Emissions accounting. This ‘limited assurance’ was conducted as per the requirements of International Standard on Assurance Engagements (ISAE) 3410 — “Assurance Engagements on Greenhouse Gas Statement”.

**2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Not applicable.

**3. Provide details of the following disclosures related to water, in the following format:**

| Parameter   | FY2023 | FY2022 |
|---|--------|--------|
| Water withdrawal by source (in kilolitres)  |        |        |
| (i) Surface Water   | NA     | NA     |
| (ii) Ground Water   |        |        |
| (iii) Third Party Water   |        |        |
| (iv) Seawater/Desalinated Water   |        |        |
| (v) Others  |        |        |
| <b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>       |        |        |
| <b>Total volume of water consumption (in kilolitres)</b>                              |        |        |
| <b>Water intensity per rupee of turnover (Water consumed/turnover)</b>                |        |        |
| <b>Water intensity (optional) – the relevant metric may be selected by the entity</b> |        |        |

ICICI Lombard’s business is service-oriented and all the water requirements are only for domestic purposes. The Company however, ensures the judicious usage of water resources across all its key offices. Thus, no independent assessment was undertaken. The Company also replenishes water by means of rainwater harvesting at its Prabhadevi Office saving 9.3 million litres of water during the reporting period. The Company is also taking measures to monitor water-usage across operations.

**Note:** Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

4. **No, the Company did not take up any audits for water-related disclosures in the BRSR Report in FY2023. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

ICICI Lombard does not have a Zero Liquid Discharge mechanism at present owing to its nature of operations.

5. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

| Parameter                           | Unit   | FY2023 | FY2022 |
|-------------------------------------|--------|--------|--------|
| NOx                                 |        | NA     | NA     |
| SOx                                 | mg/Nm3 |        |        |
| Particulate matter (PM)             | mg/Nm3 |        |        |
| Persistent organic pollutants (POP) |        |        |        |
| Volatile organic compounds (VOC)    |        |        |        |
| Hazardous air pollutants (HAP)      |        |        |        |
| Others - please specify             |        |        |        |

Turnover = GDP

**Note:** Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

6. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

| Parameter   | Unit   | FY2023   | FY2022   |
|---|--|----------|----------|
| <b>Total Scope 1 emissions</b><br>(Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) | Metric tonnes of CO <sub>2</sub> equivalent                                | 867.80   | 747.98   |
| <b>Total Scope 2 emissions</b><br>(Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) | Metric tonnes of CO <sub>2</sub> equivalent                                | 6,480.44 | 5,564.92 |
| <b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>  | Metric tonnes of CO <sub>2</sub> equivalent per million rupees of turnover | 0.0338   | 0.0340   |
| <b>Total Scope 1 and Scope 2 emission intensity</b> (optional)– the relevant metric may be selected by the entity   | Metric tonnes of CO <sub>2</sub> equivalent per employee                   | 0.51     | 0.49     |

**Note:** Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

An independent external assurance provider Deloitte Haskins & Sells LLP (“DHSLLP”) has also assured the GHG Emissions accounting. This ‘limited assurance’ was conducted as per the requirements of International Standard on Assurance Engagements (ISAE) 3410 — “Assurance Engagements on Greenhouse Gas Statement”.

7. **Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

The Company is progressing towards adopting sustainable business practices and transitioning to low environmental footprint. The Company proactively encourages digital transactions and has built a robust digital infrastructure leading to paperless transactions. The Company has implemented organisational-wide initiatives to cut energy use by utilising videoconferencing, energy-efficient lighting and workstations, and educating employees about energy conservation. The Company conducts energy audits to identify potential energy saving initiatives and has acted on the results of the audits in FY2023. In addition the Company is also procuring renewable energy for its headquarters in Prabhadevi, Mumbai. As part of Company’s CSR programmes, a project of installing solar panel across underprivileged 95 schools in Mumbai was initiated. Further, the Company also installs water purifiers under its flagship program Niranjali, which also presents an opportunity to reduce GHG emissions.



**8. Provide details related to waste management by the entity, in the following format:**

| Parameter  | FY2023 | FY2022 |
|--|--------|--------|
| <b>Total Waste Generated (in Metric Tonnes)</b>  |        |        |
| Plastic waste (A)  | NA     | NA     |
| E-waste (B)  |        |        |
| Bio-medical waste (C)  |        |        |
| Construction and demolition waste (D)  |        |        |
| Battery waste (E)  |        |        |
| Radioactive waste (F)  |        |        |
| Other Hazardous waste. Please specify, if any. (G)   |        |        |
| Other Non-hazardous waste generated (H).<br>Please specify, if any.<br>(Break-up by composition i.e., by materials relevant to the sector)     |        |        |
| <b>Total (A + B + C + D + E + F + G + H)</b>   |        |        |
| <b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b> |        |        |
| <b>Category of Waste</b>   | NA     | NA     |
| (i) Recycled   |        |        |
| (ii) Re-used   |        |        |
| (iii) Other recovery operations  |        |        |
| <b>Total</b>   |        |        |
| <b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>                              |        |        |
| <b>Category of Waste</b>   | NA     | NA     |
| (i) Incineration   |        |        |
| (ii) Landfilling   |        |        |
| (iii) Other disposal operations  |        |        |
| <b>Total</b>   |        |        |

**Note:** Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

**9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

Policy on Environment Management outlines the Company's commitment for managing and reducing direct environmental impact. Paper and electronic waste are the primary waste streams of ICICI Lombard's operations. The Company has reduced the usage of paper drastically since 2019 levels and is working towards the transition to paperless operations.

E-waste generated at the Company level are handed over to authorised recyclers for safe disposal and extended life. ICICI Lombard has established waste management practices for effective handling and disposal of waste generated due to operations. In FY2023, 8.49 Metric tonnes of e-waste were disposed through authorised vendors.

**10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

| S. No. | Location of operations/offices | Type of operations | Whether the conditions of environmental approval / clearance are being complied with? (Y/N)<br>If no, the reasons thereof and corrective action taken, if any. |
|--------|--------------------------------|--------------------|--|
|--------|--------------------------------|--------------------|--|

No, the Company does not have any offices near or in ecologically sensitive areas. All offices, however, are located in buildings that have the necessary building legal permits and are in compliance with local municipal regulations.

**11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

| Name and brief details of project | EIA Notification No. | Date | Whether conducted by independent external agency (Yes / No) | Results communicated in public domain (Yes / No) | Relevant Web link |
|-----------------------------------|----------------------|------|---|--|-------------------|
|-----------------------------------|----------------------|------|---|--|-------------------|

Not Applicable owing to the nature of the business.

**12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

| S. No. | Specify the law / regulation / guidelines which was not complied with | Provide details of the non-compliance | Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts | Corrective action taken, if any |
|--------|---|---------------------------------------|---|---------------------------------|
|--------|---|---------------------------------------|---|---------------------------------|

ICICI Lombard complies with all applicable environmental laws, rules, and guidelines in India, including the Environment Protection Act and Rules, the Air (Prevention and Control of Pollution) Act, and the Water (Prevention and Control of Pollution) Act. The Company did not encounter any instances of non-compliances to the above mentioned laws and regulations.

## LEADERSHIP INDICATORS

**1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:**

| Parameter   | FY2023              | FY2022              |
|---|---------------------|---------------------|
| <b>From renewable sources (GJ)</b>                              |                     |                     |
| Total electricity consumption (A)                               | 7,520.19 GJ         | 1,918.64 GJ         |
| Total fuel consumption (B)                                      | -                   | -                   |
| Energy consumption through other sources (C)                    | -                   | -                   |
| <b>Total energy consumed from renewable sources (A+B+C)</b>     | <b>7,520.19 GJ</b>  | <b>1,918.64 GJ</b>  |
| <b>From non-renewable sources (GJ)</b>                          |                     |                     |
| Total electricity consumption (D)                               | 28,801.96 GJ        | 25,359.12 GJ        |
| Total fuel consumption (E)                                      | 1,087.48 GJ         | 691.39 GJ           |
| Energy consumption through other sources (F)                    | -                   | -                   |
| <b>Total energy consumed from non-renewable sources (D+E+F)</b> | <b>29,889.43 GJ</b> | <b>26,050.51 GJ</b> |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

An independent external assurance provider Deloitte Haskins & Sells LLP ("DHSLLP") has also assured the GHG Emissions accounting. This 'limited assurance' was conducted as per the requirements of International Standard on Assurance Engagements (ISAE) 3410 — "Assurance Engagements on Greenhouse Gas Statement".

**2. Provide the following details related to water discharged:**

| Parameter  | FY2023 | FY2022 |
|--|--------|--------|
| <b>Water discharge by destination and level of treatment (in kilolitres)</b> |        |        |
| (i) To Surface water   | NA     | NA     |
| - No treatment   |        |        |
| - With treatment – please specify level of treatment                         |        |        |
| (ii) To Groundwater  |        |        |
| - No treatment   |        |        |
| - With treatment – please specify level of treatment                         |        |        |
| (iii) To Seawater  |        |        |
| - No treatment   |        |        |
| - With treatment – please specify level of treatment                         |        |        |

| Parameter  | FY2023 | FY2022 |
|--|--------|--------|
| (iv) Sent to third-parties                           | NA     | NA     |
| - No treatment                                       |        |        |
| - With treatment – please specify level of treatment |        |        |
| (v) Others   |        |        |
| - No treatment                                       |        |        |
| - With treatment – please specify level of treatment |        |        |
| <b>Total water discharged (in kilolitres)</b>        |        |        |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company has not undertaken any evaluation for the above disclosures in FY2023.

Water consumption in ICICI Lombard is limited to domestic purposes and discharged to municipal body treatment systems for effective disposal of waste water.

### 3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility/plant located in areas of water stress, provide the following information:

(i) Name of the area

(ii) Nature of operations

(iii) Water withdrawal, consumption and discharge in the following format:

| Parameter   | FY2023 | FY2022 |
|---|--------|--------|
| Water withdrawal by source (in kilolitres)  | NA     | NA     |
| (i) Surface water   |        |        |
| (ii) Groundwater  |        |        |
| (iii) Third party water   |        |        |
| (iv) Seawater/desalinated water   |        |        |
| (v) Others  |        |        |
| <b>Total volume of water withdrawal (in kilolitres)</b>                               |        |        |
| <b>Total volume of water consumption (in kilolitres)</b>                              |        |        |
| <b>Water intensity per rupee of turnover (Water consumed/turnover)</b>                |        |        |
| <b>Water intensity (optional)</b> – the relevant metric may be selected by the entity |        |        |
| <b>Water discharge by destination and level of treatment (in kilolitres)</b>          |        |        |
| (i) Into Surface water  |        |        |
| - No treatment  |        |        |
| - With treatment – please specify level of treatment                                  |        |        |
| (ii) Into Groundwater   |        |        |
| - No treatment  |        |        |
| - With treatment – please specify level of treatment                                  |        |        |
| (iii) Into Seawater   |        |        |
| - No treatment  |        |        |
| - With treatment – please specify level of treatment                                  |        |        |
| (iv) Sent to third-parties  |        |        |
| - No treatment  |        |        |
| - With treatment – please specify level of treatment                                  |        |        |
| (v) Others  |        |        |
| - No treatment  |        |        |
| - With treatment – please specify level of treatment                                  |        |        |
| <b>Total water discharged (in kilolitres)</b>   |        |        |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No, the Company has not undertaken any assessment for the above disclosures in FY2023.

ICICI Lombard has various programmes to minimise the usage of freshwater in operations. The company sensitises employees on effective usage of water resources and also harvests rain water. ICICI Lombard operating locations in water stressed regions are proactively involved in water stewardship programmes leading to lower environmental footprint

**4. Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Scope 3 emissions include: Category 1 (Purchased Goods & Services), Category 3 (Fuel and energy-related activities), Category 5 (waste generated in operations), Category 6 (Business travel) and Category 7 (Employee commuting).

| Parameter  | Unit  | FY2023   | FY2022   |
|--|---|----------|----------|
| <b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) | Metric tonnes of CO <sub>2</sub> equivalent | 6,589.60 | 5,379.73 |
| <b>Total Scope 3 emissions per rupee of turnover</b>   | Metric tonnes of CO <sub>2</sub> equivalent | 0.0303   | 0.0290   |
| <b>Total Scope 3 emission intensity (optional)</b> – the relevant metric may be selected by the entity   | -   | -        | -        |

*Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency*

An independent external assurance provider Deloitte Haskins & Sells LLP (“DHSLLP”) has also assured the GHG Emissions accounting. This ‘limited assurance’ was conducted as per the requirements of International Standard on Assurance Engagements (ISAE) 3410 — “Assurance Engagements on Greenhouse Gas Statement”.

**5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.**

Not Applicable, as the Company does not have any offices near or in ecologically sensitive areas.

**6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide**

| Sr. No. | Initiative undertaken                         | Details of the initiative (Web-link, if any, may be provided along with summary)     | Outcome of the initiative   |
|---------|---|--|---|
| 1.      | Use of energy efficient LEDs and workstations | The Company has installed LED Fixtures in access offices.                            | 259 Branches with 100% LED lightings. Overall 97.1% of area LEDfied till date                                 |
| 2.      | Procurement of Renewable Energy               | ICICI Lombard is procuring renewable energy for operations of head office at Mumbai. | Total Renewable Electricity Consumption = 2,088.94 MWh Total emissions avoided = 1,692.04 MTCO <sub>2</sub> e |

**7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/web-link.**

ICICI Lombard has a well-defined Business Continuity Management (BCM) policy and a robust BCM plan in place to protect from unforeseen events or uncertainties. The Board-approved BCM policy offers broad guidelines to recover and restore information, resume operations and maintaining business continuity during various incidents that could have a negative impact on continuity and could be caused by nature, technology, or humans, including diseases like global pandemics or epidemics, etc. Due to the fact that disruptions can occur at any time, the Company has created a plan for business continuity management (BCM) in order to lessen the negative consequences of one of the key types of operational risk, business disruption and system failures.

**8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**

Given the nature of business, there were no reported negative impacts from the Company’s activities on the environmental resources.

**9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

The Company actively engages with the value-chain partners for communicating the sustainability goals. In addition, the Company has also aligned its sustainability objectives in line with the interest of the critical stakeholder groups. The Company did not take up any assessments for evaluating the environmental impacts of the value chain partners. However, ICICI Lombard has expressly stated the compliance to the statutory laws and regulations in business contracts/agreements.

**PRINCIPLE 7:**

**Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**ESSENTIAL INDICATORS**

**1. a. Number of affiliations with trade and industry chambers/associations.**

ICICI Lombard is a member of 3 trade and industry chamber/association.

**b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.**

| Sr. No. | Name of the trade and industry chambers/associations   | Reach of trade and industry chambers/associations (State/National) |
|---------|--|--|
| 1       | Indian Merchants Chamber                               | National   |
| 2       | Confederation of Indian Industry                       | National   |
| 3       | Federation of Indian Chambers of Commerce and Industry | National   |

**2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.**

During the reporting period, the Company was not involved in any instances of anti-competitive behaviour.

**LEADERSHIP INDICATORS**

**1. Details of public policy positions advocated by the entity:**

| Sr. No. | Public policy advocated | Method resorted for such advocacy | Whether information available in public domain? (Yes/No) | Frequency of Review by Board (Annually/Half yearly/Quarterly/ Others – please specify) | Web-Link, if available |
|---------|-------------------------|-----------------------------------|--|--|------------------------|
| -       | -                       | -                                 | -  | -  | -                      |

ICICI Lombard actively engages in the public policy advocacy to strengthen the policy and governance framework in the sector. The Company also offers its knowledge and insights to help address social and regulatory issues. Through trade organisations and associations, the Company offers expertise to shape public policy in various areas of governance, finance, social development among many others.

**PRINCIPLE 8:**

**Businesses should promote inclusive growth and equitable development**

**ESSENTIAL INDICATORS**

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

| Name and brief details of project | SIA Notification No. | Date of notification | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes/No) | Relevant Web-link  |
|-----------------------------------|----------------------|----------------------|---|--|--|
| Ride to Safety                    | -                    | -                    | Yes   | Yes  | <a href="http://www.icicilombard.com/about-us/csr">www.icicilombard.com/about-us/csr</a> |
| Caring Hands                      | -                    | -                    | Yes   | Yes  |  |
| Niranjali                         | -                    | -                    | Yes   | Yes  |  |

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:**

| Sr. No.        | Name of Project for which R&R is ongoing | State | District | No. of Project Affected Families (PAFs) | % of PAFs covered by R&R | Amounts paid to PAFs in the FY (In INR) |
|----------------|--|-------|----------|---|--------------------------|---|
| Not Applicable |  |       |          |   |                          |   |

3. **Describe the mechanisms to receive and redress grievances of the community.**

ICICI Lombard has a well-defined grievance mechanism in place to understand and resolve complaints from all its stakeholders. The company encourages the community members to report their grievances or concerns to the NGO partners. The Company works closely with the NGO partners for addressing the grievances and initiating appropriate actions.

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

| Parameter  | FY2023 | FY2022 |
|--|--------|--------|
| Directly sourced from MSMEs/ small producers               | NA     | NA     |
| Sourced directly from within the district and neighbouring |        |        |

## LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

| Details of negative social impact identified                          | Corrective action taken |
|---|-------------------------|
| No social negative impacts were identified from SIA studies reported. |                         |

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

CSR initiatives of the Company are conducted in various locations e.g. Mumbai, Pune, Delhi, Ahmedabad, Bangalore, Chennai, Hyderabad, Kolkata, Ludhiana, Nagpur, Agartala and Patna.

| Sr. No. | State | Aspirational District | Amount spent (In INR) |
|---------|-------|-----------------------|-----------------------|
| -       | -     | -                     | -                     |

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No, the Company does not have a preferential procurement policy. Owing to the nature of business, its resource consumption is restricted to conducting operations. To encourage inclusive growth and equitable development, the company supports equal opportunity for vendors, particularly suppliers from disadvantaged or marginalised groups. The Company participates in a variety of CSR initiatives to advance social and economic well-being.

(b) From which marginalized /vulnerable groups do you procure? NA

(c) What percentage of total procurement (by value) does it constitute? NA

4. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

| Sr. No.        | Intellectual Property based on traditional knowledge | Owned/ Acquired (Yes/ No) | Benefit shared (Yes / No) | Basis of calculating benefit share |
|----------------|--|---------------------------|---------------------------|------------------------------------|
| Not Applicable |  |                           |                           |                                    |

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

| Name of authority | Brief of the Case | Corrective action taken |
|-------------------|-------------------|-------------------------|
| None              |                   |                         |

**6. Details of beneficiaries of CSR Projects:**

| Sr. No. | CSR Project   | No. of persons benefited from CSR Projects   | % of beneficiaries from vulnerable and marginalised groups |
|---------|---|--|--|
| 1.      | Caring Hands  | The Company organises free eye check-up camps through its preventative healthcare programme, "Caring Hands," which was introduced in FY2011. The programme aims to conduct eye-care counselling and involves in spectacle distribution to children with visual defects. Employee volunteers, who make up more than 50% of the workforce, are in charge of this annual programme.<br><br>During the reporting period, the project benefited 35,000+ people. | 100%   |
| 2.      | Ride to Safety  | Ride to Safety programme is a campaign for building road safety awareness among the children. Through this initiative helmets are also distributed to the beneficiaries. The company held 1,300+ workshops in various cities throughout FY2023 raising awareness among 150,000 parents and kids.   | 100%   |
| 3.      | Niranjali   | ICICI Lombard launched the flagship initiative "Niranjali" in FY2017 with an objective of improved access to safe drinking water to school-children. Further the initiative also focusses on increasing awareness among the school children on clean and safe drinking water. Further, this initiative presents an opportunity for us to reduce GHG emissions.   | 100%   |
| 4.      | Installation of solar panels in underprivileged schools | In accordance with India's net-zero goals, the company started a CSR programme in FY2022, installing solar panels in the underprivileged schools in Mumbai, Patna and Agartala. Till date we have installed 105 solar panels across 95 underprivileged schools.<br><br>In FY2023, initiative resulted in the generation of 475 kWh.  | 100%   |
| 5.      | Healthy Villages  | In order to meet the community's healthcare needs, the company expanded the Healthy Village project to 12 Primary Health Centres (PHCs) in rural areas in FY2023.  | 100%   |

Further, as an integral part of the ICICI Group, the Company contributes to the ICICI Foundation for Sustainable Livelihood through Skill Development, and other Educational programs. The impact of all the programs towards which the contribution is being made, is evaluated and reviewed at the Board level.



**PRINCIPLE 9:**

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

**ESSENTIAL INDICATORS**

**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

To ensure timely and effective settlement of complaints, ICICI Lombard has devised a thorough escalation process for its customers which is also disclosed on the Company's website for better accessibility. The clients can use a 3-step process to voice their concerns:

1. The customer can file their grievances via a variety of channels, including emails, toll-free phones, complaint letters, etc.
2. The customer can send an email to the Deputy Vice President of Customer Support directly if they are dissatisfied with the resolution offered
3. The customer may send an email directly to the head of customer support if he or she is still unsatisfied with the solution offered

Additionally, ICICI Lombard has a specific Service Quality (SQ) division to handle the escalation of complaints. The SQ wing has been given authority to immediately forward any customer complaints to the relevant departments.

Customer experience and satisfaction have significantly improved as a result of the Company's ongoing efforts to streamline operations, introduce pertinent products and digital technologies, and progress digital technology to decentralise solutions.

**2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:**

Not Applicable, owing to the nature of business

|   | As a percentage to total turnover |
|---|-----------------------------------|
| Environmental and social parameters relevant to the product | Not Applicable                    |
| Safe and responsible usage                                  |                                   |
| Recycling and/or safe disposal                              |                                   |

**3. Number of consumer complaints in respect of the following:**

|                                | FY2023                   |                                   | Remarks   | FY2022                   |                                   | Remarks  |
|--------------------------------|--------------------------|-----------------------------------|---|--------------------------|-----------------------------------|--|
|                                | Received during the year | Pending resolution at end of year |   | Received during the year | Pending resolution at end of year |  |
| Data privacy                   | 1                        | 0                                 | The pending complaints were satisfactorily resolved after FY2023. | 3,592                    | 79                                | The pending complaints were satisfactorily resolved after FY2022 |
| Advertising                    | -                        | 0                                 |   |                          |                                   |  |
| Cyber-security                 | -                        | 0                                 |   |                          |                                   |  |
| Delivery of essential services | -                        | 0                                 |   |                          |                                   |  |
| Restrictive Trade Practices    | -                        | 0                                 |   |                          |                                   |  |
| Unfair Trade Practices         | 270*                     | 6                                 |   |                          |                                   |  |
| Others                         | 4,648**                  | 170                               |   |                          |                                   |  |

\*All complaints wherein customers alleged of "Misselling" of policy are categorized under "Unfair Trade Practices" and under 1 complaint customer alleged for "Data Privacy" so accordingly categorized.

\*\*The nature of "other" category complaints include Claim Related, Customer Grievance, Policy Coverage Related, Cancellation, Policy Not Received, Policy Renewal, Refund Related, Endorsement Related, Premium Related, NCB Related, Health Check-up, Proposal Related, M-Parivahan related, Website Related, Not Related to IL.

**4. Details of instances of product recalls on account of safety issues:**

|                   | Number  | Reasons for recall |
|-------------------|---|--------------------|
| Voluntary recalls | ICICI Lombard is a general insurance company and its products and services are not liable for voluntary or forced recalls |                    |
| Forced recalls    |   |                    |

**5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

Yes, ICICI Lombard has a structured information and cyber security framework which ensures security and data privacy by establishing thorough management processes throughout the organisation. The Company has a strong Information and Cyber-Security (ICS) policy that has been authorised by the Board and is in accordance with the IRDAI cyber-security requirements and international ISO standards. These systems and procedures adhere to ISO 27017:2015, the security standard for cloud computing, and ISO 27001:2013, the information security management system. This assists the business in identifying and quickly eliminating any threats to its network, application, and infrastructure.

Technological and process controls are implemented to ensure protection from and response to potential cyber risks in line with the leading cyber security guidelines and IRDAI mandate. ICICI Lombard evaluates and implements various security technologies and solutions to help address cyber risks through a risk-based approach.

The administration, application, and efficacy of the cyber-security policy are all monitored by a team of independent internal auditors. Additionally, a competent third-party performs an Independent Assurance Audit each year to assess if these policies are adequate in light of regulatory bodies' requirements.

The policy is maintained on the organisation's intranet and is accessible to all the internal stakeholders.

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.**

ICICI Lombard being a responsible brand has all the systems and processes in place to adhere to the fair trade practices. The IT infrastructure is extremely strong and is continuously updated to ensure highest level of data security. No complaints regarding advertising, the provision of essential services, cyber security, recurrence of product recalls, or penalties or actions taken by regulatory authorities over the safety of goods or services were received during the reporting period. One complaint received towards data privacy was satisfactorily resolved.

## LEADERSHIP INDICATORS

**1. Channels/platforms where information on products and services of the entity can be accessed (provide web-link, if available).**

We, at ICICI Lombard, strive to provide a holistic & uniform service experience across all touch-points/life cycle stages to our customers. While we are transforming our business to paperless operations, we have also introduced innovative channels for our customers to reach out to us through website, mobile app, instant messaging platform - WhatsApp, etc. These channels cater to customer service needs across the life of their policy with ICICI Lombard right from policy purchase till claim settlement and renewal. In order to increase insurance awareness among its customers and the overall public at large, the Company has launched a number of initiatives to improve the awareness amongst the customers.

Information relating to all the products and services provided by ICICI Lombard is available on the Company's website, <https://www.icicilombard.com>. The various channels for customers are as follows:

**1. Company Website:**

The Company website [www.icicilombard.com](http://www.icicilombard.com) provides end-to-end solutions for all our customers on a range of services including policy purchase, renewal, upgradation of existing policy, claim intimation and a host of other services. The website provides complete knowledge to the customers and assists them with insurance-related queries.

**2. *ILTakeCare App:***

The ILTakeCare App ensures that ICICI Lombard policy holders have a one-stop solution for their health, motor, travel insurance & wellness needs. Features like View/Download policy, Information on coverage & benefits, upload medical records, Intimate claim, Diet and Exercise Tracker, Step Count & Sleep Hours, Online chat with nutritionist & fitness experts, Second opinion on health-related queries, 24/7 IL doctor support etc., ensures excellence in customer experience.

**3. *RIA (Responsive & Intelligent Assistant):***

Our AI-enabled *Chatbot* with ML Capability and NLP RIA is a human avatar of our *Chatbot* which is available on our instant messaging platforms of WhatsApp & Telegram to create a personal connect with our customers. RIA uses cutting-edge technology to process natural languages as an input and is equipped with an intent-mining module that helps provide a great conversational experience to the customers.

**4. *Service Video:***

With an objective to empower our customers to resolve their queries themselves, well-crafted customer service videos have been introduced. The thoughtful visual depiction in the video gets the attention of the audience and has a high recall value. These videos are resourceful in conveying complex and lengthy processes in a simple and more engaging manner and have gained popularity among our customers.

**2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

ICICI Lombard takes huge steps to engage with its customers to appropriately inform them regarding the product benefits, its features and the terms and conditions attached to the product to ensure that there are no instances of mis-statement/mis-representations. The insurance awareness policy that the Company has implemented outlines the customer rights. Info Centre Tab on our website provides extensive information along with an option to download policy wordings, check FAQs etc., we further educate customers on various Tax benefits that are provided on our products. The Fair Practices Code and Code of Conduct to Customers is accessible on our website on the link below:

<https://www.icicilombard.com/docs/default-source/default-document-library/code-of-conduct.pdf?sfvrsn=0>

**3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

Owing to our robust business continuity plans, we, at ICICI Lombard, strive to avoid any major disruption in our business. As a part of our efforts to increase ease for our customers during the pandemic, we had set up a dedicated COVID-19 support helpline number to serve our customers during the need of the hour. Also, the Company notifies consumers of any potential interruption or discontinuance of critical services in writing or via its call centre, along with any connected justification. When a product or service is discontinued, the Company makes sure that its customers are informed through a variety of channels. The Company also lists any withdrawn products on its website, which is accessible at <https://www.icicilombard.com/legal/products-withdrawn>.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

We, at ICICI Lombard, have always believed in being transparent with our stakeholders by providing all the relevant details and necessary information. We also display important IRDAI Circulars and GRO contact details in each office. In addition to what IRDAI mandates, the entity also displays product information on the product. Also all product related details, features, FAQs along with Grievance mechanism is displayed on our website. Customers can get help from the Company on how to take advantage of specific risk-minimisation measures. For instance, in the area of health insurance, ICICI Lombard creates a number of blogs and videos to encourage its clients to lead healthy lives.

We also continuously conduct satisfaction surveys to seek feedback from our customers at various stages such as at the time of purchasing policy, renewal of policy, cashless claim and reimbursement claim. This feedback is used to improve systems, processes and enable us to better focus on training and development and also enhance customer experience.

**5. Provide the following information relating to data breaches:**

**a. Number of instances of data breaches along with impact:** NIL

**b. Percentage of data breaches involving personally identifiable information of customers:** NIL

## GLOSSARY FY2023

|   |  |
|---|--|
| <b>BCM</b> – Business Continuity Management                     | <b>LCA</b> – Life Cycle Assessment                                 |
| <b>BMC</b> – Brihanmumbai Municipal Corporation                 | <b>LTIFR</b> – Lost Time Injury Frequency Rate                     |
| <b>BOD</b> – Board of Directors                                 | <b>MCA</b> – Ministry of Corporate Affairs                         |
| <b>BRSR</b> – Business Responsibility and Sustainability Report | <b>ML</b> – Machine Learning                                       |
| <b>CAPEX</b> – Capital Expenditure                              | <b>MTCO<sub>2</sub></b> – Metric tons of carbon dioxide            |
| <b>CIA</b> – Confidentiality, Integrity and Availability        | <b>NA</b> – Not Applicable   |
| <b>CII</b> – Confederation of Indian Industry                   | <b>NGRBC</b> – National Guidelines on Responsible Business Conduct |
| <b>CoC</b> – Code of Conduct                                    | <b>NGO</b> – Non Government Organisation                           |
| <b>CRM</b> – Customer Relationship Management                   | <b>NIC</b> – National Industrial Classification                    |
| <b>CSR</b> – Corporate Social Responsibility                    | <b>NLP</b> – Natural Language Processing                           |
| <b>DC</b> – Designated Consumers                                | <b>PAT</b> – Performance, Achieve and Trade                        |
| <b>DIN</b> – Director Identification Number                     | <b>PHC</b> – Primary Health Centre                                 |
| <b>E-waste</b> – Electronic Waste                               | <b>POSH</b> – Prevention of Sexual Harassment                      |
| <b>EPR</b> – Extended Producer Responsibility                   | <b>R/O</b> – Risk or Opportunity                                   |
| <b>ESG</b> – Environmental, Social and Governance               | <b>R&amp;D</b> – Research & Development                            |
| <b>FAQ</b> – Frequently Asked Questions                         | <b>R&amp;R</b> – Rehabilitation and Resettlement                   |
| <b>FCU</b> – Fraud Control Unit                                 | <b>RIA</b> – Responsive & Intelligent Assistant                    |
| <b>GHG</b> – Greenhouse Gases                                   | <b>RM</b> – Risk Management  |
| <b>GJ</b> – Gigajoule   | <b>SASB</b> – Sustainability Accounting Standards Board            |
| <b>GRI</b> – Global Reporting Initiatives                       | <b>SEBI</b> – Securities and Exchange Board of India               |
| <b>HIRA</b> – Hazard Identification and Risk Assessment         | <b>SIA</b> – Social Impact Assessments                             |
| <b>HR</b> – Human Resources                                     | <b>SOP</b> – Standard Operating Procedures                         |
| <b>ICS</b> – Information and Cyber-Security                     | <b>SPOC</b> – Single Point of Contact                              |
| <b>II</b> – Insurance Institute of India                        | <b>SQ</b> – Service Quality  |
| <b>IL</b> – ICICI Lombard General Insurance Company Limited     | <b>T&amp;D</b> – Transmission and Distribution                     |
| <b>IRDAI</b> – Insurance Regulatory and Development Authority   | <b>UT</b> – Union Territory  |
| <b>ISO</b> – International Organization for Standardization     | <b>WB</b> – Whistle Blower   |
| <b>KMP</b> – Key Managerial Personnel                           |  |

# NOTES

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## **FORWARD-LOOKING STATEMENTS**

The report contains statements that relate to the Company's future operations and performance. These statements can be identified by the usage of words such as 'believes', 'estimates', 'anticipates', 'expects', 'intends', 'may', 'will', 'plans', 'outlook' and other words of similar meaning in connection with a discussion of future operating or financial performance. These forward-looking statements are dependent on assumptions, data or methods that may be inaccurate or imprecise and hence are not guarantees of future operating, financial and other results. They constitute our current expectations based on reasonable assumptions. The Company's actual results could materially differ from those projected in any forward-looking statements due to various future events, risks, and uncertainties some of which are beyond our control. The Company does not assume any obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.



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