

Sustainability Report

FY 2024-25

Building a
Sustainable Business
For India's Tomorrow



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About The Report

At Capri Global, sustainability is central to our purpose of enabling inclusive growth and empowering underserved communities across India. This Sustainability Report for FY 2024–25 reaffirms our commitment to Environmental, Social, and Governance (ESG) principles, which are deeply embedded in our vision of “Building a Brighter Bharat.” Through innovative financial products, digital-first delivery models, and a people-centric approach, we continue to bridge the gap between aspirations and access to capital.

Our efforts extend beyond credit facilitation. We support women entrepreneurs, invest in financial literacy, enhance access to affordable housing, and expand into rural and semi-urban markets with empathy and intent. As shared by our Managing Director, Rajesh Sharma, Capri Global is committed to creating real-world impact while scaling responsibly through technology, partnerships, and governance-led transformation.

This report aims to transparently present our ESG priorities, actions, and progress, which outlines how we are integrating sustainability across business operations, stakeholder engagement, and value creation. It reflects our accountability to all stakeholders investors, regulators, customers, employees, and communities.

In addition to our ongoing initiatives, our annual Impact Report showcases the tangible effects created through all our offerings, including gold loans, housing loans, MSME loans, and construction finance. This report highlights our dedication to driving positive change and delivering meaningful outcomes.

Reporting Overview

This report presents Capri Global's ESG performance and impact for the financial year April 1, 2024, to March 31, 2025. It follows a comprehensive approach that integrates ESG considerations into strategic and operational decision-making. The disclosures are aligned with globally recognised reporting standards and reflect our commitment to transparency, accountability, and continuous improvement.

Reporting Standards

The report has been prepared in reference to:

- Global Reporting Initiative (GRI) Standards
- United Nations Sustainable Development Goals (UN SDGs)
- National Guidelines on Responsible Business Conduct (NGRBC)
- SEBI's Business Responsibility and Sustainability Reporting (BRSR)

We have conducted a materiality assessment to identify and prioritise topics that are most relevant to Capri Global and its stakeholders. The information presented is validated through internal review, Head of the Departments, Leadership, third-party consultation wherever applicable, and stakeholder inputs.

Reporting Scope and Boundary

The scope of this report includes all major business operations of Capri Global across India. It encompasses financial and non-financial data from April 1, 2024, to March 31, 2025. Our sustainability disclosures cover business verticals including MSME lending, housing finance, gold loans, construction finance, indirect lending, and car loan distribution. Data has been collected through internal systems, operational audits, stakeholder engagements, and verified channels to ensure integrity and relevance.

We also outline future ESG goals and pathways to achieving them, reaffirming our dedication to creating enduring value for our stakeholders while building a resilient and inclusive financial ecosystem.

All ESG-related disclosures, including previous reports, policies and governance documents, are publicly accessible through Capri Global's website, reaffirming the company's commitment to transparency and accountability.



Letter from Leadership

Dear Stakeholders,

I am pleased to present Capri Global's Sustainability Report for the financial year 2024–25. This report reaffirms our long-standing commitment to build a sustainable business that advances India's development agenda, empowers its people, and nurtures a better tomorrow. This year's theme, *"Building a Sustainable Business for India's Tomorrow,"* is grounded in our belief that finance, when delivered responsibly, can be one of the strongest levers of nation-building.

Over the past year, we have deepened our presence across rural and underserved markets, enabling first-time borrowers and micro-entrepreneurs to access timely and affordable credit. We see every loan not just as capital disbursed, but as potential unlocked for a child's education, a woman's enterprise, a farmer's harvest, or a shopkeeper's expansion. From gold loans and MSME financing to housing and construction finance, each of our offerings is designed with purpose to bridge the gap between aspirations and access, and to create real-world impact at scale. Growth must be inclusive to be sustainable.

We have made meaningful progress on several ESG fronts. Our Scope 2 energy consumption saw improvement as we enhanced operational efficiency across branches. We took important steps towards measuring Scope 3 finance emissions and broadened our digital credit journeys to further reduce environmental footprint. Our participation in sustainability assessments and voluntary disclosures reflects our aspiration to stay accountable and transparent as we scale.

We have continued to align our business with the National Guidelines on Responsible Business Conduct (NGRBC) and SEBI's BRSR framework, updating policies to reflect evolving expectations from regulators, investors, and stakeholders. Governance enhancements such as ESG-linked KRAs and the institutionalisation of our ESG Steering Committee reflect a robust and forward-looking approach.

Yet, we remain conscious that the road to sustainability is long and evolving. India's future will be shaped by those who can balance agility with accountability, innovation with inclusion, and growth with responsibility. Capri Global is preparing for that future. The responsibility we shoulder as a lender, a partner, and a catalyst for change requires consistent effort and innovation.

As we move forward, our focus will remain on leveraging technology, deepening partnerships, and driving meaningful social transformation while upholding the highest standards of governance and ethics. We recognise that our real strength lies in our people and our purpose. We are proud to be a financial services company that does not just create value for shareholders but creates opportunity for communities. Our commitment to sustainability is about ensuring that progress does not leave anyone behind.

On behalf of Capri Global, I extend my sincere gratitude to all our stakeholders employees, customers, investors, regulators, and community partners for their continued trust and collaboration. Together, let us work towards a future that is equitable, resilient, and sustainable for all.



Rajesh Sharma
Managing Director, Capri Global Capital Limited

Dear Stakeholders,

At Capri Global, sustainability is not just a pillar of our approach, it is the foundation on which we build long-term value for all stakeholders. In FY 2024-25, we made meaningful progress in embedding ESG principles across our decision-making, culture, and the way we operate. It is the lens through which we design our business, evaluate our progress, and define our purpose.

We are proud to have improved our S&P Global Corporate Sustainability Assessment (CSA) ESG Score to 49, up by 24 points from the previous year. This significant leap reflects our deepened disclosures, especially in human capital management, business ethics, and governance. But more importantly, it is a reflection of our intent to not just report responsibly but act decisively.

Our approach this year has centred around accelerating financial inclusion, strengthening governance systems, and improving internal accountability. Initiatives such as integrating ESG KPIs into performance reviews, capacity building on climate risk, and active Board-level oversight reflect our commitment to long-term resilience. Our enhanced focus on occupational health & safety, supplier conduct, and digital governance is a response to both evolving risks and stakeholder expectations. We took decisive steps to ensure that sustainability is no longer seen as a separate vertical, but as a shared language across teams, products, policies, and platforms.

We acknowledge that our environmental performance still needs attention. We have laid the groundwork for improvements by initiating Scope 1, 2, and 3 emissions tracking and are advancing efforts in climate risk assessment, scenario planning, and financed emissions calculations.

The path ahead is ambitious. We aim to reach higher benchmarks on sustainable finance, and continuously adapt to global best practices such as TCFD, BRSR, and the GRI framework. We are committed to publishing transparent disclosures, driving stakeholder-led impact, and fostering a purpose-driven culture throughout our organisation.

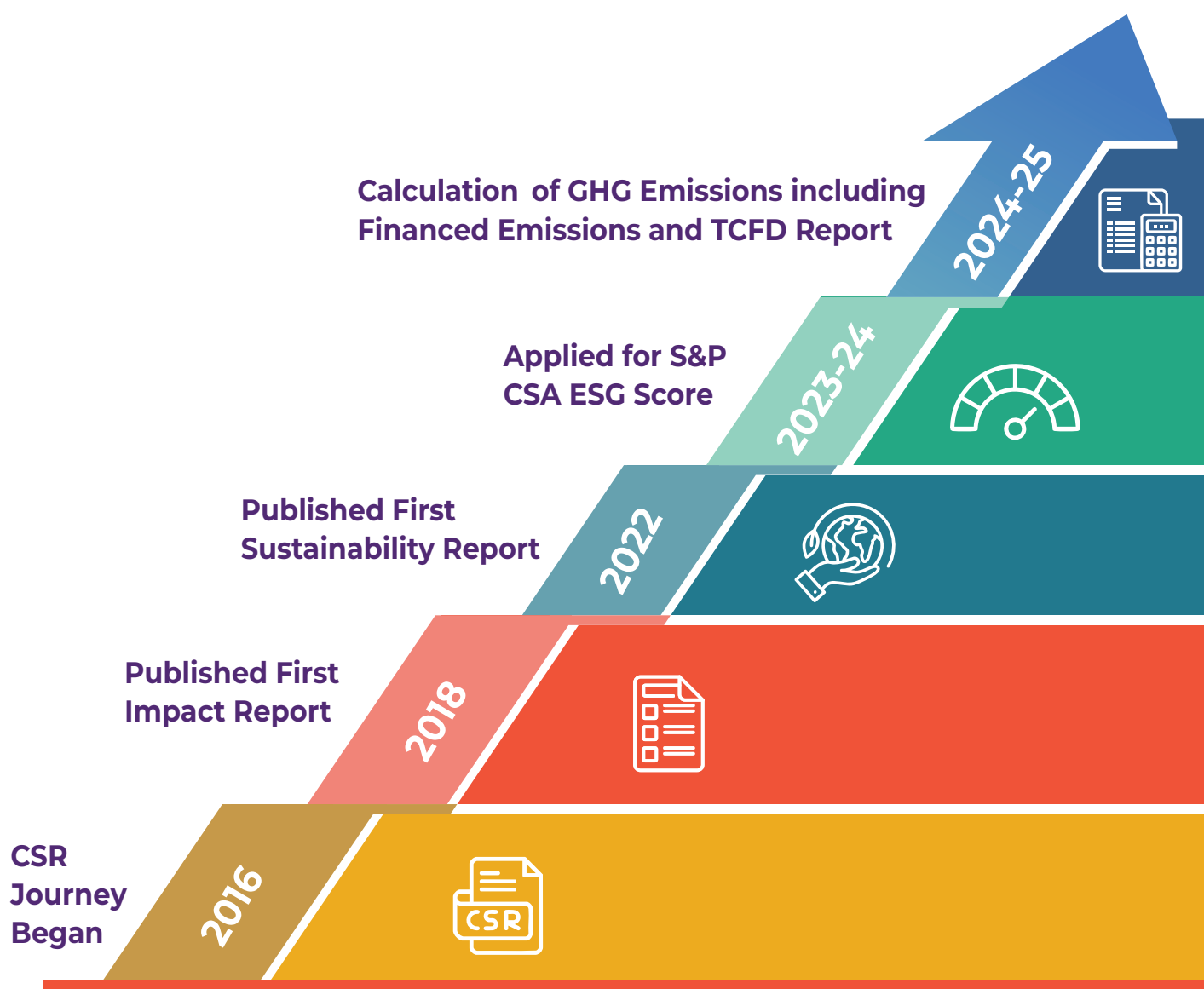
Thank you for being a part of this journey. Together, we are not just meeting standards, we are setting them.



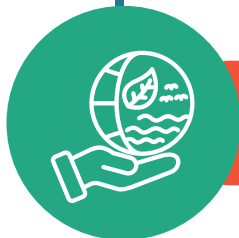
Jinisha Sharma
Principal - ESG & Impact Investments, Capri Global

Evolution of Our ESG Journey

Capri Global Capital Limited's ESG journey has been one of continuous learning, reflection and progress. What began as a commitment to responsible lending has evolved into a broader approach that integrates ESG considerations across the way we create impact.



Key Highlights For The Year



Environmental Stewardship

1. **Scope 1, 2 and 3 Emissions Tracking Expanded:** Emission accounting aligned with PCAF methodology, covering operational and financed emissions.
2. **Digital Data Infrastructure Strengthened:** Real-time monitoring and sustainability dashboards introduced for tracking branch-level energy, waste, and resource efficiency.
3. **Plastic Elimination SOP:** Company-wide implementation of policy to ban single-use plastics in operations and procurement.
4. **Green Procurement Initiated:** Products with certifications like BIFMA and GreenPro adopted for branch infrastructure.



Social Impact & Inclusion

1. **Women Empowerment:** Over 2.1 lakh women borrowers supported through gold and MSME loans.
2. **Capri Foundation Programs:** Expanded CSR reach in education, livelihood, and health.
3. **Employee Wellness Drive:** Yoga sessions, mental health webinars, and sports engagements implemented across branches.
4. **Digital Literacy and Connect Sessions:** Regional staff engagements and financial literacy campaigns rolled out.



Business Sustainability

1. **MSME Lending Growth:** Continued support to micro small businesses across urban and rural India; focus on first-time borrowers.
2. **Affordable Housing Credit Expansion:** Loans facilitated under PMAY and low-income borrower segments.
3. **Gold Loan Growth:** Rapid disbursement model scaled up with minimal documentation and branch penetration.
4. **Tech-enabled Transformation:** Investments in digital origination, AI-backed underwriting, and analytics-based portfolio management.

ESG Snapshot for FY 2024-25

Environmental (E)	Social (S)	Governance (G)
 23% Reduction of E-Waste Compared To FY2023-24	 15,519 Beneficiaries Reached Including 13,287 Women	 100% DEI training for senior management
 ~500+ Kg of Waste Recycled And Reused	 Zero Fatalities in our operations	 6 out of 7 Independent Directors
 15,300 KL of Water Harvesting Capacity Created Through Desilting, Check Dams, And Bunds.	 100 Training Sessions Conducted benefiting 8,179 individuals across 80 villages.	 Zero cases of Discrimination and Harassment
 ₹6.8 Crore Government Investments Supported 1,924 Households And Created 225 Hectares Of Water Harvesting Capacity.	 681 SHGs Formed for Community Strengthening and Institution Building	 Zero Cases of Money Laundering, Insider Trading and Conflict of Interest
 2.61 Lac Pages Saved By MSME And Housing Business Through Digital Initiatives	 1,20,000 Women Impacted through our livelihood development program.	 Zero Cases of Cybersecurity Breaches or Threats

 Energy Consumption and Reduction - Continue measuring and monitoring energy consumption across operations - Initiatives to minimise the use of energy, water and other resources	 Employee Well-being and Development - Employee assistance programs, grievance handling policies and structured performance management systems are in place to ensure the well-being and development of staff. - Doctor on call for employees - Enhance accessibility of online learning modules across all regions - Promote women empowerment and foster diversity within the organisation	 Corporate Governance and Risk Management - Manage risks and ensure long-term shareholder value. This includes integrating ESG factors into the risk management framework - Ensure leadership is actively involved in overseeing sustainability initiatives
 Greenhouse Gas Emissions Set up a greenhouse gas emission inventory system to measure Scope 1, 2 and 3 emissions. The objective is to work towards a Net Zero roadmap by identifying decarbonisation strategies	 CSR Initiatives CSR initiatives focus on sustainable livelihood opportunities, education, healthcare and integrated rural development	 Transparency and Accountability - Reviews and updation of codes of conduct, with transparent communication channels to keep employees informed - Focus on integrating climate change risk into business risk
 Resource Management Focus on responsible management of e-waste by ensuring it is processed by authorised recyclers, adhering to strict environmental regulations	 Health and Safety Improvement of the occupational health and safety management system, with regular assessments at the branch level	 Conducted ESG materiality assessments to align business practices with stakeholder expectations including - engaging with stakeholders through regular feedback

About Capri Global

Who We Are

Capri Global is a diversified Non-Banking Financial Company (NBFC) listed on both the Bombay Stock Exchange (BSE) and the National Stock Exchange (NSE). Proudly part of the NIFTY Small Cap 250 Index, Capri Loans is committed to bridging the credit gap for unbanked and underserved customers across Northern and Western India.

Expanding our portfolio, we also provide Car Loans in partnership with leading banks and financial institutions.

Additionally, Capri Global holds a corporate agency license to distribute Life, General, and Health Insurance products, ensuring comprehensive financial solutions for our customers.

With a strong network of branches, we deliver tailored financial solutions as the last-mile credit provider, empowering communities to achieve their aspirations. Our offerings span high-growth segments such as MSME Loans, Gold Loans, and Construction Finance, as well as Affordable Housing Loans through our wholly-owned subsidiary, Capri Global Housing Finance Limited (CGHFL).

At Capri Global, we are driven by the vision of enabling financial inclusion and creating opportunities that empower individuals and businesses to thrive.



Vision

To Create an inclusive and transformative credit ecosystem for equal and fair access to capital for both individuals and organisations and help them fulfil their potential.



Mission

To Empower more people and business with our versatile loan offerings. We believe in building pathways of prosperity for all towards a brighter and inclusive

financial future. We aim to foster progress by bridging the gap between aspirations and opportunities with a new-age platform that helps deliver diverse financial goals.



Values

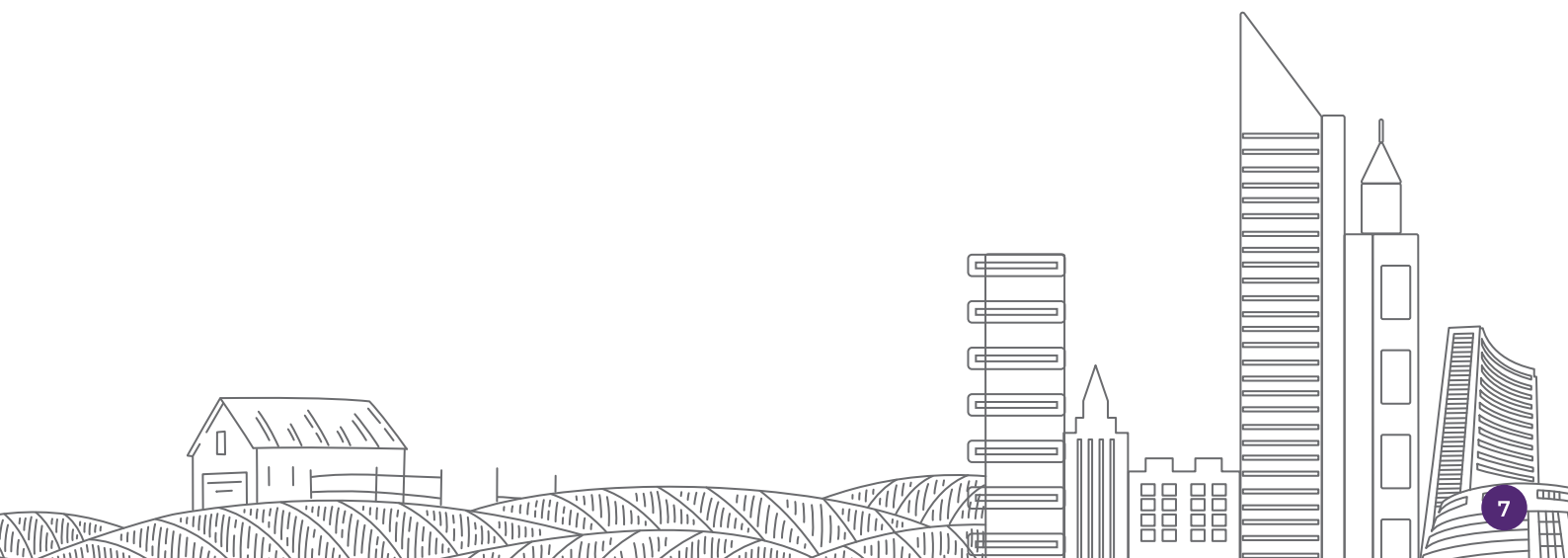
One Team One Purpose: Driven by one goal, our diverse teams across roles and locations power progress creating opportunities that transform lives.

People Take Priority: We see people before customers, driven by their financial and social well-being believing their progress drives our success.

Determined & enterprising: In a world where capital fuels opportunity, most in India lack access. Rather than watch the gap grow, we chose to bridge it.

Identity beyond economic status: Everyone has the power to grow. We empower underserved communities through trust-based credit, not just scores.

Collective social growth and well-being: Societal well-being comes from shared progress, not wealth. Our MSME and housing loans spark impact beyond individual customers.



Sustainability Strategy



Path to Responsible Growth

Our ESG Strategy

At Capri Global, our ESG strategy is rooted in our core purpose to build an inclusive and sustainable financial ecosystem that empowers individuals, safeguards the environment, and upholds the highest standards of governance. Guided by the principles of responsible lending, transparent governance, and community upliftment, our approach to ESG is structured across three interlinked pillars: Environmental Stewardship, Social Empowerment, and Governance Excellence.

Environmental Stewardship

Capri Global is committed to engaging with stakeholders on environmental matters. As outlined in the Environmental Management Policy, the company aims to raise awareness among both internal and external stakeholders regarding environmental impacts and sustainability practices. This commitment is further supported through guidelines in the Suppliers Code of Conduct, encouraging responsible environmental behaviour across the value chain. Capri Global is implementing structured environmental management practices. The company has adopted Environmental Management System (EMS)-like processes, which include monitoring of energy consumption, water use, emissions and waste generation. As outlined in the Environment Management Policy, Capri is focused on setting measurable targets and continuously improving its environmental performance across key areas. We recognise the importance of environmental responsibility in securing a sustainable future. Our efforts are focused on reducing the environmental impact of our operations and financial activities. This includes enhancing energy efficiency, promoting digital-first services to reduce resource consumption, and advancing climate risk management.

In FY 2024–25, we initiated a baseline assessment of Scope 3 financed emissions in alignment with the PCAF methodology, while continuing to improve Scope 1 and 2 emission and energy tracking across our branches and offices. Our infrastructure investments prioritise low-impact, energy-efficient fitouts, and our digital transformation from paperless gold loans to mobile-based disbursements has significantly reduced resource dependency.

Looking ahead, our environmental goals include achieving a 5% year-on-year reduction in energy consumption and expanding readiness for climate-related disclosures aligned with TCFD and CDP frameworks.

Social Empowerment

Our business model is inherently social driven by the vision of enabling equitable access to finance. We are focused on empowering underserved communities, particularly micro-entrepreneurs, first-time borrowers, and women in semi urban, towns and rural India. Through purpose-built products such as gold loans and micro-LAP, we support the economic advancement of individuals who traditionally lack access to formal credit.

Capri Foundation continues to anchor our community development agenda, supporting education, healthcare, digital literacy, and rural empowerment. Internally, we prioritise employee wellbeing through structured health and wellness programmes, skills training, and the implementation of a Board-approved Occupational Health and Safety Policy.

Our goal is to reach over 2,10,000 CSR beneficiaries in FY 2025–26, and ensure 100% senior employees receive ESG and D&I training.

Governance Excellence

We believe that strong governance is the cornerstone of sustainable value creation. Capri Global has established a dedicated ESG Steering Committee with Board-level oversight to institutionalise sustainability across the organisation. Our governance architecture includes policies on Anti-Bribery, Equal Opportunity, Human Rights, Occupational Health & Safety, Data Privacy, and Supplier Conduct, all formally approved by the Board.

In FY 2024–25, we continued strengthening our data protection and cyber risk management systems, leveraging AI-based monitoring tools to safeguard customer information. ESG responsibilities are being embedded into the performance evaluation of senior management, and all new vendor partnerships are being formalised under our ESG-aligned supplier code. Going forward, we aim to integrate ESG performance indicators across leadership KRAs and maintain full compliance with SEBI's BRSR, GRI Standards, and the National Guidelines on Responsible Business Conduct (NGRBC).

Targets and Commitments

Our ESG Targets Focus Area & Target

Environment



Reduce energy consumption across branches by 5% YoY



Continue Scope 3 emissions measurement using PCAF

Social



By 2030 our target is to impact the lives of more than 2 lac women through our livelihood programs



increase outreach to first-time borrowers



100% senior management to receive ESG orientation

Governance



ESG goals to be part of leadership KRAs



Ensure maximum vendor compliance with ESG Supplier Code of Conduct

Capri Global remains committed to:



Deepening financial inclusion in underserved markets



Strengthening ESG integration across lending practices



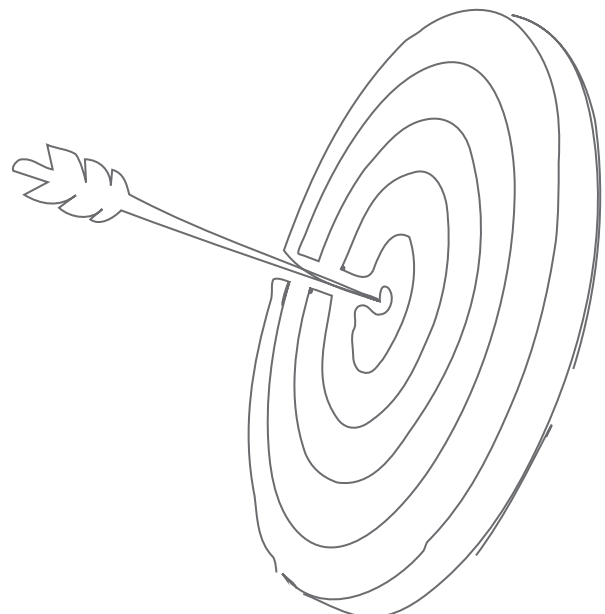
Expanding support for women and micro-entrepreneurs



Enhancing governance, transparency, and digital security



Reducing environmental impact through responsible operations



Materiality and Stakeholder Engagement

Capri Global recognises that meaningful stakeholder engagement is essential for building trust, anticipating risks, and identifying sustainability opportunities across our operations. Our engagement approach is anchored in transparency, relevance, and responsiveness, ensuring that diverse perspectives are effectively integrated into our ESG strategy and disclosures.

Our materiality assessment for FY 2024–25 is based on ongoing, structured discussions reviewed in collaboration with both internal and external stakeholders to identify key material issues. These issues have been prioritized and presented in a materiality matrix, ensuring a structured approach. The outcomes of this materiality assessment have been seamlessly integrated into the company's Enterprise Risk Management (ERM) process, aligning risk identification with strategic priorities. The results of the assessment have been reviewed and formally signed off by

Senior Management, reflecting Capri's commitment to a robust and transparent materiality framework. We review our material topics annually.

Key Principles Driving Our Engagement

- **Inclusiveness:** Engaging a wide spectrum of stakeholders, including employees, investors, customers, partners, and regulators.
- **Materiality:** Prioritising issues that have the greatest relevance to stakeholders and impact on long-term business value.
- **Continuity:** Maintaining regular engagement beyond materiality cycles to ensure continuous feedback and improvement.
- **Transparency:** Communicating openly about our ESG performance, decision-making, and forward-looking commitments.

Materiality Matrix						
#	Material Topic	GRI Category	Capri ESG Pillar	Mapped SDGs	Importance to Stakeholders	Importance to Capri
1	Corporate governance and business ethics	Governance	Governance		High	High
2	Compliance with laws and regulations	Governance	Governance		High	High
3	Data privacy and protection	Governance	Governance	 	High	High
4	IT and cyber security	Governance	Governance		High	High
5	Risk management	Governance	Governance		High	High
6	Enhancing access to products and services	Social	Social	 	High	High
7	Customer satisfaction and experience	Social	Social	 	High	High
8	Economic performance	Governance	Governance		High	High
9	Stakeholder engagement	Governance	Governance		Medium	High
10	Responsible selling and marketing practices	Governance	Governance		Medium	High
11	Product innovation	Governance	Governance		Medium	High
12	ESG integration in lending	Governance	Governance		High	High
13	Employee health, wellbeing and safety	Social	Social		High	High
14	Diversity and inclusion	Social	Social	 	Medium	Medium
15	Learning and development	Social	Social		Medium	Medium
16	Rural livelihood and development	Social	Social		High	High

#	Material Topic	GRI Category	Capri ESG Pillar	Mapped SDGs	Importance to Stakeholders	Importance to Capri
17	Climate change & GHG emissions	Environment	Environment		High	High
18	Digital innovation and disruption	Social	Social		High	High
19	Financial inclusion and underserved outreach	Social	Social		High	High
20	Waste management	Environment	Environment		Low	Medium
21	Business travel and carbon footprint	Environment	Environment		Low	Low
22	Women empowerment through finance	Social	Social		Medium	Medium
23	Responsible AI and data ethics	Governance	Governance		Medium	High
24	Capacity building on ESG	Governance	Governance		Medium	High

This multi-stakeholder engagement model ensures that our sustainability agenda remains relevant, inclusive, and future-ready. The insights gathered helped refine our ESG disclosures, update our materiality matrix, and prioritise key topics such as responsible lending, data security, inclusive finance, and climate resilience.

Stakeholder Engagement Approach

Stakeholder Group	Mode of Engagement	Key Themes Discussed
Employees	Surveys, team huddles, townhalls	Workplace well-being, learning & development, inclusion
Customers	Feedback calls, service app reviews, digital queries	Loan accessibility, customer experience, digital journeys
Investors & Lenders	Investor meetings, ESG ratings feedback, roadshows	Governance, financial inclusion, transparency
ESG Assessment Institutions	S&P CSA, Sustainalytics, MSCI queries	Disclosure quality, sector-specific benchmarks
Regulatory Bodies	BRSR compliance discussions, Regulatory audits	Compliance, grievance handling risk controls
Board & Committees	ESG Steering Committee sessions, internal discussions with CXOs, Board meetings	ESG roadmap validation, risk oversight, policy adoption

Our SDG Compass

SDG	SDG Title	Capri's Contribution
 1 NO POVERTY	No Poverty	Providing accessible credit to underserved communities and first-time borrowers, especially in rural India.
 5 GENDER EQUALITY	Gender Equality	Empowering over 1.5 lakh women borrowers through gold loans, MSME lending, and community outreach.
 8 DECENT WORK AND ECONOMIC GROWTH	Decent Work and Economic Growth	Supporting micro-enterprises, MSMEs, and job creation through financial inclusion and livelihood programs.
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Industry, Innovation and Infrastructure	Promoting tech-driven financial access, digital lending platforms, and infrastructure for affordable housing.
 10 REDUCED INEQUALITIES	Reduced Inequalities	Credit access to underbanked and economically weaker segments in Tier 3 cities and rural areas.
 11 SUSTAINABLE CITIES AND COMMUNITIES	Sustainable Cities and Communities	Lending towards affordable housing, small developers, and informal sector workers in urban and peri-urban areas.
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Responsible Consumption and Production	Green procurement practices, ban on single-use plastics, and environmental standards in branch fit-outs.
 13 CLIMATE ACTION	Climate Action	Scope 1, 2, and 3 emissions tracking, climate risk assessment (TCFD), and CDP readiness underway.
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Peace, Justice and Strong Institutions	Scope 1, 2, and 3 emissions tracking, climate risk assessment (TCFD), and CDP readiness underway.
 17 PARTNERSHIPS FOR THE GOALS	Partnerships for the Goals	Collaboration with rating agencies, NGOs, digital partners, and government schemes for inclusive finance.

Environment Stewardship



Energy Management

Energy Efficiency and Initiatives

As a responsible corporate citizen, we continuously identify new avenues for lowering our carbon footprint and bolster environmental stewardship. At Capri Global, we intend to create value for our stakeholders while responsibly using natural resources. We are dedicated to reducing our environmental impact and increasing our social contributions by aligning our operations with global sustainability goals and standards. At Capri Global, we recognise that improving energy efficiency and reducing environmental impact are integral to our long-term sustainability goals. In alignment with our environmental commitments we have undertaken several operational initiatives to reduce energy consumption, minimise material waste, and encourage environmentally responsible sourcing.

Our total Energy consumption for FY24 and FY25 is 24,026 GJ and 26,162.19 GJ respectively. Since the no. of branches has increased from FY24 to FY25, majorly for the Gold Loan, therefore the energy consumption has also increased. Our major source of energy is the electricity consumed from Grid.

Operational Measures for Energy and Resource Efficiency

To lower our operational footprint, we have implemented a series of eco-conscious measures across our branch and corporate offices:

Energy-Efficient Appliances: Most of our branches are equipped with inverter air conditioners using R32 refrigerant, which provides approximately 20% higher energy efficiency and has a significantly lower global warming potential.

Digital-first Operations: We have restricted the use of colour printouts across branches to curb unnecessary energy and resource consumption.

Elimination of Disposable Materials: In line with our policy on reducing single-use waste, we have eliminated the use of face tissues and replaced plastic bottles with reusable glass bottles. A formal ban on single-use plastics has been enforced across all locations.

Ergonomic and Green Procurement: Our workspaces are furnished with BIFMA-compliant and GreenPRO-certified chairs, promoting sustainable material sourcing and global ergonomic standards.

Fire Safety with Environmental Compliance: We have standardised the use of EHS-certified Ceasefire extinguishers, ensured safety while complying with environmental health standards.

Sustainable Sourcing Practices: Capri Global is gradually integrating sustainability into its procurement strategy. As of FY 2024–25, nearly 10% of our sourcing qualifies as green procurement, which includes environmentally certified products and services across our branches.

These initiatives collectively contribute to reduced emissions, improved energy efficiency, and alignment with our broader environmental targets under our ESG strategy.



Decarbonization Strategy

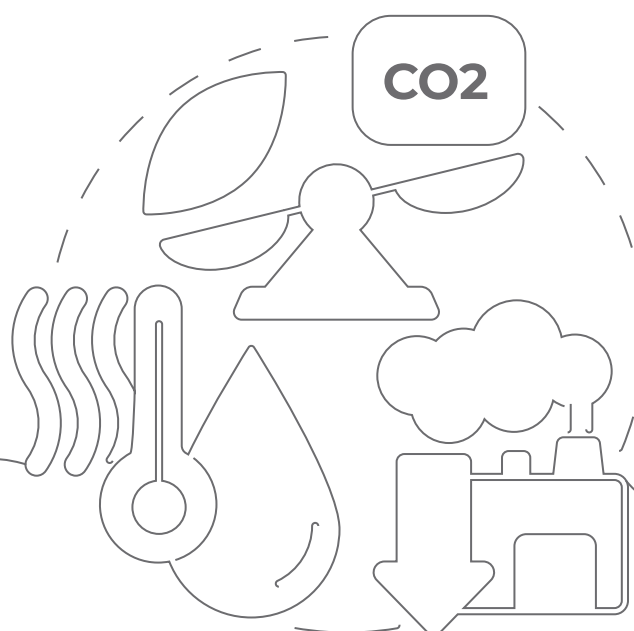
At Capri Global, we have been monitoring our scope 2 emissions. In FY25, we bolster our efforts and initiated accounting our scope 1 and scope 3 emissions as well. The total Greenhouse Gas emission for FY25 stands at 120,394 MtCO₂e. The scope 1, 2 and 3 emissions calculated as 83.58 tCO₂e, 5,153.33 tCO₂e and 115158.07 tCO₂e respectively.

We recognise the significant environmental impact associated with our lending activities. As a responsible financial institution, we proactively calculated and disclosing our financed emissions in accordance with the PCAF framework.

Emission Category	Unit	FY24	FY25
Scope 1	tCO ₂ e	-	83.58
Scope 2	tCO ₂ e	4738.62	5153.33
Scope 3 (Including Finance emissions)	tCO ₂ e	-	115158.07
Total GHG emissions	tCO ₂ e	4738.62	120394.98

Financed Emission Categories

Emission Category	Unit	FY25
Housing Mortgage	tCO ₂ e	13870.95
Solar Finance	tCO ₂ e	169.83
MSME Business Loans	tCO ₂ e	95500.05



Approach to Financed Emissions

At Capri Global, sustainability is integral to our mission of fostering inclusive growth and empowering underserved communities across India. This Sustainability Report for FY 2024-25 underscores our dedication to ESG principles, aligned with our vision of "Building a Brighter Bharat." We leverage innovative financial products, digital-first delivery models, and a people-centric approach to bridge the gap between aspirations and access to capital. This document marks our first report on scope 3 Category 15 emissions related to our asset classes, with a focus on the Home Loans, Solar finance and Business Loans portfolios for FY 2024-25.

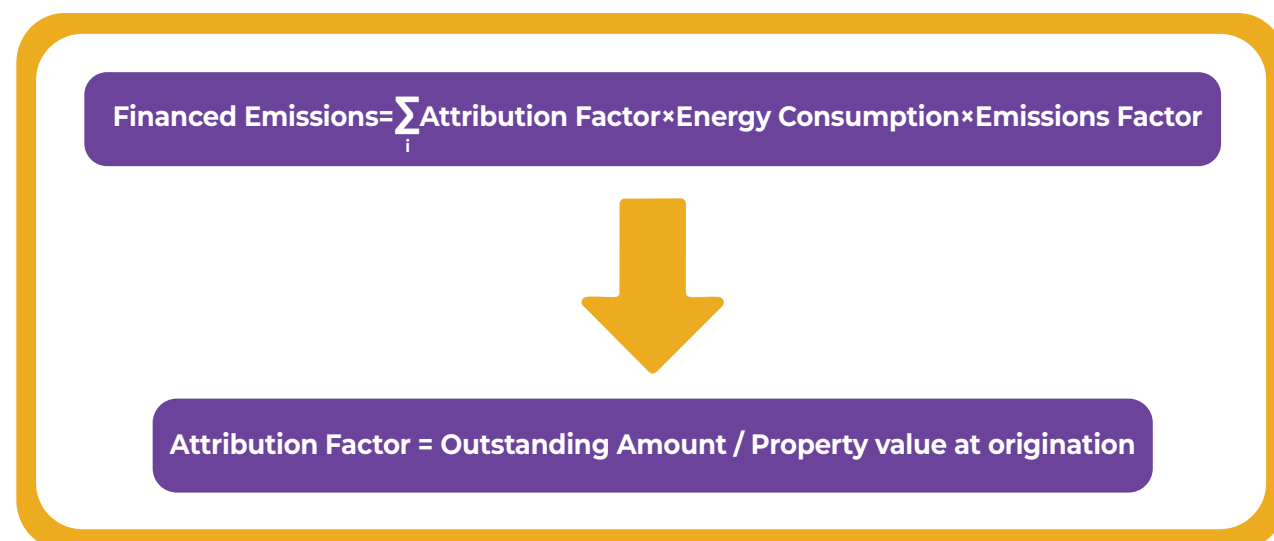
Aligning with India's net-zero emissions target by 2070, we recognize the importance of taking responsibility for our environmental footprint and are committed to understanding and managing it effectively.

In alignment with the Partnership for Carbon Accounting Financials (PCAF) standards, we are beginning our disclosure with the "Mortgage Finance", "Commercial Real Estate", "Project Finance" and "Business Loans and Unlisted Equity" categories. This initial disclosure will serve as a baseline for future emissions reporting and comparison. We are committed to expanding our future emissions reporting to include additional relevant asset classes.

Emissions Breakdown

Calculation Methodology for Home Loans (Mortgage Finance):

As per the PCAF methodology, the financed emissions from residential home loans can be calculated in several ways depending on the availability of data to derive the emissions of the financed property. We adopted the average energy consumption-based approach for estimating the financed emissions of residential buildings. Capri under the Housing Finance retail category has a home loans consumer product. Through this product, Capri offers affordable housing loans primarily for the purchase of residential homes or plots for residential purposes.



To estimate the greenhouse gas (GHG) emissions from the home loan portfolio, data was collected on loan accounts with outstanding balances as of the financial year ending March 31, 2025. This data was then segregated based on the availability of the floor area (sq ft) for each corresponding loan account.

For loan accounts where floor area was provided, the average electricity consumption for an Indian household was used to estimate the total energy consumption based on the provided floor area. This total energy consumption was then multiplied by the grid emissions factor (CEA, 2024) to estimate the total GHG emissions for each loan account.

For loan accounts lacking specific floor area information, an average floor area was estimated based on the city associated with each loan account. The GHG emissions for these accounts were then calculated using the same methodology as for the accounts with specified floor areas.

A data quality score of 4 was assigned based on the option (Estimated building energy consumption per floor area) that was used to calculate residential home loans financed emissions.

Financed Emissions- Home Loans - Mortgages

Category	Total No. Loan Accounts	Total Asset Cost (INR Cr)	Total POS (INR Cr) (As on 31 March)	GHG Emissions (tCO ₂ e)	Attributable Emissions (tCO ₂ e)	Attributable Emissions Per Loan
Area available	13555	4165.32	1973.11	24920.75	12777.53	0.94
Area not available	2097	615.66	289.80	2354.13	1093.42	0.52
Total	15652.00	4780.98	2262.91	27274.87	13870.95	0.89

Calculation Methodology for Non Residential Loans (Commercial Real-estate):

According to the PCAF methodology, financed emissions from non-residential loans can be calculated using various approaches, depending on the availability of data related to financed property. We adopted the average energy consumption-based approach for estimating the financed emissions of non-residential buildings. Under the Housing Finance retail category, Capri Global has a non-residential loans product. Through this product, Capri offers loans primarily for the purchase of non-residential places for commercial use.

$$\text{Financed Emissions} = \sum_i \text{Attribution Factor} \times \text{Energy Consumption} \times \text{Emissions Factor}$$



$$\text{Attribution Factor} = \text{Outstanding Amount} / \text{Property value at origination}$$

To estimate the GHG emissions from the home loan portfolio, data on loan accounts with outstanding balances as of the financial year ending 31st March 2025 was collected. The data was segregated based on the average floor area of the commercial space and its corresponding electricity consumption. For loan accounts lacking specific floor area information, an average floor area was estimated based on the city mapped to the loan account. The GHG emissions for these accounts were then calculated using the same methodology as for the accounts with provided floor areas.

The average electricity consumption for each category was used to estimate the total energy consumption based on the provided floor area. This total energy consumption was then multiplied by the grid emissions factor (CEA, 2024) to estimate the total GHG emissions for each loan account.

A data quality score of 4 was assigned based on the Estimated building energy consumption per floor area based on building type approach used to calculate non-residential home loans financed emissions.

The data quality scores were assigned as the attribution factor, which was calculated from the outstanding amount as on 31st March 2025 and asset cost at origination. Average floor area was used to estimate total emissions where the exact floor area was not provided. The emissions were calculated based on energy consumption and grid emission factors.

Financed Emissions - Home Loans - CRE

Category	Total No. Loan Accounts	Total Asset Cost (INR Cr)	Total POS (INR Cr) (As on 31 March)	GHG Emissions (tCO ₂ e)	Attributable Emissions (tCO ₂ e)	Attributable Emissions Per Loan
Area available	294	75.56	32.61	7867.85	2931.45	9.97
Area not available	71	16.09	6.93	735.43	307.60	4.33
Total	365.00	91.65	39.54	8603.29	3239.05	8.87

Financed Emissions- Home Equity - CRE

Category	Total No. Loan Accounts	Total Asset Cost (INR Cr)	Total POS (INR Cr) (As on 31 March)	GHG Emissions (tCO ₂ e)	Attributable Emissions (tCO ₂ e)	Attributable Emissions Per Loan
Area available	3	2.70	1.26	70.09	47.19	15.73
Area not available	nil	nil	nil	nil	nil	nil
Total	3.00	2.70	1.26	70.09	47.19	15.73

Calculation Methodology for Solar Project Loans:

Under the PCAF framework, emissions due to solar financing can be estimated through different methods, based on the type and availability of project data. We adopted a methodology where we assumed the entirety of the amount financed by Capri Global is used in the activity tagged for each loan account. GHG emissions were calculated as the product of the energy generation capacity and the identified emissions factors.

$$\text{Financed Emissions} = \sum_i \text{Attribution Factor} \times \text{Energy Generated} \times \text{Emissions Factor}$$



$$\text{Attribution Factor} = \text{Outstanding Amount} / \text{Total Amount Finance}$$

The attribution factor was calculated using the ratio of the Principle Outstanding amount (Up to March'2025) and Asset Cost. The product of GHG emissions and the attribution factor were used to estimate the attributable emissions.

Solar Loans Summary

Total Loan Account	Total Loan amount financed (INR Cr)	Total Loan Outstanding Amount (INR Cr)	Total Solar Installation Capacity (kW)	Total Energy Generation (kWh)	Total GHG Emission (tCO ₂ e)	Attributable Emission (tCO ₂ e)	Attributable Emissions Per Loan
625	18.97	15.94	4573.00	5487600.00	202.77	169.83	0.27

A data quality score of 5 was assigned based on the approach taken to calculate the financed emissions of Solar Finance.

Calculation Methodology for Business Loans:

As per the PCAF methodology, the financed emissions from business loans can be calculated in several ways depending on the availability of data to derive the emissions of the business. We adopted a methodology where we assumed the entirety of the amount financed by Capri Global is used in the activity tagged for each loan account. The emissions factors for each "industry of business" and "Service type" sub-category were chosen by identifying the most closely/identical factor for each loan account. GHG emissions were calculated as the product of the amount financed and the identified emissions factors.

$$\text{Financed Emissions} = \sum_i \text{Attribution Factor} \times \text{Amount Financed} \times \text{Emissions Factor}$$



$$\text{Attribution Factor} = \text{Outstanding Amount} / \text{Total Amount Finance}$$

The attribution factor was calculated using the ratio of the Principle Outstanding amount (Up to March'2025) and Asset Cost. The product of the GHG emissions and the attribution factor were used to estimate the attributable emissions.

MSME Business Loans Summary

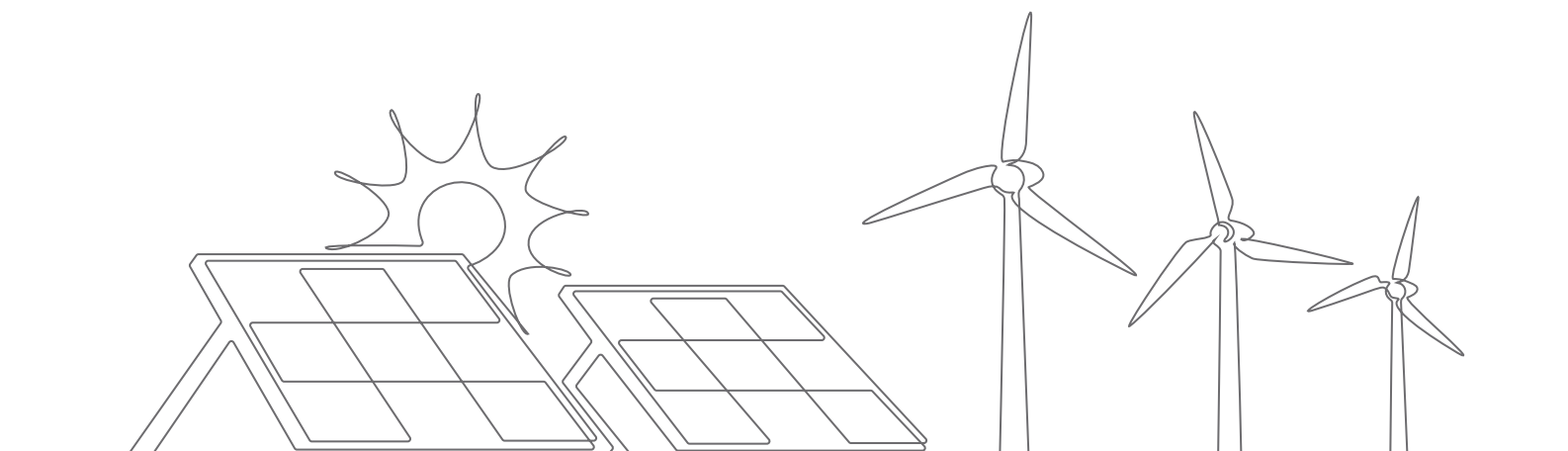
Category	No. of Loan Accounts	Total Asset Cost (INR Cr)	Total POS (INR Cr)	Total GHG Emissions (tCO ₂ e)	Total Attributable Emissions	Attributable Emissions Loan Account	Remarks
Traders	10479	1534.23	1369.02	39860.03	35500.48	3.39	Turnover considered for Attribution factor wherever provided
Services	17874	2494.29	2202.83	40672.84	36201.75	2.03	
Others	8083	1280.29	1140.86	17165.32	17165.32	1.89	
Manufacturers	2388	374.61	349.52	9115.13	15295.98	3.56	
Total	38824	5683.42	5062.22	106813.32	8501.83	2.46	

A data quality score of 5 was assigned based on the approach taken to calculate the financed emissions of MSME business loans.

Way Forward - Financed Emissions

This year marks the first time Capri Global has estimated financed emissions. As we move forward, our focus will be on enhancing the data quality score by refining the calculation approach and improving the accuracy of our emissions estimations. The following table provides certain steps that can be considered to further improve the data quality:

SNo.	Asset Class	Indicative Measures to Improve Data Quality Score
1	Business Loans	Creating designated “purpose of loan” tags and assigning description for each for ease of understanding
		Capturing the revenue of business or net worth of individual
		Capture the nature of business by providing tags such as trader, services provider, manufacturing, wholesales etc.
2	Mortgages and CRE	Ensure property area is consistently captured during loan origination.
		Integrate GRIHA/green building certifications into the loan application process.
		Regularly update the stage of completion for under-construction properties.
		Investigate and correct entries where Point of Scale is zero.
		Standardize data collection in line with PCAF guidelines.
		Improve metadata tracking (e.g., source, date, and confidence level).
		Train staff on the importance of climate-related data accuracy.
		Use technology integrations to automate data updates from external sources.
		Establish borrower feedback mechanisms for data correction and updates.
3	Solar Finance	Instead of relying on the estimate of energy generation, obtain actual energy output on month-on-month basis from the installed solar PV system by smart metering or inverter monitoring.
		Type of solar system installed with the efficiency to be captured.
		If required, obtain third party verification for energy data.



Sustainable Climate Action

Climate Governance

Capri Global has established a robust climate governance framework to address climate-related risks and opportunities effectively. The Board of Directors plays a pivotal role, recognizing climate change as a critical factor in long-term value creation and risk management. To ensure comprehensive oversight, Capri Global has set up a multi-tiered governance structure, including the Risk Management Committee and the ESG Steering Committee, which integrate climate considerations into the company's strategic and operational frameworks. This system ensures that climate-related risks are managed proactively and that opportunities for green finance and sustainability are explored strategically. The collaboration with external consultants strengthens Capri Global's capacity to align with global best practices and regulatory standards, reinforcing its commitment to sustainability and resilience. Additionally, Climate Change is also integrated into our multi-disciplinary company-wide risk management process.

Board Oversight On Climate Change Risks and Opportunities:

The Board considers ESG factors including climate change to be an important part of its responsibility for guiding the organisation's direction and ensuring its long-term success.

The Board recognises that climate change has the potential to materially impact Capri's operations, customer segments, financial performance, and regulatory compliance. As such, directors are expected to consider climate factors in the discharge of their responsibilities, especially in areas concerning:

- Risk management and capital allocation,
- Business continuity and resilience planning,
- Product innovation (e.g., solar finance)

The Risk Management Committee is tasked with identifying, assessing, and mitigating climate-related risks, ensuring they are integrated into the broader enterprise risk management framework. The Board meets **at least annually** to discuss the Climate related issues that may impact the organization. Additionally, the ESG Steering Committee, which reports directly to the Board, drives the company's ESG roadmap, including climate strategy, by reviewing material ESG topics and setting relevant KPIs and goals. This comprehensive approach ensures that the Board maintains a strategic focus on climate resilience, aligning with evolving regulatory expectations and stakeholder demands.

Climate-related responsibilities are increasingly seen as a core component of directors' stewardship

obligations, aligning both with Capri Global's strategic ambitions and the expectations of regulators, investors, and other stakeholders.

This leadership has been further reinforced through a Board-level ESG and climate training conducted in January 2025, building awareness and strengthening collective Board capacity.

Management Oversight

The Nomination and Remuneration Committee is gradually evaluating how aspects of risk governance and long-term strategic performance which may include sustainability leadership could be integrated into executive compensation frameworks, reflecting evolving expectations.

Capri Global has a formal ESG team, led by the Principal – ESG and Impact Investment, responsible for policy development, implementation, reporting, and coordination across departments. This ensures cross-functional alignment and clear delegation of climate-related responsibilities

Process For Identifying and Assessing Climate-Related Risks at Capri Global

Identification: Climate risk evaluation begins with an analysis of historical climate patterns and sectoral research. This helps in identifying risks that are specific to the operational environment, ensuring that mitigation strategies are relevant and effective.

Assessment: Scenario analysis is used to assess the potential severity and likelihood of identified risks. By considering a range of climate futures, organizations can gain a comprehensive understanding of possible impacts and plan accordingly.

Quantification: Estimating the financial and operational consequences of each risk allows for prioritization based on significance. This ensures that resources are directed toward the most critical areas requiring intervention.

Mitigation: Measures are adopted to strengthen infrastructure, improve energy efficiency, and adapt operational practices. These actions help reduce vulnerability to climate risks while supporting broader sustainability objectives.

Monitoring & Disclosure: Continuous tracking of risk management efforts ensures their effectiveness over time. Transparent communication with stakeholders supports accountability and aligns with long-term environmental and strategic goals.

Scenarios Identified For Physical & Transition Risks at Capri Global

Capri Global has adopted a structured approach to climate risk evaluation by exploring multiple future scenarios that reflect varying degrees of climate impact.

Physical Risks are assessed under two key climate pathways:

- **SSP1-2.6** represents a low-emission future where strong global climate policies limit warming to around 1.8°C by 2100. This scenario emphasizes early adaptation and mitigation efforts.
- **SSP5-8.5** outlines a high-emission trajectory with minimal policy intervention, leading to a potential temperature rise of nearly 5°C by 2100. This scenario demands extensive adaptation to manage severe climate disruptions.

Transition Risks are analyzed through scenarios that reflect different levels of policy ambition and economic transformation:

- **Net Zero 2050** envisions aggressive climate action and technological innovation to achieve carbon neutrality by mid-century.
- **Current Policies** assumes no significant strengthening of existing climate regulations, resulting in a projected warming of over 3°C by 2100.

These scenario-based insights help guide strategic planning, enabling the development of adaptive measures that strengthen resilience and support long-term sustainability goals.

Risks Identified

Capri Global has identified physical risks as potential threats arising from climate change impacts on infrastructure and operations, requiring proactive adaptation and mitigation strategies.

Physical Risks	Business Impact	Financial Impact
Heat Stress	Reduced employee productivity due to high temperatures.	Projected 2% reduction in total working hours by 2030.
	Increased absenteeism.	Elevated operational costs from increased cooling requirements
	Necessity for advanced workplace safety protocols.	–
Heavy Precipitation and Flooding	Damage to physical assets, affecting business continuity.	Increased insurance premiums and maintenance costs due to frequent flood events.
	Transportation issues affecting employee attendance and productivity.	Higher loan default rates, potentially increasing credit losses by over 66.1%.
Cyclones	High risk of damage to coastal branch locations.	Substantial repair and replacement costs for damaged assets.
	Necessity for comprehensive emergency preparedness and response planning.	Elevated insurance premiums due to cyclone-related claims.
	–	Increased loan default rates, with a projected 65.8% increase in credit loss potential.
Water Stress	Operational challenges due to water scarcity affecting drinking and sanitation facilities.	Costs for procuring water from alternative sources.
	Potential need to lease green buildings with water-efficient systems fixtures.	Higher rental rates for buildings with features like LEED Net Zero certification.

Transition Risks

Areas	Transition Risk	Business Impacts	Financial Impacts
Technology	Energy Efficiency in Data Centers	- Investment in new technologies and infrastructure upgrades. - Operational disruptions during transition period. - Enhances sustainability profile and competitive positioning.	- Significant upfront capital investment with potential longterm savings. - Reduction in energy consumption leading to lower operational expenses. - Improved financial performance through enhanced efficiency.
Market	Shift of lending practices	- Shift in portfolio strategy to include more sustainable projects. - Development of new financial products and services. - Enhances reputation and market positioning in sustainable finance.	- Potential for higher returns on investment through green financing. - Increased market share in sustainable finance sector. - Opportunities for strategic partnerships in green finance.
Market	Demand for disclosure of financed emissions	- Integration of carbon accounting frameworks increases operational complexity. - Restructuring of lending portfolios to align with low carbon initiatives. - Competitive disadvantage if not aligned with industry standards.	- Increased costs due to third party consulting fees/ advanced emissions tracking systems. - Revaluation of loan portfolios affecting asset quality and profitability.
Reputation	Increasing awareness among stakeholders & investors	- Impact on client and investor relationships if not aligned with sustainability goals. - Enhances brand value and competitive advantage.	- Positive reputation can lead to increased investor interest and capital access. - Potential for lower cost of capital due to enhanced investor confidence. - Opportunities for growth through sustainability profile.
Reputation	Transparency in Reporting	- Additional resources for data collection and analysis. - Enhances stakeholder trust and compliance with regulatory standards.	- Improved transparency can lead to better investor relations and capital access. - Opportunities for differentiation through transparency practices.

Areas	Transition Risk	Business Impacts	Financial Impacts
Market	Mandates on Renewable Energy	• Drives need for clients to invest in renewable energy infrastructure. • Opens new business opportunities in financing renewable projects. • Requires expertise in renewable energy financing.	• Additional capital outlay for renewable projects could strain resources. • Enhanced portfolio diversification improving risk adjusted returns.
Policy & Legal	Insurance Premiums	• Revaluation of risk management strategies due to rising premiums. • Changes in asset insurance coverage and terms.	• Increased insurance costs could erode profit margins. • Need for higher reserves to cover increased risk exposure.

Short, Medium Term Climate-Related Risks and Opportunities Identified

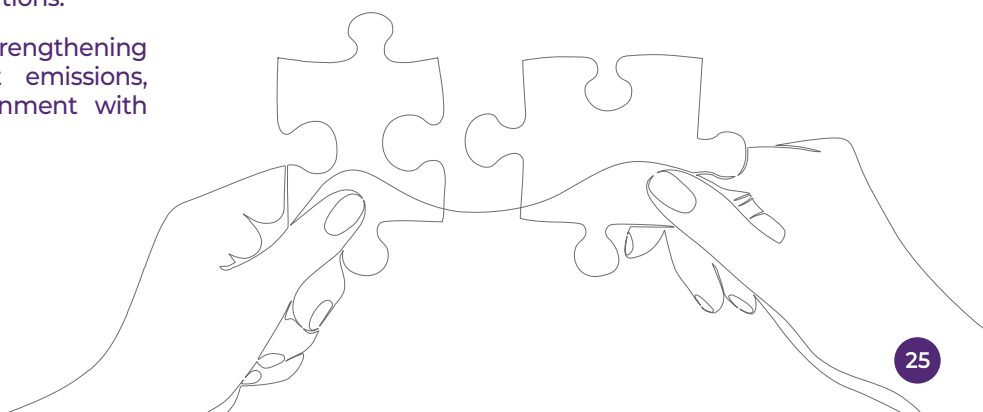
Capri Global has conducted a comprehensive climate risk assessment to identify and evaluate potential climate-related risks and opportunities that may impact its operations over the next 25 years. This forward-looking initiative spans key operational sites, enabling the organization to proactively address both short-term disruptions and medium-term strategic challenges posed by climate change. By integrating scenario analysis into the assessment, Capri Global can explore a range of future climate trajectories and their implications. Evaluating the contrasting scenarios helps Capri Global build resilience, align its strategy with global climate goals, and identify opportunities for innovation and adaptation in a changing environment.

Physical and Transition Risks Adaptation Measures

Climate-Responsive Operational Measures

- **Standard Operating Procedures (SOPs):** Establishing clear protocols for managing identified climate hazards to ensure consistent and effective responses across operations.
- **Enhanced Emission Monitoring:** Strengthening systems to monitor and report emissions, supporting transparency and alignment with sustainability goals.

- **Green Building Expansion:** Planning to consider certified buildings as a key criterion for future expansion and increasing presence, supporting energy efficiency and environmental responsibility.
- **Insurance Vendor Evaluation:** Reviewing insurance providers to ensure coverage includes climate-related operational risks, enhancing resilience against environmental disruptions.
- **Solar Rooftop Financing:** Actively providing financing solutions for solar rooftop installations, promoting clean energy adoption and contributing to reduced carbon emissions.
- **EV & Green Equipment Financing:** Exploring expansion into financing electric vehicles and sustainable agricultural machinery to support low-carbon transitions in mobility and farming.
- **Borrower Climate Risk Assessment:** Incorporating climate risk profiling into borrower evaluations to ensure responsible lending and long-term portfolio resilience.



Metrics and Targets

Capri Global uses a set of key indicators to manage climate-related risks and opportunities effectively:

- **Risk Metrics:** Analyzing both physical and transition risks across multiple climate scenarios to support informed decision-making and long-term strategic planning.
- **GHG Emissions Tracking:** Systematically monitoring Scope 1, Scope 2, and Scope 3 greenhouse gas emissions to gain a comprehensive view of the carbon footprint and identify key areas for reduction.
- **Performance Targets:** Establishing bold and measurable goals for lowering emissions and advancing sustainable practices, aligned with international climate commitments and tracked for continuous progress. We aim to reduce total scope 1 and scope 2 emission intensity by 5% by FY28 compared to baseline year FY25.
- **Integrating climate risk assessment into the business strategy:** reflects our commitment to long-term resilience and sustainable growth. This proactive approach enables the institution to manage climate-related risks that could affect its lending operations, asset quality, and customer segments especially those exposed to environmental vulnerabilities. At the same time, it opens up opportunities in emerging areas such as green finance, renewable energy projects, and sustainable agriculture. By aligning with evolving climate expectations and regulatory standards, the bank strengthens its market position while contributing to inclusive and environmentally responsible development.

Water Waste Optimisation

Water Management: Due to the nature of the Business, water is not essentially a key material topic for us. Our operations do not involve extensive water consumption as part of business activities. However, water is utilized for employee hydration and sanitary purposes. During FY25, the total water consumption was 5,390.33 KL.

Paper Reduction and E-waste Management

At Capri Global, we are embracing digital transformation as a key enabler of environmental responsibility and operational efficiency. In FY 2024–25, we accelerated our paperless journey by

digitising the end-to-end loan lifecycle process from customer onboarding to servicing thus significantly reducing paper usage and administrative overheads.

Digital Integration of Customer and Loan Documents

- Previously manual, paper-based processes have now been fully integrated into our core system architecture. This transition includes:
- Digital Loan Agreements
- Digitised Key Fact Statements (KFS)
- System-generated Sanction Letters and MITC (Most Important Terms & Conditions)
- In-system generation of Application Forms and Statement of Accounts (SOA)

Through this transformation, we have eliminated the need to print an average of 50 pages per customer loan cycle contributing meaningfully to forest conservation and reduced carbon footprint associated with paper production and logistics.

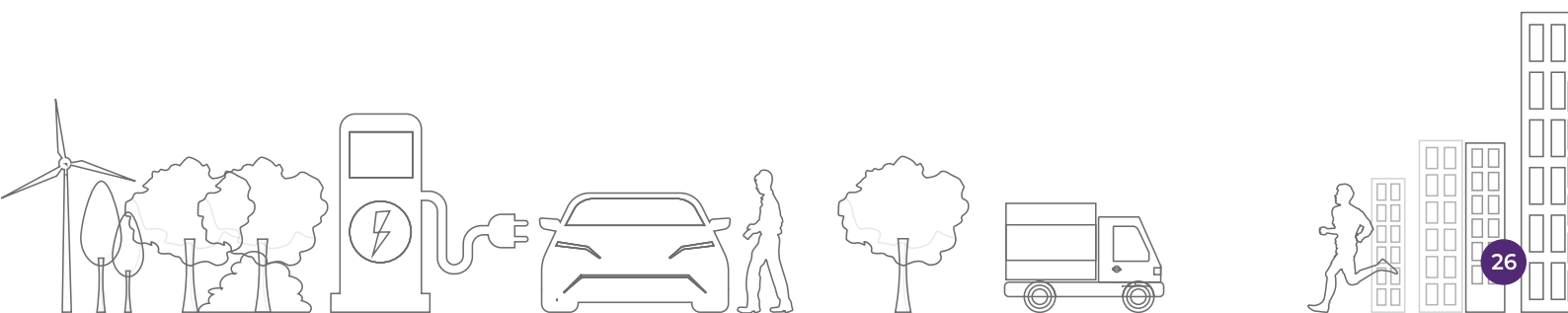
Responsible E-Waste Management

While digitalisation reduces paper use, it brings responsibility for managing electronic waste sustainably. Capri Global ensures the ethical disposal and recycling of end-of-life electronic equipment in compliance with applicable environmental standards and e-waste regulations. Obsolete hardware and IT assets are decommissioned through authorised e-waste recyclers to prevent environmental harm and data security breaches.

By digitising core business processes and strengthening e-waste protocols, Capri Global is reinforcing its commitment to sustainable operations and circular resource use.

Climate Related Management Incentive

At Capri Global, we value and recognize individuals who go above and beyond. We have established some department-specific ESG-related KPIs, including key indicators on environmental factors such as emissions, energy consumption, etc. If not carefully managed, these factors can have a significant environmental impact and pose risks to the climate. When the team successfully manages performance against these KPIs and achieves their yearly goals, it positively impacts their overall annual performance review.



Digital Pathways to Green Growth

Capri Global continues to embed sustainability principles within its digital architecture by implementing solutions that meaningfully contribute to decarbonisation particularly addressing Scope 3 emissions, which encompass indirect emissions from business travel, paper use, digital infrastructure, and third-party services.

In FY 2024–25, we introduced several system-based innovations and sustainable technology practices to streamline operations and reduce our environmental footprint:

API-Enabled Bank Statement Fetching: By enabling customers to digitally share bank statements through secure API integrations, we have eliminated the need for physical printouts and courier deliveries, thereby reducing Scope 3 emissions linked to paper production, printing, and transport logistics.

01

In-System Query Resolution Module: The deployment of a centralised digital query interface has reduced the volume of email exchanges and offline documentation, contributing to energy efficiency in communication workflows and limiting emissions from digital storage and server usage.

02

Loan Purpose Modification Without Re-login: Previously, modifying a loan purpose required a fresh application and a repeat customer visit. Through an in-built case modification feature, we have eliminated the need for additional customer visits and reduced field trips by staff leading to tangible reductions in transport-related Scope 3 emissions.

03

Sustainable Tech Architecture: Our digital transformation is anchored in cloud-based systems that optimise energy consumption by reducing reliance on physical infrastructure. The use of scalable and energy-efficient cloud platforms further contributes to lowering the environmental footprint of data processing and storage.

04

Paperless Operations: We are advancing toward 100% digital and paperless workflows, including a fully digital loan journey, which significantly minimises carbon emissions associated with physical document handling, printing, and storage.

05

Together, these interventions demonstrate our commitment to sustainable digitisation and responsible business practices, helping Capri Global transition towards a low-carbon operational model while enhancing customer convenience

Key Highlights of Green IT and Digital Transformation Initiatives in FY 2024–25

Capri Global continues to enhance its digital ecosystem with an emphasis on reducing environmental impact and promoting operational efficiency. By embedding sustainable practices into our loan lifecycle and internal operations, we are minimising resource consumption, improving customer experience, and contributing to the reduction of Scope 3 emissions.

Key Initiatives in FY 2024–25 Include:

- **Digital Loan Journey:** We have transitioned from manual loan processing to a fully digital model, encompassing paperless customer onboarding, digital KYC, and automated document generation. This shift reduces both physical resource consumption and manual workload.
- **System-Based Underwriting (Automated Decision-Making):** The adoption of system-based underwriting engines automates credit decisions, significantly reducing manual intervention, processing time, and the carbon footprint associated with extended branch-level operations and document handling.
- **AI and Data Analytics:** Advanced AI and machine learning models are integrated into credit underwriting, collections, and loan processes. These technologies optimise strategies, reduce the need for physical resources, and streamline operations.
- **AI For Enhanced Collections:** AI-driven collection strategies further minimise the need for in-person interactions, physical notices, and related logistics, supporting resource-efficient recovery processes.
- **E-Signature Adoption For Loan Agreements:** The use of legally compliant e-signatures has eliminated the need for printed loan agreements, reducing Scope 3 emissions linked to paper production, in-person logistics, and physical storage.
- **WhatsApp and Multi-Channel Digital Communication:** We increasingly leverage digital platforms including WhatsApp, email, and in-app notifications for customer communications. This shift replaces physical letters and printed notices, advancing our paperless engagement strategy.
- **Gamification to Drive Digital Adoption:** Gamification techniques have been integrated into our internal digital training platforms, promoting adoption of system-driven operations and paperless workflows. This initiative reinforces sustainable behaviour among employees while enhancing engagement and productivity.

Together, these initiatives reflect our strategic commitment to digital sustainability, enabling Capri Global to lower its carbon intensity while enhancing customer centricity, data security, and operational agility.



Social Empowerment



Our People

Human Capital Development

Capri Global recognises that a motivated, diverse, and future-ready workforce is central to long-term business resilience. Our human capital development approach is grounded in inclusivity, continuous learning, and employee wellbeing supported by structured people policies and regular employee feedback mechanisms.

The Company invests in employee development through a combination of internal and external learning opportunities, including coaching, mentorship and peer networks. Cultural education is aligned with the Company's commitment to human rights and is guided by norms laid out by the Nomination and Remuneration Committee. Programmes are also in place to support employees during transitions such as retirement or exit, including dedicated digital transition support. These initiatives are designed to ensure continuity, dignity and readiness for the next phase. The impact of these programmes is measured where applicable.

Key Human Capital Initiatives Included:

- **Diversity & Inclusion** : Capri is committed to equal opportunity hiring and fostering inclusive workspaces. Our focus areas include greater representation of women in business roles, inclusive leadership development, and anti-discrimination policies. All employees are covered under our Equal Opportunity and Non-Discrimination Policy, aligned with international labour principles.
- **Capability Building** : We continued to strengthen our digital learning ecosystem through platforms like Capripedia, and deployed customised programmes such as Synergy, Parichay, and Bring Up. These cater to functional, behavioural, and leadership competencies across business lines.
- **Employee Wellbeing** : Comprehensive benefits ranging from health insurance, mental wellness, and parental support to flexible working arrangements were offered to enhance work-life balance. Special wellness drives such as yoga sessions, eye check-up camps, and sports activities were organised across offices.
- **Feedback-Driven Culture**: Regular surveys, skip-level meetings, and manager connect sessions helped us track sentiments, resolve grievances early, and reinforce a performance-oriented culture.

Through these measures, Capri Global nurtures a workplace where employees feel heard, valued, and equipped to grow. Our D&I-led approach to human capital reflects our commitment to equitable growth and shared success.

IMPACT SNAPSHOT

Focus Area	Key Trainings Delivered	Beneficiary Groups
Induction & Onboarding	Parichay, HR Induction	New Joiners (Sales, Collections, Ops)
Product & Policy	UTD – Product	Sales & Credit Teams
Legal & Compliance	Legal Refresher Amendments	Operations, Legal & Risk Team
Tech Enablement	E-signature, CollectXpress	Cross-functional Teams
Mentoring & Coaching	Capripedia	Low Performers, Branch Managers
Digital Tools	Capripedia, Train the Trainer	Trainers & Field Staff

- **Digital Transition Programme:** Further supporting this transformation was the integration of digital learning platforms like Capripedia, Capri's proprietary app delivering modular, on-demand learning content. Additionally, WhatsApp and internal channels were leveraged for microlearning, and gamification-based modules were introduced to increase training adoption and engagement. These digital solutions not only expanded access to learning but also strengthened ESG metrics such as employee empowerment, skill retention, and reduction of training-related resource consumption.
- **Cultural Sensitization Programme:** Cultural sensitisation modules covering gender, regional inclusivity and workplace respect are embedded in employee induction and learning journeys.
- **Teams & Network:** We encourage our employees to expand their knowledge beyond their immediate roles by engaging with professional networks, communities of practice, and connecting with customers and suppliers. These interactions are facilitated both face-to-face and through technology-enabled platforms, including social media and dedicated forums. Our internal resources, similar to "Learning Hub" or "Colleague Resource Group," empower employees to collaborate and develop their skills, ensuring they remain adaptable and innovative in a dynamic workplace environment.
- **Leadership Development Programmes:** Our leadership development programs are designed to equip both current and future leaders with essential personal leadership skills, empowering them to effectively guide teams and influence organizational success. By honing specific skills, these programs foster a culture of empowerment and innovation, ensuring our leaders are prepared to navigate challenges and drive Capri Global forward.
- **Transition Programmes:** At Capri, we prioritize the growth and adaptability of our workforce by offering continuous upskilling and development programs. This commitment ensures our employees are equipped to transition seamlessly into new roles or explore internal job opportunities as they align with evolving career aspirations. Through versatile training and support services, we encourage a dynamic work environment where employees can confidently navigate shifts in their career paths, fostering both individual progression and organizational success. By nurturing talent and adaptability, we create a culture where change is embraced and opportunities for internal mobility are abundant. Together, these training interventions demonstrate Capri Global's commitment to building a resilient, knowledgeable workforce while actively contributing to environmental and governance-related sustainability goals.

Focus Area	Name of Initiative	Beneficiary Groups
Induction & Onboarding	Parichay, HR Induction	New Joiners (Sales, Collections, Ops)
Product & Policy	UTD – Product, Tech Vetting, Insurance	Sales & Credit Teams
Legal & Compliance	Legal Refresher, Amendments	Operations, Legal & Risk Team
Tech Enablement	E-signature, CollectXpress, CPU Queries	Cross-functional Teams
Behavioural & Coaching Mentorship	Bring Up, Performance Discussion, Morning Huddles	Low Performers, Branch Managers
Digital Tools	Capripedia, TTT, Micro-LAP Demo	Trainers & Field Staff
Upskilling Programme	Transition Programmes	Employee Resource Groups
Leadership Mentoring	Management Mentorship Programmes	–

Employee Training and Development

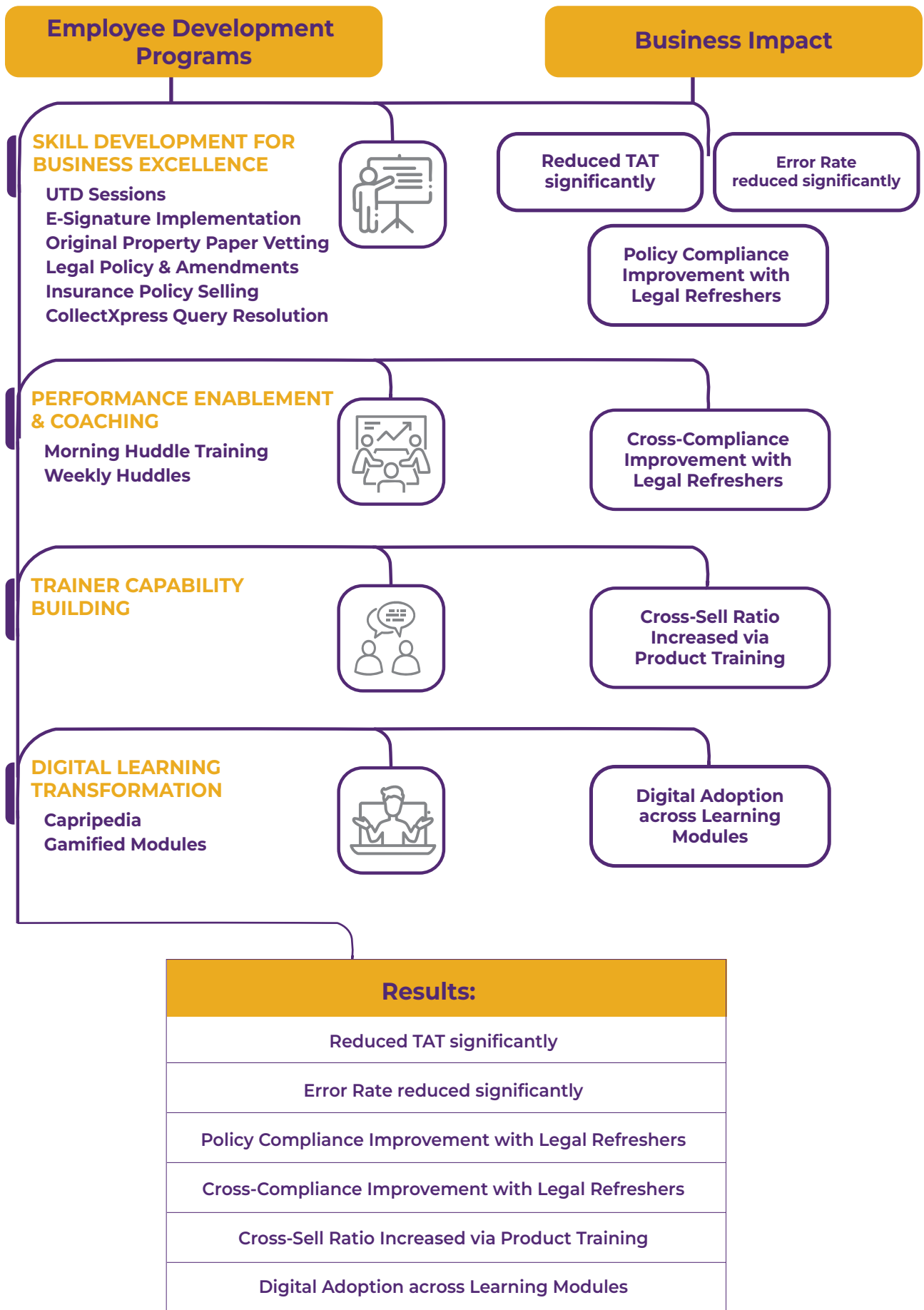
At Capri Global, our training and development framework in FY 2024–25 was designed not only to upskill employees across functions but also to deliver measurable outcomes aligned with our ESG objectives. Under our Skill Development for Business Excellence programme, we implemented structured onboarding initiatives like Synergy and Parichay, which provided Sales, Collections, and Operations teams with in-depth knowledge on the company, product offerings, processes, documentation, legal frameworks, and technical aspects.

- Upskilling Programmes:** A series of Up-To-Date (UTD) sessions focused on critical modules such as E-signature implementation, Original Property Paper (OPP) vetting, legal policy updates, insurance policy selling, and CollectXpress query resolution. These sessions not only enhanced functional knowledge but also contributed directly to ESG KPIs such as improved turnaround times (TAT), error rate reduction, policy compliance, and digital adoption. For instance, the e-signature module led to faster disbursals and reduced paper consumption, while OPP vetting training strengthened

documentation accuracy and audit preparedness. Legal refresher sessions ensured ongoing alignment with evolving RBI and SEBI mandates, and training in insurance cross-sell practices adhered to IRDAI norms, fostering responsible customer engagement.

- Coaching & Mentorship:** To reinforce continuous performance improvement, we launched performance enablement and coaching initiatives such as Bring Up and UTD Performance Discussions, which provided targeted support to low-performing branches through coaching on selling skills, product/process clarity, and performance analysis. Morning Huddle trainings institutionalised daily team alignment routines for Branch Managers, and Gold Loan and HL-UR Huddles delivered focused guidance on business-line execution. Recognising the need for internal knowledge multiplication, we also conducted Train-The-Trainer (TTT) sessions that equipped internal trainers with updates on new policies, product features, incentive structures, and digital tools. Capri Global Capital Limited conducts structured coaching and mentorship initiatives, particularly for leadership and middle management development.





Key Learning & Development Initiatives

Skill Development for Business Excellence

Synergy & Parichay: onboarding for Sales, Collections, and Operations teams, covering Campus to Inductee

UTD (Up-To-Date) Sessions on E-signature/Property Paper (OPP) Vetting

Legal Policy & Amendments; Insurance Policy Selling, CollectXpress Query Resolution

Performance Enablement & Coaching

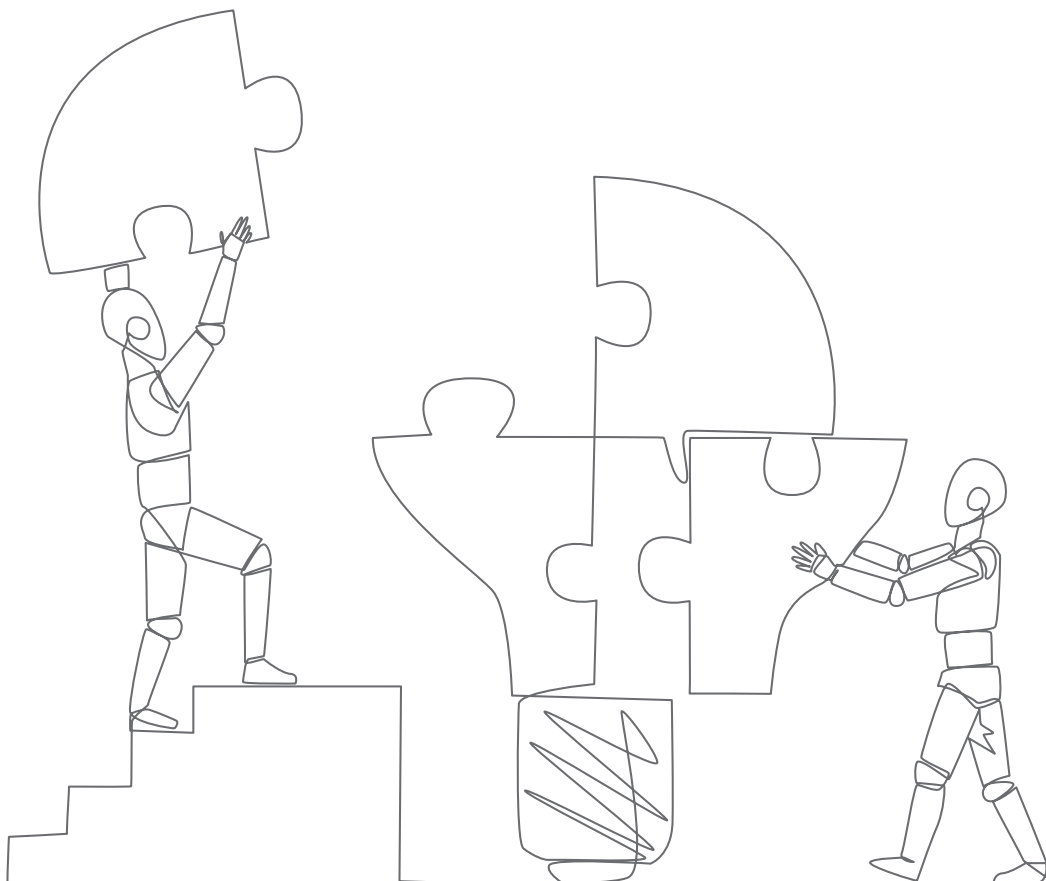
Bring Up & UTD Performance Discussion: So selling skills, performance review, process adherence

Morning Huddle Training: on conjugant structured communication and productivity for Branch Managers

Gold Lean & HL-RF Focused Sessions: ongoing Weekly Huddles

Trainer Capability Building

Train-The-Trainer (TTT) assigns on updated products, policies, incentive structures, and tech features



Diversity, Equity & Inclusion

At Capri Global, we view diversity and inclusion not just as HR priorities, but as strategic business imperatives that contribute to a resilient, empathetic, and high-performing workplace. Our initiatives are designed to promote equity, improve access to opportunities, and ensure every individual feels seen, heard, and supported regardless of gender, life stage, socio-economic background, or location. Through progressive policies, inclusive celebrations, and responsive support mechanisms, we aim to build a culture that values human dignity, respects personal circumstances, and empowers employees to thrive professionally and personally. These efforts are integrated into our broader ESG commitments and are aligned with global standards such as the GRI and DJSI frameworks.

Fostering Diverse Talent

Capri Global Capital Limited actively promotes diversity and inclusion through its recruitment and hiring practices. The company recognises the value of diverse perspectives and is committed to building a workforce that reflects a variety of genders, ethnicities, socio-economic backgrounds and equal opportunity as core principles. Current initiatives include the Leadership Development Programme (LDP), which is designed to strengthen the leadership capabilities of mid-level and senior managers through workshops, mentoring sessions and hands-on projects. Other learning platforms include facetime interactions with business heads, regional connect sessions, digital literacy training, weekly branch workshops, live product training and comprehensive induction programmes—all aimed at equipping employees with the skills and support needed to grow within the organisation.

Managerial Or Board Level Responsibility For Diversity Initiatives

Capri Global Capital Limited ensures strong governance of its diversity, equity and inclusion (DEI) initiatives through defined managerial and Board-level oversight. As outlined in the Human Rights Policy, every team member shares accountability for implementing DEI commitments, with overall responsibility resting with department heads and the Human Resources team. Progress on diversity initiatives is regularly reviewed and reported to the Board.

Training And Guidance Regarding Diversity

Capri Global Capital Limited provides regular training and guidance to employees on diversity, inclusion and non-discrimination, as part of its commitment to creating an equitable and respectful workplace. The Human Rights Policy underscores the importance of awareness and education in promoting inclusive practices across the organisation. In the most recent year, 100 percent of employees received training on equal opportunity, non-discrimination, prevention of harassment and human rights. Coverage of this training is monitored as a key performance indicator, reinforcing Capri's dedication to fostering a diverse and inclusive work environment. Rights Policy, every team member shares accountability for implementing DEI commitments, with overall responsibility resting with department heads and the Human Resources team. Progress on diversity initiatives is regularly reviewed and reported to the Board.



Employee Benefits

- **Employee-Centric Flexibility :** Recognising the need for work-life balance, we offer flexible working hours that enable employees to manage personal responsibilities without compromising professional commitments. In times of emergencies or health-related concerns, managers are encouraged to show empathy and grant necessary relaxations, including adjusted timings or special leave approvals through department heads.
- **Health and Family Support:** We extend financial assistance during medical emergencies to employees and their families, demonstrating our unwavering commitment to their well-being. Special medical considerations, such as time off or flexibility for treatment and recovery, are accommodated with care and discretion.
- **Maternity Support :** We provide six months of maternity leave, with options for extension and work-from-home arrangements, helping women transition smoothly into motherhood without professional setbacks.
- **Education Scholarships :** Capri Global supports the educational aspirations of our employees' children by offering scholarships, especially for those facing financial constraints ensuring that no child is denied access to quality education due to economic hardship.
- **Celebrating Women and Families :** We celebrate Women's Day with thoughtful, personalised gifts such as Swarovski pens, honouring the contributions of our women employees. On Mother's Day, we invite mothers of our team members to participate in special events—strengthening the emotional fabric of our workplace.
- **Culture of Celebration and Belonging :** From monthly birthday celebrations with sponsored cakes and snacks across branches to team-bonding activities like off-sites, team dinners, and movie outings, we strive to foster camaraderie, belonging, and joy in the everyday lives of our employees.
- **Part-time working options:** We offer Part-time work options are available in case of new mothers and in case of any emergencies.

- **Parental Leave:** Parental leave for primary caregivers is provided as per applicable statutory norms is of 26 weeks and for non-primary care giver its 1 week.
- **Workplace Stress Management:** Capri Global Capital Limited conducted an online mental wellness session for employees, focused on stress management and emotional well-being.
- **Childcare facilities:** Breastfeeding/lactation facilities are being developed in the coming years for the benefit of our employees

Employee Performance & Career Development

At Capri, we are dedicated to fostering a culture of growth and accountability through diverse performance appraisal methods, ensuring that each employee's development aligns with our company vision and collective success.

- **Management by Objectives:** At Capri, we collaboratively set measurable goals with our managers, routinely follow up, ensuring alignment with both personal growth and the company's mission.
- **Multidimensional Performance Appraisal:** We use comprehensive assessments to evaluate how each team member meets and exceeds Capri's values and objectives.
- **Team-Based Performance Appraisal:** Our focus on team goals alongside individual aspirations promotes a cohesive and productive environment, recognizing collective efforts and encouraging personal growth.
- **Agile Conversations:** We prioritize continuous feedback and regular conversations throughout the year to dynamically reassess objectives and remove barriers for consistent employee growth.
- **Ongoing Conversations:** Regular check-ins and formal reviews ensure continuous professional development and open communication, allowing Capri and its employees to progress seamlessly.

Employee Well-Being

At Capri Global, employee well-being is an essential pillar of our organisational culture. We continue to take a proactive and preventive approach to health and safety by offering holistic wellness services, promoting occupational safety, and enabling access to medical support. Our initiatives are designed not only to ensure compliance but also to embed a culture of care, health awareness, and emergency preparedness across all locations.

Health Camps

During the reporting period, we conducted a large-scale health camp for employees in the West Zone, where **over 500 employees registered and availed services** such as Body Mass Index (BMI) measurement, Random Blood Sugar (RBS) testing, Blood Pressure monitoring, Electrocardiogram (ECG), eye check-ups, and on-site doctor consultations. This initiative reflected our commitment to preventive healthcare and early diagnosis.

In the North Zone, a free eye check-up was arranged, benefitting 50+ employees. Alongside the tests, employees received direct consultation from qualified doctors. These health drives were especially valued for bringing critical screening services directly to our office premises.

Employee Wellness Programmes

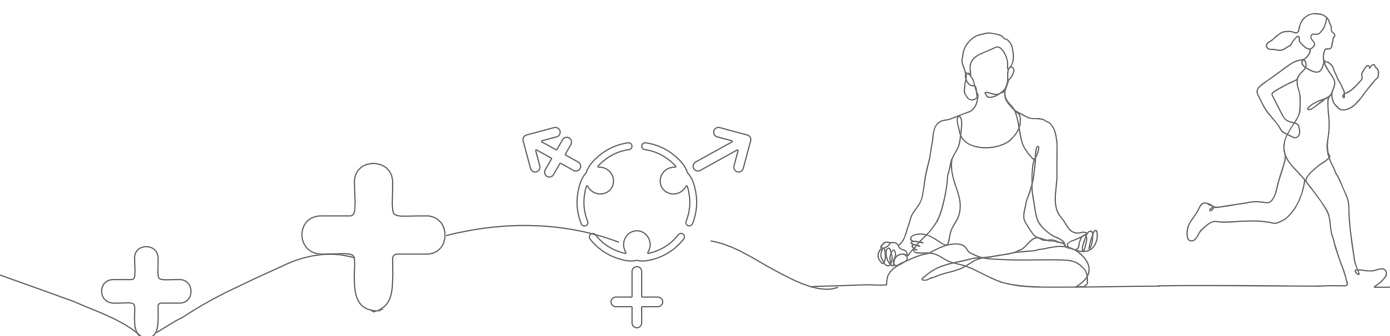
To complement these physical wellness initiatives, we implemented a Doctor-on-Call service, enabling employees to avail free medical consultations for a variety of concerns ranging from physical ailments to mental well-being. To further promote awareness, regular emails are circulated on key health topics, including knee pain, backache, indigestion, panic attacks, and more—helping employees identify early signs and adopt healthier practices.

Employee Health and Safety

Our approach to safety also extended to emergency preparedness and risk mitigation. We conducted fire evacuation drills across multiple offices, aimed at:

- **Evacuation Drill :** Familiarising occupants with the evacuation process and assembly point protocol
- **Emergency Response :** Testing the readiness of the Emergency Response Team (ERT) and fire wardens
- **Monitoring Readiness :** Evaluating the functionality of fire alarms, MCPs, pressurisation fans, elevators, and air conditioning systems post-alarm activation.
- **Awareness & training :** Educating staff on standard emergency responses and evacuation best practices. In addition, a Road Safety Awareness Campaign was launched through internal communication channels. Employees were sensitised on critical aspects such as vehicle maintenance, maintaining safe driving distances, and adhering to speed limits fostering a safety-first mindset even beyond the workplace.

Through these ongoing initiatives, Capri Global continues to demonstrate its unwavering commitment to creating a safe, supportive, and health-conscious work environment for all employees. . to embed a culture of care, health awareness, and emergency preparedness across all locations.



Employee Satisfaction

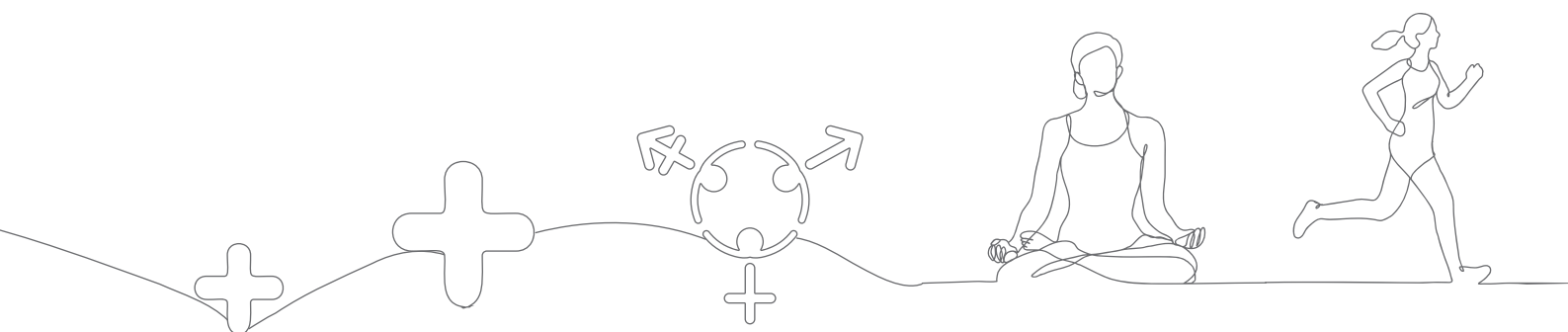
At Capri Global, we recognize that employee satisfaction goes beyond external incentives and benefits to include deeper aspects of well-being. We focus on how satisfied our employees feel with their work, ensuring they experience a strong sense of purpose and meaning in their roles. We strive to foster happiness by creating a positive work environment where employees feel genuinely happy most of the time while also being mindful of managing stress levels to reduce negative effects at work. By measuring these dimensions through our employee surveys including job satisfaction, purpose, happiness, and stress we are committed to understanding and enhancing the overall well-being of our workforce, creating a workplace where our employees feel valued, motivated, and supported. We asked our employees about various aspects of their experience at Capri Global to better understand their satisfaction and well-being, including:

- Their overall job satisfaction and how fulfilled they feel in their current roles.
- Whether they find a clear sense of purpose and meaning in the work they do.
- How often they experience happiness and positive feelings while at work.
- The frequency and impact of stress or pressure they encounter during their workday.
- The level of support they receive from the organization and leadership to maintain their well-being.

Through these ongoing initiatives, Capri Global continues to demonstrate its unwavering commitment to creating a safe, supportive, and health-conscious work environment for all employees. . to embed a culture of care, health awareness, and emergency preparedness across all locations.

Employee NPS Score

In FY 2024–25, our Employee Net Promoter Score (eNPS) stood at 52.40, reflecting high levels of satisfaction, engagement, and loyalty among employees. This positive indicator reaffirms the impact of our talent strategy, especially around Diversity & Inclusion (D&I), skill-building, and employee care.



Our People's Rights

At Capri Global, our commitment to upholding exemplary labour practices and respecting human rights aligns with internationally accepted standards. We ensure fair compensation by paying a living wage and promoting balanced work-life dynamics by avoiding excessive working hours and setting maximum limits. Gender pay equity is a strong focus, with equal remuneration for men and women, alongside ensuring payment for annual leave and setting minimum notice periods before mass terminations. These principles not only govern our operations but extend to our suppliers and partners. We also unequivocally commit to preventing violations of human rights, including human trafficking, forced labour, and child labour. We respect the freedom of association and the right to collective bargaining, striving to eliminate discrimination and uphold other fundamental rights. Our policies are comprehensive, covering requirements for our operations, suppliers, and partners, underscoring a culture of fairness, respect, and dignity throughout our supply chain. Refer to the human rights policy for further information:

[Human-Rights-Policy-CGCL-27.01.2024.pdf](#)

At Capri Global, we are committed to fostering an inclusive and supportive workplace environment where fairness, transparency, and the well-being of our employees are prioritized. Through a series of carefully crafted programmes, we not only meet our obligations but strive to exceed them, ensuring that every member of our team feels valued and empowered. Here are the key initiatives that reflect our dedication to these principle

- **Periodic Wage Reviews** : We regularly assess wages to ensure they remain adequate and fair for all employee
- **Working Hours Monitoring** : We use biometric and HR systems to manage compliance and fairness in working hours.
- **Overtime Payments** : We ensure overtime payments are handled according to legal requirements and company policies.
- **Open Dialogue Encouragement** : Our company encourage's open communication between employees and management to discuss working conditions.
- **Gender Pay Equity Tracking** : We utilize HR analytics to maintain equal opportunity in recruitment and promotion processes.
- **Social Protection Schemes** : We offer group insurance and various employee welfare initiatives to enhance social protection.

- **Leave Entitlement Monitoring** : Our HR team encourages employees to utilize their annual paid leave for well-being.
- **ESG Training for Reskilling** : We focus on business-related learning and include training on climate transition impacts through ESG-focused sessions.
- **Termination** : Our organization strictly complies with Indian labor laws, including , ensuring all protocols surrounding employee termination and retrenchment are adhered to. We prioritize providing sufficient notice periods and safeguards as required by law, and remain committed to upholding employee rights and job security throughout our operations.

Human Rights Due Diligence

At Capri Global, we are deeply committed to conducting thorough human rights due diligence across all areas of our company. This commitment is available for public review in our reporting and corporate website, reflecting our dedication to transparency and accountability. We systematically identify risks in our own operations, our value chain, and new business relations such as mergers and acquisitions. This includes conducting periodic reviews to map potential human rights risks before they escalate. We focus on key issues such as forced labor, human trafficking, child labour, discrimination, and uphold the freedom of association and right to collective bargaining. This rigorous process ensures that we protect groups at risk, including our employees, women, children, indigenous people, migrant workers, third-party employees, and local communities. Through these comprehensive measures, we strive to safeguard human rights, ensuring dignity and fairness for all stakeholders involved with Capri Global.

Human Rights Risk Assessment

At Capri Global, we uphold the highest human rights standards in our operations and supply chain, guided by a comprehensive framework to assess and address potential issues. Over the past three years, we have actively conducted self-assessments on child labor, forced labor, sexual harassment, workplace discrimination, and minimum wage compliance.

For FY 2024-25, we assessed 100% of oursites, identifying no risks or need for mitigation actions. This reflects our deep commitment to ethical practices and contributing positively to our communities.

Human Rights Risk Mitigation/ Remediation

We have established a strong and structured vigilance mechanism that aligns with various governing policies and procedures. As a responsible law-abiding organization, we ensure 100% compliance with all applicable laws and regulations. Regular internal audits and site visits are conducted to guarantee adherence to laws concerning child labour, forced or involuntary labour, sexual harassment, workplace discrimination, and minimum wage standards. Additionally, we maintain a zero-tolerance policy toward any violations of these critical issues. All our operational sites have these processes laid out and communicated via our Code of Conduct and Human Rights training.

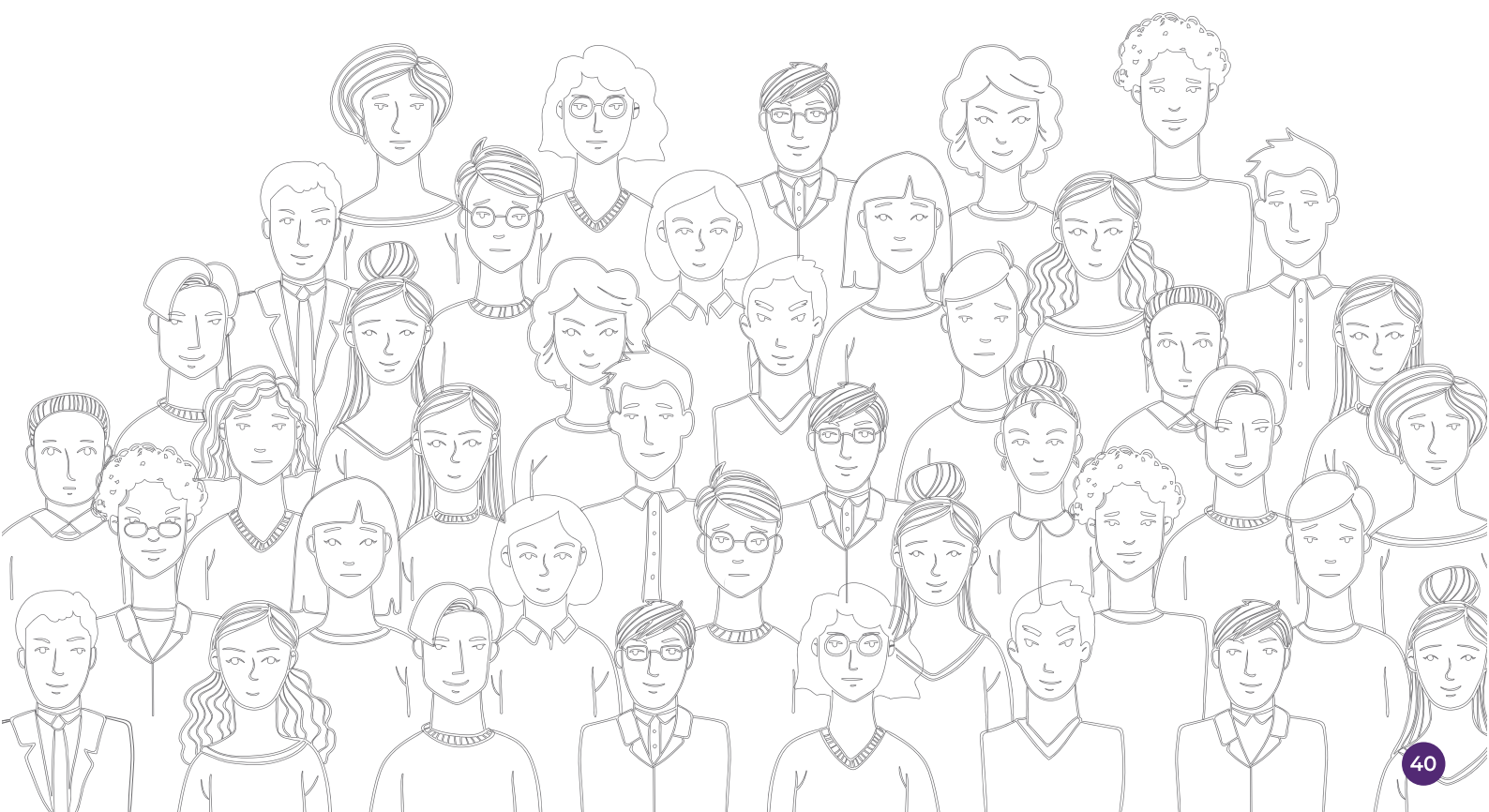
All human rights complaints are taken seriously and handled confidentially. To mitigate and remediate any negative impacts related to human rights risks, we have established several robust measures. We ensure that any grievances are addressed effectively, and we provide multiple channels for employees to voice their concerns.

- Internal Mechanism for grievance Redressal
- Formal Contractual requirements
- Training & Awareness session across value chain
- Whistleblower mechanism
- Robust Anti-Discriminatory & PoSH Procedures

All our suppliers are required to strictly adhere to their contractual requirements of ensuring human rights for all their workers, there is zero tolerance for any deviations.

Freedom of Association:

Since Capri global is an NBFC and not categorized as an industrial establishment under Indian labour laws, the provisions related to Freedom of Association, as applicable under industrial labor legislation, are generally not applicable to us. Moreover, as a financial services entity regulated by the Reserve Bank of India, Capri Global operates under a different regulatory framework where such provisions do not find direct applicability.



Building Customer Relations

At Capri Global, our customers are at the heart of everything we do. We believe that strong, transparent, and responsive customer relationships are key to building trust and ensuring long-term financial inclusion. Our approach to customer service is rooted in clarity, empathy, and continuous improvement ensuring that every borrower experiences a seamless and empowering journey.

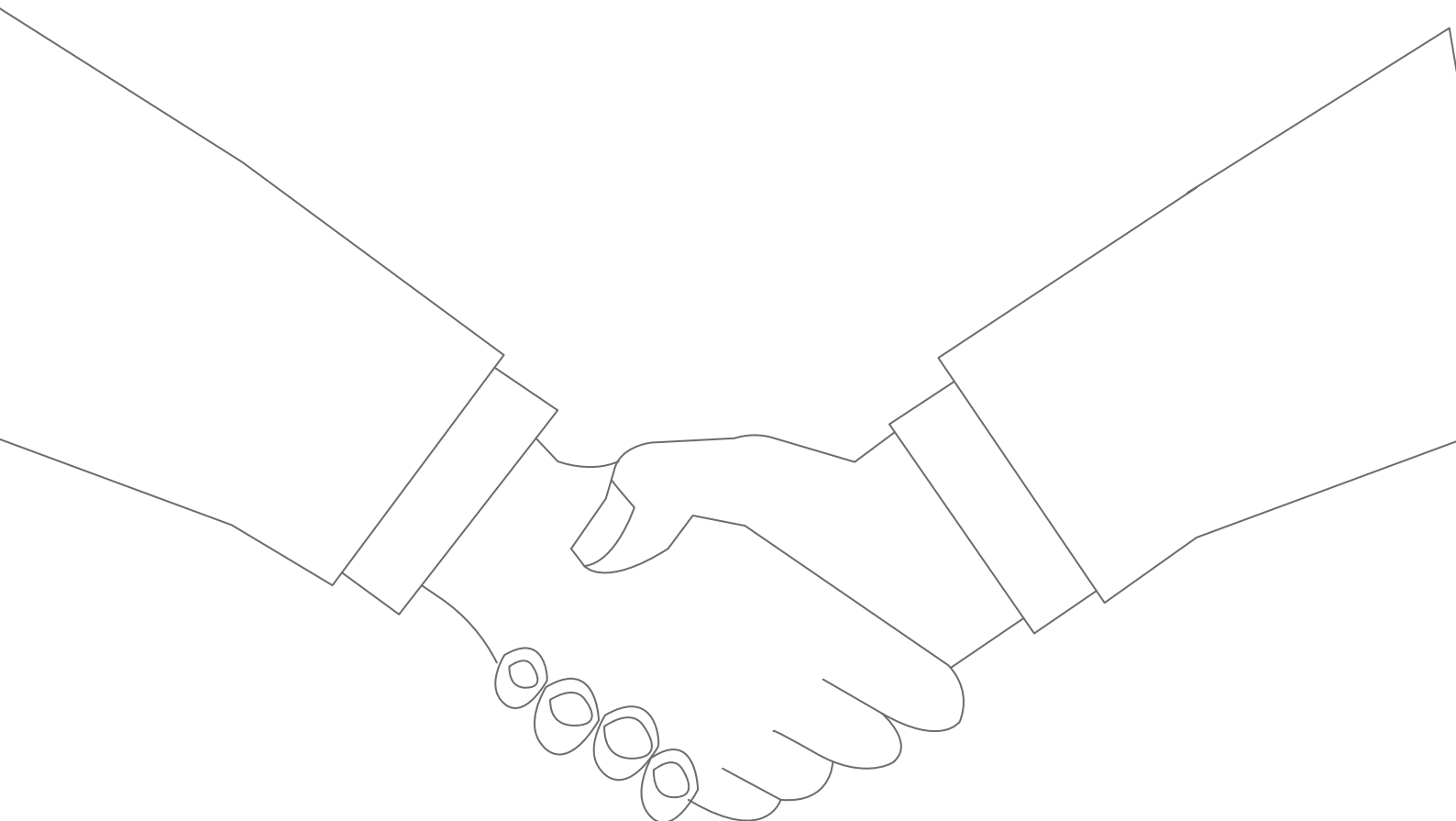
Customer Satisfaction Score

As on 2nd June 2025, we have reached out to approximately 15,000 customers through structured feedback surveys to assess their satisfaction and gather insights for service enhancement. **We are proud to report that 96.8% of the respondents rated their experience with Capri Global as 5 stars, reflecting the effectiveness of our customer-first approach.**

While providing feedback, customers are invited to evaluate us across a range of service parameters that form the core of our relationship model:

- Ease of documentation and overall understanding of the loan process
- Transparent and consistent communication at every stage
- Turnaround time for application approval
- Clarity on loan terms and repayment obligations
- Responsiveness and professionalism of the customer service team
- Satisfaction with the loan amount sanctioned in relation to their needs

This high customer satisfaction score validates our continuous efforts to simplify processes, enhance digital touchpoints, and ensure our teams are trained to respond promptly and effectively. As we scale further into underserved regions, our goal remains steadfast: to deliver not only access to finance, but also a reliable, respectful, and enriching customer experience.



Shaping Inclusive Growth

Corporate Social Responsibility



Empowering Community

At Capri Global, our commitment to creating social impact through community development is reflected in our diverse CSR initiatives. We focus on key areas such as education, where we offer scholarships and support infrastructure for underprivileged students, and health and sanitation, promoting safe drinking water and healthcare access. We empower livelihoods by facilitating skill development and supporting self-help groups, while fostering rural development with holistic community revitalization projects. Our efforts also extend to sports promotion, gender equality, environmental sustainability, and animal welfare. Through these comprehensive activities, we strive to drive positive change and support sustainable development goals in line with Schedule VII of the Companies Act, 2013.

Our Community Development & empowerment programmes		
Skill Development	Livelihood Development	Ensuring Environment Sustainability
Education	Rural Development	Promotion of art and culture
Health, Nutrition & Sanitation	Promoting gender equality and empowering socially backward groups	Emergency/Disaster relief support

For more information on the nature and type of community development programmes you can refer to the pg. no 55 of Annual report

Women empowerment is an integral pillar of our sustainability agenda. Our focus extends beyond participation to ensuring equitable opportunities through income generation, entrepreneurship, and climate-resilient agriculture. We also place strong emphasis on maternal and child health, recognizing that healthier women build stronger communities. By investing in women, we are investing in sustainable progress, fostering resilience, inclusivity and long-term impact.



Neeta Joshi, CSR Head, Capri Global

Building Capacity & Futures

Non-financial Support	Targeted clients	Clients reached	Beneficiaries Impacted
Financial or Digital Literacy: Manjari Foundation - Our Uplifting Women Street Vendors Programme included imparting training in skills like pickle making and financial literacy. The programme also provided personalized QR code used for digital payments and zero-interest loans. - New Self-Help Groups (SHGs) were established to promote credit access and skill development, leading to substantial earnings for participants - Our Business Sakhis training improved monthly incomes, and a collaboration with Reliance Smart generated notable sales.	Microbusinesses Poor and/or low-income individuals, Individuals in rural or hard-to-reach areas, Women, Other underserved groups	No. of Women Farmers trained: 12,225 No. of Women Artisan trained: 932 No. of Business Sakhis trained: 100	13,257
Manjari Foundation & All India Artisans and Craftworkers Welfare Association (AIACA): Incentives to establish savings account We have supported programs that provide incentives for establishing savings accounts, encouraging financial stability. WISE has formed 681 new SHGs, resulting in savings of over 2.35 Cr. and the launch of a new collection of hand woven apparel.	Microbusinesses, Poor and/or low-income individuals, Women, Other underserved groups	No. of new SHGs created : 681	4,086
Business Management Tool/ Training Programme: Manjari Foundation & All India Artisans and Craftworkers Welfare Association (AIACA) Our Business Management Tools or Training focused on the development of business management capacity. The content included imparting general business skills, promotional strategies, financial and commercial planning, among others. We supported 226 programs that equip beneficiaries with business management tools and training, fostering sustainable growth and entrepreneurship. Entrepreneurs Associates enabled 80% of the women they trained to achieve financial empowerment.	Microbusinesses Poor and/or low-income individuals Individuals in rural or hard-to-reach areas Women Other underserved groups	No. of women trained: 13,257	13,257
National Agro Foundation: Financial Empowerment Programmes have yielded substantial outcomes in promoting sustainable agricultural practices and community welfare. Over the past year, these initiatives facilitated the storage of 15,300 KL of water, enhancing access for 266 farm households by treating one primary waterbody. Additionally, 6,800 cubic meters of earthwork excavation and bund formation have been completed, boosting water management capabilities. Innovative solutions like solar light traps have benefited five farmers, while income generation programs have covered 67 beneficiaries, contributing to local economic growth. Moreover, the planting of 120 tree saplings underlines our commitment to environmental sustainability. Together, these efforts empower communities by reinforcing resilience and fostering long-term prosperity. Furthermore, 170 students and 300 cattle have been directly impacted, highlighting our commitment to holistic and sustainable development.	Poor and/or low-income individuals Individuals in rural or hard-to-reach areas Other underserved groups	No. of Farmers impacted: 3,104	3,104

Non-financial Support	Targeted clients	Clients reached	Beneficiaries Impacted
Professional Assistance for Development Action (PRADAN): PRADAN's comprehensive initiatives have significantly boosted food security and income enhancement across numerous households. This year, we successfully reached 8,179 households under farm livelihood programs, providing crucial support for both food security and income growth. Our livestock rearing projects involve 5,407 households, with 50 Pashu Sakhis trained to enhance livestock management. Through assetization initiatives under MGNREGA, 1,924 households have benefited, reflecting our commitment to empowering rural families. Moreover, 200 households benefited from nutrition garden demonstrations, while 3,175 households engaged in vegetable cultivation and 162 households in mushroom farming. Fruit tree plantations have enriched 23 households, promoting long-term sustainability. Most importantly, our efforts have enabled 6,880 participants to increase their monthly income, highlighting the transformative impact of our programs.	Poor and/or low-income individuals Individuals in rural or hard-to-reach areas Other underserved groups	8,179 households covered under farm livelihood	8,179
All India Artisans and Craftworkers Welfare Association (AIACA): We facilitated the formation and MSME registration of two artisan collectives as Associations of Persons (AOPs) and established two Common Facility Centres (CFCs) to enhance their operational capabilities. Our comprehensive capacity-building programs included eight business development, financial, legal, and management training workshops, significantly enhancing the artisans' skillsets. As a result of these efforts, the income of participating artisans increased by 60%, while access to social schemes improved by 78%. Additionally, the establishment of a production fund amounting to ₹6,94,524 underscores our commitment to providing sustainable financial support to these artisans.	Microbusinesses Poor and/or low-income individuals Individuals in rural or hard-to-reach areas Women	1,102 artisans trained	1,102

Financial Inclusion and MSME Support

Commitment Towards Financial Inclusion

At Capri Global, we are dedicated to enhancing financial inclusion through a strategic approach focused on underserved groups. We innovate and expand our range of financial services based on thorough market research and client feedback, ensuring our offerings align with the needs and preferences of targeted groups. Tailored delivery methods and procedures are in place to prevent over-indebtedness, fostering financial well-being and security. Our commitment to respectful client interactions is reinforced through staff training programs designed to prevent aggressive sales techniques. Furthermore, we prioritize accessibility by implementing complaint mechanisms that are easily accessible to our inclusion clients, ensuring their concerns are heard and addressed promptly. Through these initiatives, Capri Global is steadfast in its pursuit of inclusive and responsible financial solutions. Our entire approach to Financial Inclusion is supported by the Board of Directors with constant periodic review. Regular departmental awareness sessions focussed on enhancing and improving our approach to financial inclusion are set up and conducted.

At Capri Global, financial inclusion is not just a business opportunity it is a social mission that drives our long-term strategy. We are committed to empowering underserved segments by extending access to affordable credit, especially to first-generation entrepreneurs, micro-enterprises, and women-led businesses across Tier II, III, and rural locations. Our presence across 700+ branches in 400+ cities reflects our commitment to expanding last-mile access to finance.

Enabling India's MSME Backbone

Capri Global's MSME Lending vertical continues to be a key pillar of growth and impact. Our borrower base primarily comprises first-time credit customers who lack collateral or a formal credit history but demonstrate strong entrepreneurial potential. With customised loan offerings and doorstep service delivery, we cater to their unique cash flow needs, helping them expand operations, generate employment, and formalise their businesses.

As of FY 2024–25:

- MSME AUM stands at ₹5279 Cr, with a YoY growth of 19%,
- 49.91% of our customers' family income is less than ₹1 million
- 89.08% customers are with assessed income proof

Empowering Entrepreneurs through Gold Loans

Our Gold Loan business plays a pivotal role in enabling quick and hassle-free financing for self-employed individuals and small businesses, especially in semi-urban and rural geographies. With a focus on customer convenience and transparent pricing, Capri Global has scaled its Gold Loan business rapidly, operating from 750+ branches, with a 5x growth in AUM since FY22.

Digitally Inclusive Lending

We continue to invest in technology-led underwriting and digital onboarding platforms to make credit access frictionless for those outside the formal financial net. From eKYC to API-integrated credit engines, our MSME and Gold Loan platforms are increasingly leveraging data and analytics to bring efficiency, speed, and scale.

Impact Snapshot

- Majority of customers are located in underserved or underbanked regions
- Strong presence in priority sector lending segments
- Supporting job creation and formalisation of micro-enterprises

By bridging the financing gap for MSMEs and marginalised communities, Capri Global plays a transformative role in enabling inclusive economic growth and financial resilience across India.

Women Empowerment Programs

At Capri Global, we recognise that empowering women is pivotal to achieving inclusive and sustainable development. Our Sustainable Livelihood Initiatives are designed to uplift women particularly from rural, unbanked, and under-banked communities by enhancing their access to financial services, market opportunities, and self-reliant livelihoods.

These programmes go beyond credit delivery to foster confidence, capability, and community leadership among women, thereby catalysing social change at the grassroots level.

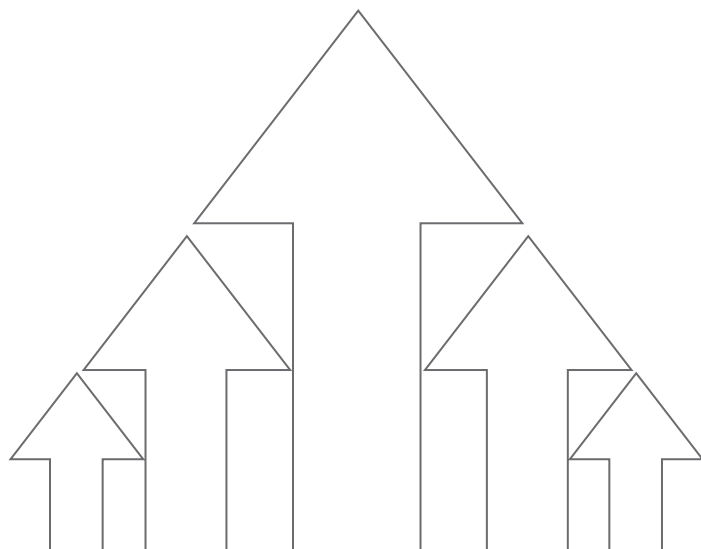
Key Pillars of the Initiative

- **Self-Help Group (SHG) Formation and Strengthening** We facilitate the formation and strengthening of SHGs by providing capacity-building support, zero-interest loans, and skills training, fostering collective financial resilience.
- **Promoting Financial Inclusion** : Through our grassroots outreach, we empower women with access to savings and credit services, encouraging autonomy in financial decision-making and resource planning.

- **Entrepreneurship and Marketing Training** : Women receive training in enterprise development, digital literacy, and market access strategies, helping them scale their businesses and enhance income stability.

- **Agricultural Support to Women Farmers** : We work with women farmers and farmer-producer groups to promote sustainable agricultural practices, providing tools and training to improve productivity and environmental resilience.

Through these initiatives, Capri Global continues to foster a generation of women leaders, entrepreneurs, and changemakers building not just livelihoods, but legacies of empowerment and progress.



Inclusive & Accessible Finance

Products & Services	Targeted clients	Clients reached	Beneficiaries Impacted
MSME Loans: Capri offers Microbusiness Loans to support small entrepreneurs, and Priority Sectors. These loans are designed to finance working capital, inventory, or expansion of small businesses. The product features include: • Flexible tenure and repayment options • Minimal documentation • Doorstep service through local branches and agents • The goal is to foster financial inclusion and empower micro-entrepreneurs to become self-reliant and economically resilient.	Microbusinesses Poor and/or low-income individuals Individuals in rural or hard-to-reach areas Women Other underserved groups	40,127	9,535
Loans for BPL/ Priority Sector: Capri provides small-ticket, easy-to-access loans to poor and low-income individuals to meet essential needs like education, healthcare, and livelihood. These loans aim to promote financial inclusion and uplift underserved communities, NTC, and First time Borrowers through responsible credit.	Microbusinesses Poor and/or low-income individuals Individuals in rural or hard-to-reach areas Women Other underserved groups	40,127	9,687
Housing Loans: Capri offers customised loan products for individuals in rural and remote areas, ensuring last-mile credit delivery. These include loans with easy processes, minimal paperwork, and assistance through local touchpoints, designed for new-to-credit customers who would otherwise lack access to the formal credit system.	Poor and/or low-income individuals Individuals in rural or hard-to-reach areas Women Other underserved groups	36,939	6,542
Women Accounts on MSMEs & Loan/ Specific Women Products: Capri provides loans for women entrepreneurs to support their small businesses, enhance financial independence, and improve household income. These loans come with flexible terms, minimal collateral, and doorstep assistance to ensure ease and accessibility	Microbusinesses Poor and/or low-income individuals Individuals in rural or hard-to-reach areas Women Other underserved groups	40,127	2,327

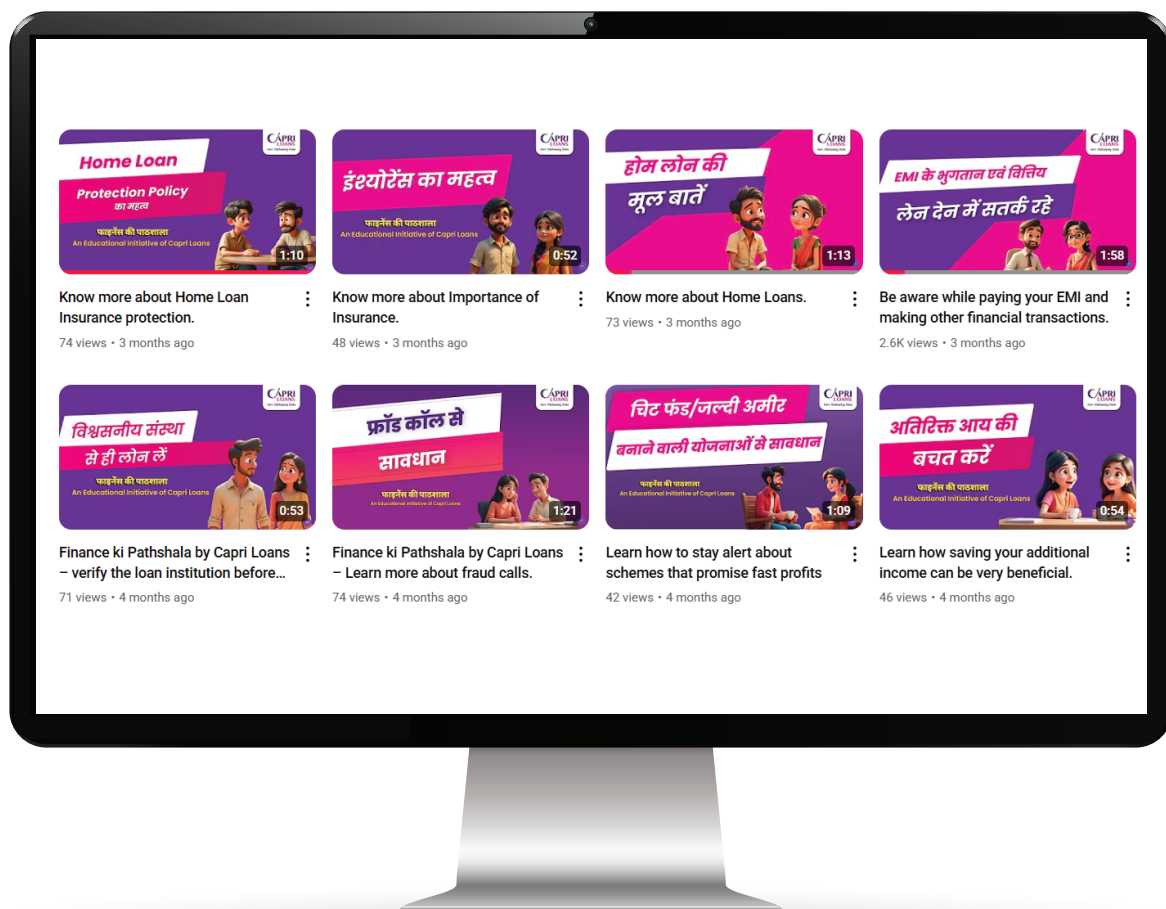
Finance ki Pathshala

Empowering Communities by Imparting Financial Literacy

Capri Global Capital Limited runs a program called "Finance ki Pathshala" as part of its efforts to promote financial literacy and inclusion

Type of training

- **Financial Literacy Education:** "Finance ki Pathshala" is an initiative aimed at educating individuals on various aspects of finance, including concepts like disciplined saving and timely EMI payments. They also aim to educate about digital payments.
- **Empowering Underserved Communities:** Capri Global's broader initiatives, which include "Finance ki Pathshala," focus on providing access to finance and financial knowledge to underserved communities, including MSMEs, women entrepreneurs, and individuals in Tier 3 and Tier 4 cities.
- **Promoting Transparency:** The program encourages transparency in financial matters within families, future preparedness in case of emergencies.
- **Reaching the Target Audience:** Capri Global uses platforms like Instagram to disseminate information related to "Finance ki Pathshala", using hashtags like #StayAwareWithCapri and #FarzNibhaateyHain.



Social Supplier Standards

Fair & Ethical Practices

Capri Global Capital Limited's Social Supplier Standards include clear expectations around fair labour practices, including compliance with local regulations on minimum wages and working hours. The standards require suppliers to ensure compensation aligned with local living conditions and uphold employee rights in the workplace. Mechanisms are also in place for employees and stakeholders to report concerns or potentially unlawful practices, promoting a responsible and ethical supply chain.

Capri Global Capital Limited's Social Supplier Standards explicitly prohibit the use of corporal punishment, coercion or any form of abusive disciplinary practices by suppliers. The company maintains a strong stance on ethical conduct across its supply chain, and vendors found in violation of these principles may face discontinuation or termination of engagement. A record of such actions is maintained to ensure accountability and continuous improvement in supplier practices.

Fair Compensation

Capri Global Capital Limited's Social Supplier Standards require all suppliers to comply with minimum wage regulations as per applicable local laws and to ensure that compensation reflects a living wage based on local living conditions. The policy also enables employees and stakeholders to report concerns or potentially unlawful practices, supporting fair and humane working conditions across the supply chain.

Capri Global Capital Limited's Social Supplier Standards promote fair and responsible labour practices, including the requirement for suppliers to provide compensation that reflects a living wage based on local living conditions. This approach supports not just fair pay but also access to acceptable living standards for workers. The policy also includes mechanisms for employees and stakeholders to report concerns or potentially unlawful practices, reinforcing Capri's commitment to dignity, equity and well-being in the workplace.

Labour Commitment & Practices

The Company is committed to fair and responsible labour practices. Employees are paid a living wage that covers basic needs such as food, housing, healthcare, education and transportation, excluding bonuses or overtime. Efforts are made to avoid excessive working hours, and employees are compensated for annual leave in line with applicable laws and policies. In the event of mass termination, the Company follows the required consultation and notice periods as prescribed under national regulations to ensure fairness and adequate time for impacted employees.

The Company has put in place structured practices to support employee well-being and fair treatment. Wages are aligned with or exceed cost of living benchmarks. Working hours are regularly monitored to manage overtime effectively, and employees are compensated for any overtime work. The Company also encourages employees to utilise their paid annual leave entitlements to maintain a healthy work-life balance.

Occupational Health and Safety

Capri Global is committed to ensuring the health and safety of its employees through comprehensive policies and initiatives. The company's Occupational Health and Safety (OHS) Policy and Standard Operating Procedures (SOPs) provide a robust framework for maintaining a safe and healthy work environment. These efforts are part of Capri Global's broader commitment to employee well-being, which includes healthcare benefits, financial benefits, work-life balance, and a positive workplace environment.

Ergonomic Durian Chairs with BIFMA Certification: We are procuring Durian chairs that are BIFMA certified, meeting global ergonomic Standards. BIFMA certification ensures our office furniture contributes to a healthy and productive workplace, reflecting best practices in environmental sustainability and social responsibility. This aligns with India's push towards healthier work environments and supports the country's ergonomic Standards in the workplace.

OHSAS 18001 Certified Ceasefire Extinguishers: Installed Ceasefire extinguishers certified under OHSAS 18001 or BIS 15683 2018, which governs international occupational health and safety Standards. This certification guarantees that our safety measures meet stringent environmental and safety criteria, ensuring a safe working environment while minimising environmental impact. This aligns with India's focus on

improving occupational health and safety Standards across industries.

Occupational Health and Safety (OHS) Policy Capri Global's OHS Policy outlines the company's commitment to minimising risks to health and safety at work. The policy's key objectives include:

- Always maintaining a safe work environment in all offices.
- Providing employees with necessary information, training, instructions, and supervision for safe work.
- Monitoring the health of operational and contract employees and the conditions of their workplaces.
- Ensuring that health and safety policies and procedures align with legal requirements.
- Continuously assessing and enhancing safety performance.
- Regular internal review for OHS measures by Admin and internal audit teams.
- We have dedicated Doctor on call facility for employees to discuss any work-related injuries, ill health, diseases and incidents.

The SOPs for health and safety at Capri Global provide detailed guidelines for implementing the OHS policy.

Key aspects include:

- **Hygiene Practices:** Providing hand sanitiser at entrance points and key locations within the branch.
- **Sanitisation** Implementing regular cleaning and sanitisation protocols for high-touch surfaces and conducting thorough cleaning of branch premises daily.
- **Ventilation:** Ensuring proper ventilation within the branch premises.

- **Emergency Response:** Displaying emergency evacuation plans, conducting fire drills, and ensuring the availability of first aid kits and information on the nearest health/medical center.
- **Training and Awareness:** Conducting regular training sessions for employees on health and safety protocols, and displaying informative posters and signage.
- **Incident Reporting:** Promptly reporting and documenting any incidents, accidents, or breaches of health and safety guidelines.

Occupational Health and Safety Policy approved by the board : [Occupational-Health-and -Safety-Policy-Capri Global-27.01.2024.pdf \(capriloans.in\)](#)

Capri Global is dedicated to ensuring the well-being of our employees, contractors, and visitors by minimising health and safety risks at work. Our comprehensive OHS policy is designed

to maintain safe work environments across all offices, provide necessary training and offices, provide necessary training and supervision, and continuously monitor the health and workplace conditions of our employees. We ensure our health and safety policies comply with all legal requirements and actively engage all stakeholders in managing workplace risks.

We conduct regular risk assessments, recognise, and control hazards, and integrate OHS objectives into Key Performance Indicators (KPIs) for relevant business units. Comprehensive OHS training is provided to all employees, with regular evaluations of their proficiency. Our policy undergoes reviews by the Management to ensure continuous improvement and alignment with changing dynamics. Immediate corrective measures are implemented in case of any safety lapses. Through this robust approach, we ensure a secure and healthy work environment for everyone associated with Capri Global. We prioritise creating safe work environments across all our offices, ensuring compliance with health and safety regulations, and providing necessary training and supervision to our workforce. Special attention is given to field employees, with suitable benefits, flexible work options, and comprehensive health insurance coverage.

Additionally, we conduct regular inspections and audits to monitor workplace conditions and address any emerging health issues promptly. We actively promote a culture of wellness and proactive health management among our employees. This includes initiatives such as health and wellness programs, regular health check-ups, and promoting a healthy work-life balance. We also collaborate with healthcare providers and experts to stay updated on best practices and emerging health trends, enabling us to continually enhance our health risk management strategies. Through these proactive measures and a commitment to continuous improvement, Capri Global ensures effective management of health risks and issues, safeguarding the well-being of our workforce and contributing to a healthier and more productive work environment.

Action:	Implement ongoing OHS training programmes for all employees, focusing on hazard recognition, safe work practices, and emergency procedures.
Target:	Achieve 100% employee participation in mandatory OHS training sessions in FY2024-25.

Action:	Ensure availability and proper use of safety equipment across all businesses.
Target:	All offices to have safety equipment.

Action:	Health check-ups and wellness programmes to monitor and support employee health.
Target:	Offer health check-ups to 100% of employees.

Capri is committed to ensuring a safe and healthy workplace, with a goal of zero injuries or harm to employees. Our OHS policy reflects this dedication by prioritising the well-being of every team member. We continuously work to identify and mitigate potential hazards, fostering a culture of safety and care throughout the organisation.

Doctor on Call: As a part of our ongoing efforts to create a supportive and caring work environment. We believe that having immediate access to medical assistance is crucial and hope this service provides peace of mind to all our team members. This year we introduced a significant enhancement to our workplace wellness initiatives by introduction of an on-call doctor service via Microsoft Teams / Zoom. Some key aspects of this new service which we have extended to our employees:

- **Availability:** For medical consultation, the employees take an appointment on the following email – doctoroncall@capriglobal.in from their official email id.
- **Scope of Services:** The doctor provides medical consultations, advice, and guidance to the employee requesting medical consultation through video calls over Microsoft Teams/ Zoom.
- **No Cost:** This service is provided at no cost to our employees, as it is part of our commitment to your health and safety.
- **Confidentiality:** All consultations and medical records will be kept strictly confidential, respecting the privacy of our employees.

Governance Excellence



Corporate Governance

At Capri Global Capital Limited, strong governance underpins our ability to deliver sustainable value and protect stakeholder trust. Our governance structure adheres to the Internal Guidelines on Corporate Governance, which outline a robust framework for ethical, transparent, and accountable decision-making.

Our Board

We maintain a clear separation between the roles of the Chairman and Managing Director to ensure independent oversight and strategic objectivity. Board of Directors play a pivotal role in guiding the strategic direction and ensuring the long-term sustainability of our business. Our Board is single-tier and comprises a diverse group of industry experts who oversee the Company's governance framework, risk management, and overall performance. As at date of this report the Board of Directors includes six Independent Directors, of which one is a woman Director, contributing to board diversity and informed decision-making.

Committees of the Board

The Board operates through well-defined committees that oversee key aspects of the organisation's governance, risk, and sustainability:

Audit Committee
Risk Management Committee
Nomination & Remuneration Committee
Board Credit Committee
Asset Liability Committee (ALCO)
Information Security Committee
Stakeholder Relationship Committee
Corporate Social Responsibility (CSR) Committee

These committees regularly review and guide the company's strategic, compliance, and ethical performance in line with regulatory requirements and best practices, supporting fair and humane working conditions across the supply chain.

To encourage active participation, we've set an annual attendance requirement of at least 75% for each director at board meetings. In FY25, we held 8 board meetings with an impressive average attendance rate of 100% among all board members. This high level of engagement ensures effective collective decision-making and supports a cohesive governance framework.

Board Accountability

The Company maintains strong board oversight and values shareholder involvement. Any change to the Company's by laws, which refers to the Memorandum of Association and Articles of Association, cannot be made without a resolution passed by shareholders. This process ensures

transparency and accountability in line with good governance practices.

We nurture leadership from within, promoting a dynamic, bottom-up approach that enables individuals to ascend from entry-level roles to top executive positions. The Nomination and Remuneration Committee (NRC) plays a crucial role in this process, overseeing the appointment of key management personnel (KMPs), including the Managing Director.

Succession plan

It is in place for the Managing Director, covering both planned and unplanned transitions. The plan outlines who can step into the role and the expected readiness timeline to ensure continuity in the Company's leadership and direction. This plan was formally presented and approved by the NRC and the Board. The NRC's strategic planning and execution ensure a seamless transition and continuity in leadership, reinforcing our strong governance and dedication to fostering talent and accountability.

Directors Limited Liability

We recognize the critical role our directors and officers play in driving our company's success. To support them, we have implemented strategic measures to limit their personal liabilities through our Directors and Officers (D&O) insurance policy. This policy provides coverage for various potential liabilities, including issues related to employment practices, misrepresentation, breach of fiduciary duties, and errors in financial reporting and corporate governance. Our approach with the D&O policy is also designed by state laws, ensuring that we remain compliant and responsive to the legal framework in India.

ESG Governance Oversight

While the Company does not have a dedicated board-level ESG committee, an executive-level ESG Steering Committee has been formed to drive the sustainability agenda. The committee includes the Managing Director and the principal - ESG and Impact Investments (Chief Sustainability Officer) Ms. Jinisha Sharma. In addition, the Risk Committee is positioned to oversee key ESG matters, ensuring that environmental, social and governance considerations are embedded into strategic decision-making.

Board ESG Training and Capacity Building

In line with our ESG roadmap, dedicated training and awareness sessions were conducted for Board members and KMPs to deepen their understanding of sustainability-related risks and responsibilities. This initiative aligns with DJSI expectations on integrating ESG factors into board oversight and decision-making processes.

Ethical Business Practices

Code of Conduct

We are dedicated to maintaining the utmost standards of ethical behaviour and integrity throughout all our divisions and affiliated companies. Our Code of Conduct serves as a cornerstone of our corporate governance system, guaranteeing that roles, responsibilities, and reporting structures are clearly established and consistently followed. This section details the steps we have taken to uphold these standards efficiently.

Clear Definition of Roles: Each employee is assigned a well-defined role that aligns with our Code of Conduct. Job descriptions clearly specify ethical expectations and responsibilities, ensuring every team member is aware of their obligations.

Ethics and Compliance Training: We conduct regular training sessions to inform employees about our Code of Conduct, highlighting the significance of ethical practices and adherence to guidelines. These sessions encompass a range of topics, such as anti-corruption measures and data privacy.

Accountability Mechanisms: We've put in place strong accountability systems to enforce adherence to our Code of Conduct. These systems involve performance reviews where ethical conduct is a principal criterion and include disciplinary actions for breaches of the Code.

Regular Reporting and Monitoring: Compliance officers and ethics committees carry out regular monitoring and audits to ensure adherence to the Code of Conduct. The results of these evaluations are communicated to senior management and the Board of Directors, aiding in the ongoing enhancement of our compliance practices.

Whistleblower Protection: We have a strong whistleblower policy to safeguard employees who report unethical conduct. We provide anonymous reporting channels, allowing employees to voice concerns without the risk of retaliation.

Environment policy: Our environment policy lays down the broader dedication to ecological stewardship, which includes resource conservation, pollution prevention, and fostering a culture of environmental responsibility among employees and stakeholders.

Health and Safety: Our Occupational Health and Safety (OHS) Policy, along with Standard Operating Procedures (SOPs), establishes a strong framework to ensure a safe and healthy working environment. These efforts are integral to our overarching commitment to employee well-being, which also encompasses financial benefits, work-life balance, and fostering a positive workplace atmosphere.

The company adheres to an Equal Opportunity and No Discrimination Policy, which ensures fairness for all employees regardless of gender, race, disability, marital status, religion or sexual orientation.

This policy aims to treat all employees and job applicants with parity and is in compliance with the Rights of Persons with Disabilities Act, 2016.

We strictly prohibit any agreements or discussions with competitors that could fix prices, limit or divide markets. Such actions violate antitrust laws and undermine fair competition. Employees must immediately report any attempts to engage in anti-competitive practices, avoid behaviour that is likely to impair the smooth functioning of the markets, and observe market rules and standards intended to support stability, liquidity and transparency in the markets.

Code of Conduct for Board and Senior Management

The Code of Conduct for Board Members and Senior Management Personnel, reviewed most recently in June 2024, outlines expected ethical standards and professional behaviour. The Code applies to:

- Directors, functional heads, and senior executives
- Individuals defined as "senior management" by the Board

Key elements of the Code include

- Mandatory disclosure of conflicts of interest, investments, or external directorships that may affect Capri's interests.
- Prohibition of accepting gifts, payments, or favours from business associates
- Proactive governance to uphold Capri's values, legal obligations, and environmental and social responsibilities
- Annual affirmation of compliance by all Board members and senior executives, with breaches reportable to the Board
- The Code is aligned with SEBI's Listing Obligations (Regulation 17(5)) and aims to ensure responsible decision-making, transparency, and fair business conduct.

Capri Global enforces a zero-tolerance policy towards corruption, insider trading, and conflict of interest.

There were no disciplinary actions or complaints related to corruption or conflict of interest involving Directors or KMPs during FY 2024-25

All 17 customer complaints pending as of 31st March 2025 were successfully resolved by 30th April 2025, demonstrating our commitment to stakeholder grievance redressal and responsive governance.

Anti-Bribery and Anti-Corruption (ABAC) Policy

Capri Global's has established clear guidelines on acceptable professional behaviour through its Model Code of Conduct and Anti-Bribery and Anti-Corruption (ABAC) Policy, both approved by the Board of Directors. These policies set expectations for ethical conduct across all levels of the organisation, including employees, officers and business associates.

It provides directives on professional behaviour, managing conflicts of interest, fair dealing and compliance with applicable laws and internal policies. The ABAC Policy strengthens this framework by defining clear behavioural standards around anti-corruption. It explicitly prohibits all forms of bribery direct or indirect including facilitation payments. The policy defines bribery as offering, promising, giving or accepting anything of value to improperly influence a decision or gain an undue advantage. It also includes detailed procedures for reporting, escalation and handling of suspected unethical or non-compliant conduct. The policy also provides clear guidelines on gifts, political contributions, and charitable contributions or sponsorships. It is mandatory for all new employees to complete anti-bribery and anti-corruption training, and existing employees receive annual refresher training as part of our ongoing commitment to ethical standards.

Capri Global's Anti-Bribery and Anti-Corruption (ABAC) Policy includes clearly defined terms to avoid ambiguity and ensure consistent understanding across the organisation. The policy provides definitions for key terms such as bribery, corruption, facilitation payments, conflict of interest, and anything of value. By establishing precise definitions, Capri ensures clarity in expectations and reinforces its commitment to ethical conduct, regulatory compliance and a zero-tolerance stance on corrupt practices.

Prohibition For bribery

This Policy includes a clear prohibition on all forms of bribery. The policy explicitly forbids offering, giving, receiving or soliciting anything of value with the intent to improperly influence decisions

or secure an unfair advantage. It applies to all employees, officers and business associates, reinforcing Capri's zero-tolerance approach to bribery and its commitment to ethical and transparent business practices.

Prohibition of facilitating payments

The Policy explicitly defines and prohibits facilitation payments. These are described as unofficial payments made to expedite or secure routine governmental actions. The policy strictly forbids both making and accepting such payments, reinforcing Capri's commitment to fair and lawful business conduct and its zero-tolerance stance on corrupt practices.

Breaches handling and Corrective or disciplinary actions

Any violation of this Anti-Bribery and Anti-Corruption (ABAC) policy will be treated seriously and may result in disciplinary action up to and including termination of employment or contract. The severity of disciplinary measures will be determined based on factors including the nature and extent of the violation, the employee's position and level of responsibility, intent, and cooperation during the investigation process. In addition to internal disciplinary actions, violations may be reported to appropriate law enforcement authorities and regulatory bodies as required by law. All employees are expected to report suspected violations through established reporting channels, and the organization prohibits retaliation against individuals who report concerns in good faith. Managers and supervisors have an additional responsibility to ensure compliance within their areas of responsibility and may face disciplinary action for failing to prevent or address known violations.

Changes to this policy shall be approved and ratified by the Board of Directors.



Whistleblower Policy

Capri Global is committed to fostering a culture of ethics, accountability, and integrity. Our governance principles are reinforced through formal policies that guide responsible behaviour at all levels of the organisation. A transparent whistleblowing mechanism and a well-defined Code of Conduct ensure that all stakeholders operate within a robust ethical framework.

All employees must adhere to rules ensuring that confidential information is not disclosed outside professional duties. They are prohibited from using such information for personal financial transactions or engaging in insider trading. Additionally, those in sensitive roles must strictly comply with internal policies regarding personal accounts. Capri's Whistle-blower Policy, updated in January 2024, offers a secure and private way for employees to report issues like financial irregularities, fraud, bribery, harassment, and breaches of company policies.

Whistleblower Mechanism and Vigilance Framework

Key features include various reporting options, such as a dedicated email (whistle.blower@capriglobal.in) and a 24/7 independent hotline. A cross-functional Whistle-blower Committee, with representatives from Credit, Risk, HR, and Operations, oversees the process. Serious concerns require a mandatory quorum of three committee members, including the Head of Culture & Talent Management. Quarterly reports on cases and outcomes are presented to the Audit Committee. The policy assures non-retaliation and confidentiality, protecting whistle-blowers from victimization. All reports received are confidential and are kept for at least seven years, following a fair review and investigation process. The details of process for investigating the breaches are disclosed up until it is resolved.

Whistle-blower Training

It is mandatory for all new employees to complete training on whistleblower mechanism, and existing employees receive annual refresher training as part of our ongoing commitment to ethical standards. The training covers how to report ethical misconduct, the reporting channels available, the consequences of making false reports, and following the whistleblower policy.

Non-retaliation policy

We have a strong non-retaliation policy embedded within our Whistleblower Policy. The policy ensures zero-tolerance for any form of retaliation against individuals who report in good faith. Our procedures ensure that whistle blowers can raise concerns without fear of punishment or unfair treatment, thus fostering an environment where ethical practices are encouraged and supported. It guarantees confidential and secure handling of complaints, with provisions for anonymous reporting. This framework fosters a culture of openness and accountability, where individuals are encouraged to speak up in good faith, knowing they are protected.

The Whistleblower Policy is available in multiple local languages on our website to ensure accessibility and understanding across all regions. Link to the english versions is attached below.

English: <https://cgcdn.capri loans.in/wp-content/uploads/2024/12/12114454/06.-Whistle-Blower-Policy-18.01.2024-002.pdf>

Discrimination Prevention and Ethical Safeguards

In FY 2024–25, there were no reported or substantiated cases of discrimination, coercion, or ethical misconduct. Capri reinforces awareness of its ethics framework through:

- Internal communication campaigns
- Skip-level interactions and integrity training
- Leadership example and grievance redressal escalation mechanisms

Additionally, independent directors are responsible for ensuring that whistle-blower protections are not compromised and that stakeholder interests are safeguarded.

Through a well-structured governance ecosystem, Capri Global ensures that ethical conduct is not only encouraged but actively monitored and enforced protecting the integrity of our people, operations, and purpose.



Grievance Redressal Channels

At Capri Global, a robust and multi-channel grievance redressal mechanism ensures transparent, responsive, and accountable resolution of concerns raised by customers, employees, and stakeholders. These channels uphold our organisational values of fairness, inclusion, and customer centricity.

Employee Grievance Redressal

Capri has instituted a comprehensive Whistle-blower Policy, last updated in January 2024, that enables employees to report instances of unethical behaviour, harassment, or policy violations in good faith. The policy ensures:

- Confidentiality and non-retaliation safeguards
- Independent investigation by authorised committees
- Escalation routes up to the Board-level Audit Committee
- No incidents of discrimination or harassment were substantiated in FY 2024–25.

Customer Grievance Redressal

Our customer service model is built on timely resolution, clear communication, and respect for consumer rights. The grievance redressal process includes:

Multiple Lodging Channels: Customers can raise complaints via physical branches, the Capri Customer App, toll-free number, SMS, email, and a dedicated grievance redressal form on our website.

Customers can send their complaints at nodalofficer@capriglobal.in

Three-Tiered Escalation System:

- Branch/Customer Service Cell
- Zonal/Nodal Officer
- Grievance Redressal Officer/Regulatory Ombudsman

Time-bound Resolution: We follow strict SLAs for complaint closure based on severity, with continuous monitoring and escalation alerts.

All sensitive customer data shared during grievance resolution is protected under encryption and internal access controls. No substantiated customer data breach complaints were recorded in FY 2024–25.

Monitoring of Grievance

Capri maintains dashboards and periodic review systems to track grievance volume, resolution timelines, and root causes driving service excellence and regulatory compliance.

Through these integrated mechanisms, we ensure that every voice is heard, every concern is addressed fairly, and every interaction strengthens trust in Capri Global's systems and values.



Risk Management

Risk management at Capri Global Capital Limited is integrated into our business architecture to ensure long-term stability, stakeholder confidence, and sustainable performance. Our risk framework aims to proactively identify, assess, and mitigate financial, operational, strategic, and ESG-related risks. By measuring each type of risk, we can identify potential risks currently within the organization as well as future risks. **Risk criteria are integrated into the development of products and services to mitigate tail risks, ensuring a comprehensive approach to potential challenges.** All risk scores and asset quality are presented to the risk committee of the board, which further supports the effective assessment and mitigation of risks. Our structured risk management framework includes the following components:

Our Risk Management Committee

CGCL's risk management strategy is governed by a dedicated board level Risk Management Committee and overseen by the Board of Directors to ensure alignment with regulatory requirements and best practices. The Company leverages advanced technology, including AI-driven analytics and real-time dashboards to monitor risks proactively and maintain asset quality. Our Risk Management Committee convenes **semi-annually** to thoroughly review and discuss all business-related risks. This process ensures that we are equipped to face challenges head-on and maintain our trajectory towards success.

Our structured risk management framework includes the following components

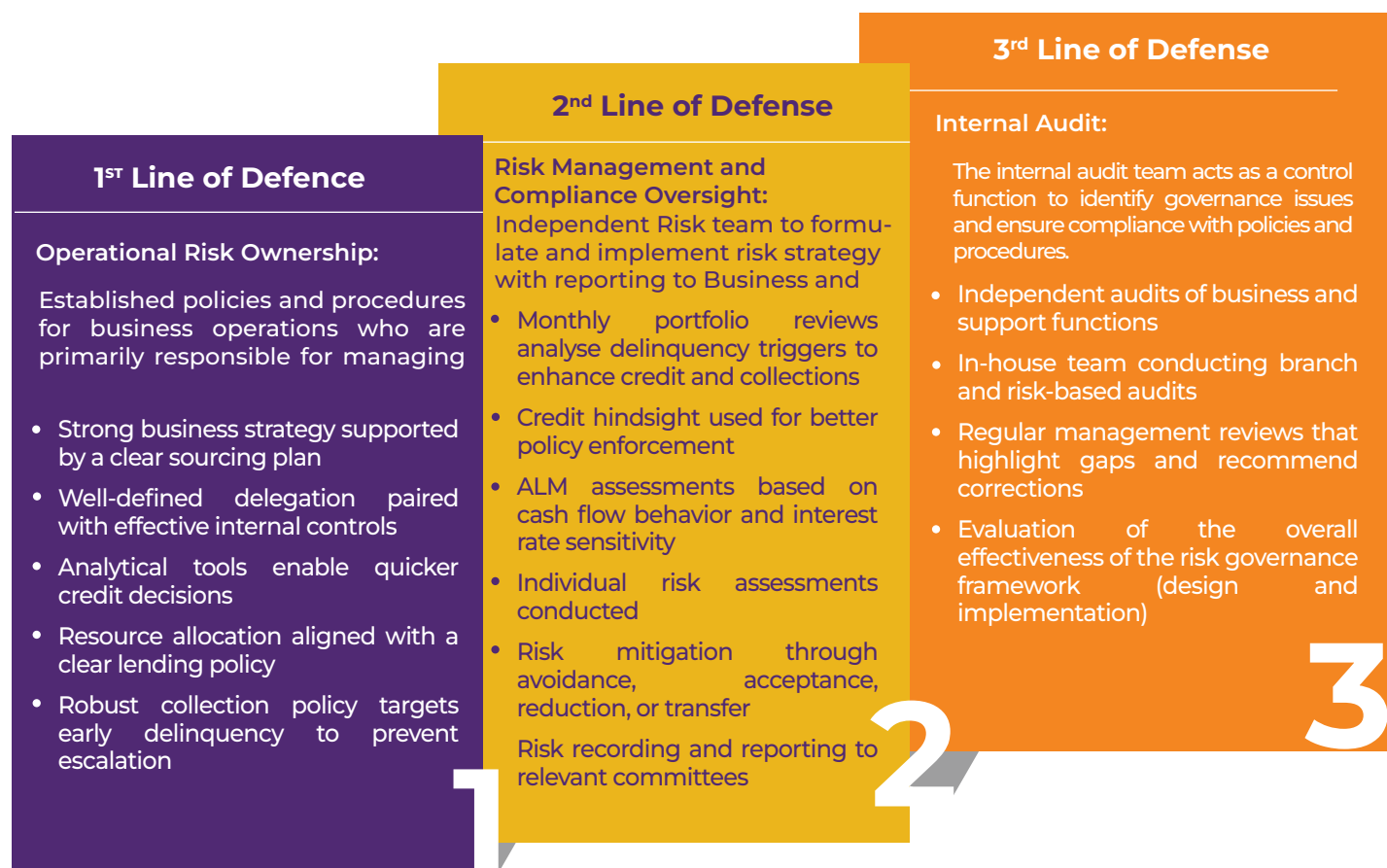
- **Risk Identification:** Systematically pinpoint potential risks across every area of the organization, including financial, operational, strategic, and compliance-related risks.
- **Risk Assessment :** Evaluate identified risks based on their potential impact and likelihood, prioritizing them to focus on the most significant threats.
- **Responsibility Assignment:** Clearly define and allocate risk management roles to specific members or teams, ensuring accountability and ownership at all levels.
- **Risk Assessment:** Evaluate identified risks based on their potential impact and likelihood, prioritizing them to focus on the most significant threats.

- **Mitigation Strategies:** Formulate and execute strategies to reduce identified risks, including preventive measures and contingency plans.
- **Monitoring and Reporting:** Continuously track risks and the effectiveness of mitigation strategies and regularly communicate findings to senior management and relevant stakeholders.
- **Training and Awareness:** Offer ongoing training and awareness programs to ensure all employees understand their roles in risk management and are equipped to recognize and respond to risks.
- **Review and Improvement:** Periodically assess the risk management framework and processes, implementing necessary adjustments for enhancement.

Our structured framework empowers Capri Global to manage risks proactively, allowing us to grow and meet our strategic goals while sustaining a stable and secure organizational setting. The Board-level Risk Management Committee convenes semi-annually to thoroughly discuss all business-related risks. This process ensures that we are equipped to face challenges head-on and maintain our trajectory towards success.



Three Line Defence Model



Our risk exposure

Risks	Description	Potential Impact	Mitigation Strategy
Regulatory & Compliance Risk	Non-compliance with evolving regulatory requirements could lead to penalties or reputational damage.	Financial penalties and increased compliance costs. Reputational damage might affect stakeholder confidence	The Company has a dedicated compliance department led by a senior executive to stay updated with regulatory changes and ensure adherence to all relevant rules and regulations. They comply with various norms and guidelines, supported by a robust internal audit and control mechanism.
Technology & Cybersecurity Risk	Dependence on digital platforms exposes The Company to risks related to data breaches, cyberattacks or system failures.	Loss of sensitive customer data can lead to reputational damage. Financial losses due to system downtime or fraud.	For technology and cybersecurity risk, the Company employs resilient information protection mechanisms, including state-of-the-art technology, regulatory protocols, data backup protocols and limited application entry. They maintain a remote Disaster Recovery Location and frequently revise and fortify security regulations for essential applications as part of their Business Continuity Strategy.

Risk Management Process Audit

Capri Global undertakes **thorough internal and external audits**, as necessary, to evaluate its risk management processes, as detailed in its annual report. The Risk Management Committee (RMC), formed in line with regulatory requirements, oversees the entire risk management framework. Meeting quarterly, the RMC reviews and monitors the risk management strategies to ensure they remain effective and comply with established policies.

The company has implemented an Asset Liability Management (ALM) Policy approved by the Board, aimed at managing liquidity and interest rate risks. The Asset Liability Management Committee (ALCO) takes charge of executing and supervising this policy, conducting quarterly assessments of liquidity positions and performing stress tests under various scenarios to maintain stability and regulatory compliance. Additionally, Capri Global actively incorporates data analytics into its decision-making processes, using dashboards and trend analyses to identify risks early and promote proactive mitigation strategies, thereby enhancing overall organizational responsiveness.

Capri Global's internal audit function regularly performs audits to verify compliance with risk management policies and regulatory mandates. An independent audit committee monitors the financial reporting process, evaluates internal control mechanisms, and ensures all statutory requirements are fulfilled, thereby fostering transparency and accountability. Operational risks are controlled through stringent internal processes such as fraud detection and compliance checks, while credit risks are managed through comprehensive appraisal methodologies including customer interactions, legal verifications, and updates to credit loss models. Together, these elements form a comprehensive audit and risk management system designed to support sustainable business growth.

Risk Culture

We have strategies in place to promote an effective risk culture throughout the organisation:

Risk Management Training

We place strong emphasis on comprehensive training in risk management principles to equip our workforce with the skills needed to effectively identify and mitigate potential risks. Our programs cover a wide range of essential topics, including Anti-Money Laundering (AML), Anti-Corruption and Anti-Bribery practices, Anti-Terror Financing, and the Employee Code of Conduct. The AML training specifically empowers employees to recognize and prevent money laundering, ensuring adherence to relevant legal and regulatory standards.

Our Anti-Corruption and Anti-Bribery sessions focus on detecting and addressing unethical practices, fostering a culture of transparency and integrity throughout the organization. Moreover, training on the Employee Code of Conduct reinforces our dedication to ethical behavior, providing clear guidance for maintaining high professional standards. Together, these initiatives prepare employees not only to understand the risks but also to apply effective risk management methods in their day-to-day roles. By promoting a vigilant and ethically responsible workplace culture, these training programs help us uphold our commitment to conducting business with integrity and compliance. This ongoing focus on education and awareness plays a crucial role in protecting the company's reputation and ensuring sustainable, ethical operations.

Risk Training for the Board

In addition to employee training, Capri Global places strong emphasis on the mandated, ongoing education of its entire Board of Directors as a fundamental part of its risk management framework. Rather than relying solely on one-time induction or orientation programs, Capri Global has established a formal, continuous training program that covers evolving risk management principles, industry trends, regulatory changes, and emerging risks. This program is compulsory for all Directors, including all non-executive members, ensuring consistent and comprehensive knowledge across the Board.

The company requires Board members to complete the program regularly to stay updated and proficient in risk oversight. Training goes beyond basic briefings or reports. They involve interactive sessions, expert-led workshops, and scenario-based discussions aimed at enhancing Directors' ability to identify, assess, and manage risks effectively.

Alongside ongoing education, Capri Global maintains a robust governance framework featuring regular performance evaluations of the Board, its committees, and individual Directors. These assessments consider participation in training activities, adherence to governance standards, and contributions to risk oversight. Formal appointment letters clearly delineate Directors' roles, responsibilities, and training requirements, reinforcing accountability. Furthermore, Board members have full access to up-to-date resources, including regulatory updates, industry analyses, and risk management tools that support informed decision-making aligned with the company's strategic objectives. This comprehensive approach cultivates a culture of vigilance, expertise, and responsible governance at the highest level.

Incorporating Risk Assessments in New Product Development

We integrate Environmental, Social, and Governance (ESG) factors such as customer data privacy, community impact, compliance with ethical standards, and transparency along with several other criteria, into the development of every new product or service. A structured checklist is used to evaluate a range of risk criteria, including financial, regulatory, operational, and ESG risks. This comprehensive assessment helps identify potential impacts and challenges early on, allowing us to implement effective mitigation strategies that promote responsible and sustainable offerings.

Incentivising Risk Management and Performance Evaluation Integration

We recognize that effective risk management is vital for maintaining a stable and sustainable business. To reinforce this, our incentive structure rewards employees for their efforts in identifying, mitigating, and managing risks. Key performance indicators include the accuracy of risk assessments, timely responses to emerging risks, and proactive steps taken to minimize potential impacts. By tying financial rewards to these risk-related goals, we promote a culture of accountability and careful risk oversight throughout the organization.

Risk management criteria are also incorporated into our HR evaluation process, where employees are assessed not only on individual performance but also on their commitment to risk protocols, ability to identify risks, and contributions toward strengthening risk strategies within their teams. This combination of incentive alignment and performance review ensures employees remain focused on both achieving business objectives and safeguarding the company's long-term resilience, thereby enhancing our overall risk management effectiveness.

Credit Risk Controls and Asset Quality

We maintain a collateral-backed portfolio, with 99.88% of our loans being secured as of FY 2024-25. This high level of asset-backed lending significantly cushions against potential credit defaults, strengthening the quality of our balance sheet.

Login-to-Sanction Ratio: At approximately 31%, this metric reflects our stringent customer selection process and credit underwriting discipline.

Collection Efficiency: With a robust 99.86% in-house collection efficiency, our internal systems ensure timely recovery and reduce delinquencies through real-time monitoring and customer outreach.

Balance Sheet and Liability Management

Our prudent liability management strategy ensures no maturity risk, with asset-liability matching across all tenors and product categories. Capri Global's approach includes:

- Diversified funding sources
- Low refinancing risk
- No major asset-liability mismatch even under stress-test scenarios

We have built a resilient balance sheet that is aligned with long-term growth plans and risk-adjusted returns .



Conventional Risks	Contemporary Risks
Credit Risk Liquidity Risk Operations Risk	Market Risk Cyber and IT Risk Reputation and Compliance Risk Outsourcing Risk People Risk Business and Strategy Risk ESG Risk Legal Risk Fraud Risk

Emerging Risks :

In today's rapidly evolving environment, Capri faces a landscape of threats that traditional risk management approaches are not equipped to handle. For FY2025, our assessment of emerging risks draws from the World Economic Forum's Global Risks Report 2025, recognized globally for prioritizing risks with significant likelihood and impact.

In identifying these emerging risks, we:

- Utilized the WEF Global Risks Report 2025 as a key reference to assess major global risks across five domains: economic, environmental, technological, societal, and geopolitical.
- From the 33 risks highlighted in the report, we identified particular risks of relevance to Capri's operations. These risks also rank among the top concerns according to global respondents in the WEF Report.

Digital Transformation	Category	Description
	Technological	Digital transformation at Capri Global involves the systematic integration of technology across all business functions, fundamentally reshaping how the company operates and delivers value to its stakeholders. As Capri Global undertakes this transformation, the focus is on adapting to rapidly advancing technologies, carefully managing the transition from traditional to digital processes, and ensuring that the workforce is well-prepared for the digital future.
	Impact	- Ineffective management of digital transformation could trigger operational disruptions, drive up costs, and weaken competitive advantage. - Ensure robust data protection and cybersecurity to avoid regulatory penalties and safeguard its reputation. - The rapid pace of technological change may outpace employee capabilities, reducing efficiency and long-term productivity.
	Mitigation actions	Enhance cybersecurity protocols to protect against data breaches and ensure compliance with data protection regulations. Regularly assess the progress of digital initiatives and adjust the strategy as needed to address emerging challenges.



Armed Conflicts and Political Unrest	Category	Description
	Geopolitical	Armed conflicts and political unrest, including wars, terrorism, and civil disturbances, present significant challenges. Recent interstate conflicts in Manipur, as well as language disputes and political instability in states like Karnataka, Maharashtra, and West Bengal, underscore these risks. While Capri's primary focus is within India, the broader economic environment, influenced by global geopolitical unrest, can also have an indirect impact on Capri.
	Impact	1. Potential disruptions in states experiencing unrest can lead to operational challenges and delays. 2. Regional conflicts can contribute to broader economic instability, affecting consumer confidence and financial planning. 3. Unrest can lead to fluctuations in local markets, affecting investment strategies and growth projections.
	Mitigation actions	Establish strong communication channels and partnerships with local governments and community leaders in affected areas to better understand and navigate regional challenges, ensuring continuity in operations. Implement strategies to diversify financial assets and investment portfolios to safeguard against regional economic fluctuations and enhance overall resilience. Establish a dedicated team to monitor market trends continuously and adapt investment strategies, allowing Capri to quickly respond to market fluctuations and adjust growth plans accordingly.

We examined these emerging risks to assess their potential impact on the Company's long-term operations, resilience, and interactions with stakeholders. We actively monitor changes in these risk areas and incorporate them into our risk management procedures and emergency response plans. Capri is consistently enhancing its integrated risk and control systems to effectively manage these dynamic, forward-thinking risks to company operations.



IT and Cybersecurity

Capri Global Capital Limited has established governance structures for effective cybersecurity management. These structures define roles, responsibilities and escalation procedures to ensure accountability and timely response to potential threats. To report incidents, vulnerabilities or suspicious activities employees are trained to direct them to the Risk and IT department where CISO, CRO and CTO are responsible to mitigate the vulnerability. The company's approach is guided by its Information and Cyber Security Policy, which sets out controls and protocols for protecting digital assets and maintaining system integrity. Cybersecurity is also embedded within Capri's broader focus on digitisation and data protection, with coordinated efforts across teams to safeguard information systems, mitigate risks and ensure business continuity.

IT Governance

The governance of IT and information security risks at the company is overseen by the IT Strategy Committee, which holds responsibility for managing all risk exposures, including those related to IT systems. The committee is chaired by the independent directors and supported by Chief Risk Officer (CRO), Mr. Sanjeev Srivastava who is also part of the committee. Reporting directly to the CRO and forming a vital part of the IT Strategy Committee is the Chief Information Security Officer (CISO), Mr. Sandeep Kumar Jain, who is entrusted with the overall management of IT-related issues. Sandeep brings 16+ years of enterprise security leadership experience across Banking, Insurance, and NBFCs. His expertise spans Information Security strategy development, security frameworks, Cloud Security implementation, vulnerability management, and Third Party Risk Management. He specializes in creating policies compliant with regulatory requirements and international standards like ISO 27001. Prior to Capri Global, Sandeep served as CISO at Aditya Birla Health Insurance and Kotak Life Insurance. This governance structure ensures that IT risks receive focused attention at the highest levels of risk oversight and are integrated into the broader risk management framework.

The Company ensures that at least one senior leader involved in oversight has relevant experience in information security. This includes practical exposure to cybersecurity or direct responsibility for IT functions at a senior level. Experience limited to academic qualifications or

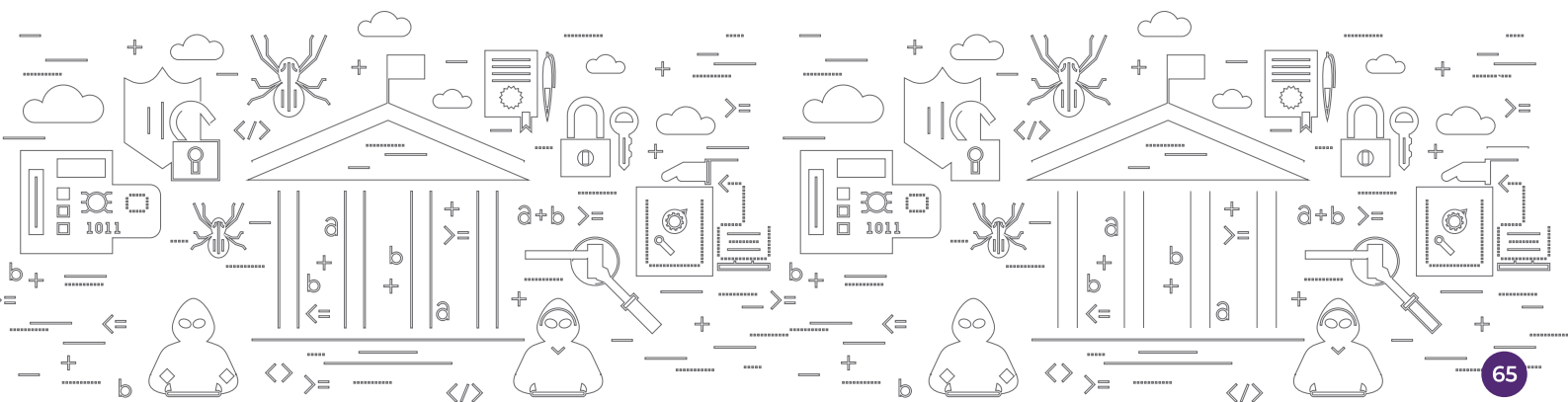
non-technical roles in IT companies is not considered relevant, ensuring that governance is rooted in hands-on expertise.

Ms. Nupur Mukherjee who is an independent director is also part of the IT Strategy committee. Nupur has deep understanding of data driven solutions, cloud, and AI technologies crucial in delivering automation, maintaining data security and generating cost efficiencies. In her past roles She has held the position of Global Managing Director at Standard Chartered Bank and Barclays in India, SE Asia, China, and Europe, where she was responsible for a host of critical technology and cybersecurity practices. She has also been associated with some of the top Indian technology companies in the past and is currently serving as Director of various technology companies overseeing aspects of information security and data solutions.

Policy Commitment & Measures

A Board-approved information security and cybersecurity policy underpins the company's governance approach. This policy aligns with the Reserve Bank of India's (RBI) Information Technology Framework and the ISO 27001 standard, reflecting the company's commitment to meeting both regulatory requirements and international best practices. To maintain a strong security culture, the organization conducts mandatory cybersecurity training and awareness programs for all employees, consultants, and vendors. Regular initiatives such as email phishing drills further enhance vigilance and preparedness. Continual monitoring through a Security Operations Center, along with periodic Vulnerability Assessment and Penetration Testing (VAPT), ensures that cybersecurity defenses remain robust against evolving threats.

- We ensure strong oversight of cybersecurity through regular formal reporting by the management to the Board. This process keeps the Board informed of key developments, risks and mitigation measures related to cybersecurity, reinforcing the company's commitment to transparency, accountability and effective risk governance.
- We have a defined incident management policy and procedure in place to address



cybersecurity incidents and breaches. This framework outlines the steps for identification, containment, investigation, resolution and reporting of incidents, ensuring a timely and coordinated response to minimise impact and support recovery.

- We engage independent external experts to conduct regular cybersecurity assessments and audits. These external reviews provide an objective evaluation of the company's security posture, help identify potential risks and support alignment with industry standards and regulatory expectations.

Capri Global Capital Limited has a comprehensive disaster recovery policy and plan in place to ensure business continuity in the event of unforeseen disruptions. This framework outlines the processes for data backup, system recovery and service restoration, enabling the company to respond effectively to incidents and minimise downtime.

Key features of our IT governance and cybersecurity approach include:

- **End-to-End Data Encryption & Surveillance:** All customer data is encrypted, with advanced AI-managed strong rooms secured via facial recognition, CCTV, and 24x7 monitoring, ensuring protection against unauthorised access and breaches.
- **Zero Breaches Recorded:** As of FY 2024-25, there were no substantiated complaints related to customer data loss or privacy violations, reaffirming the effectiveness of our IT controls and privacy policies.
- **Digital Risk Management:** Systems like biometric authentication, geo-tagged site verification, and AI-powered collection dashboards reduce manual intervention and enhance governance, lowering the risk of fraud and corruption.
- **Integrated Customer Platforms:** Tools such as Pragati, Capri Business Partner, and CollectXpress enable digital onboarding, real-time performance monitoring, and secure customer interactions streamlining operations while maintaining data integrity.

- **Generative AI for Automation:** Capri is investing in generative AI capabilities to automate repetitive tasks, enhance internal controls, and reduce human error, further embedding resilience.

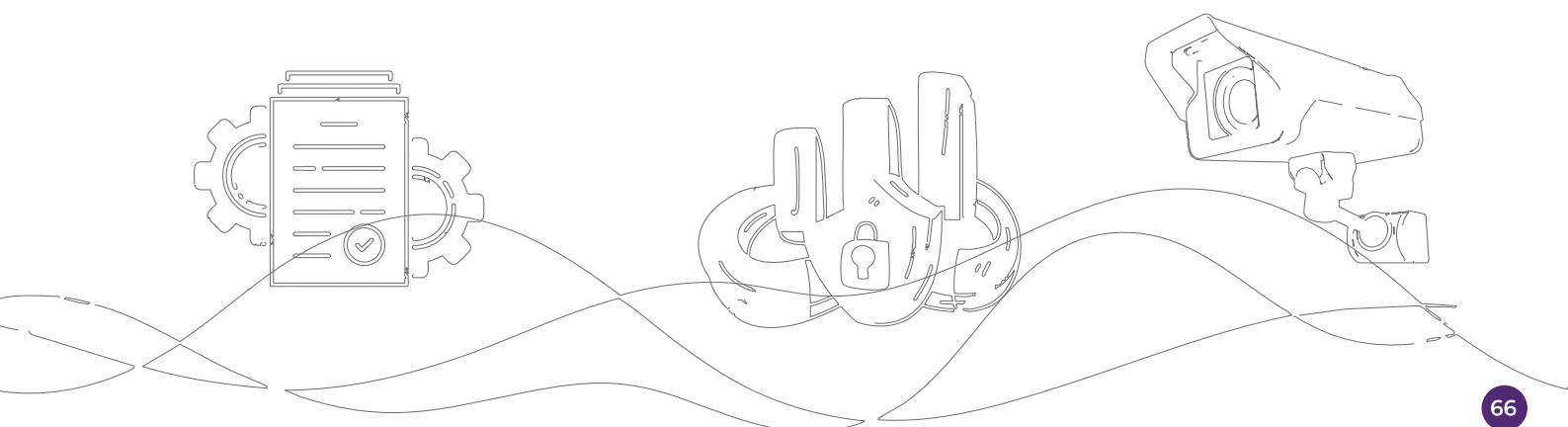
Through these initiatives, Capri Global demonstrates a proactive and secure digital posture, aligned with global standards on customer privacy, anti-corruption, and innovation-led governance.

Training & Awareness

Capri Global Capital Limited maintains a robust data privacy awareness programme to ensure that all employees understand their responsibilities when handling personal or customer information. This programme includes a blend of mandatory training, regular communication, simulated exercises, and continuous support.

All employees are required to complete an online Data Privacy and Information Security training module annually. In the most recent financial year, the company achieved 100 percent completion across the organisation. To reinforce learning, quarterly privacy bulletins and tool-tips are issued by the Information Security team, covering topics such as safe data-sharing practices, mobile-device hygiene, and channels for reporting incidents.

In addition, awareness is promoted through internal campaigns such as Data Privacy Day, which serve as reminders of the importance of secure data handling. Employees have access to 24x7 support for any data privacy or cybersecurity-related concerns through an independent whistle-blower and cybersecurity hotline, as outlined in Capri's internal policies.



Privacy Policy

The Company is committed to safeguarding the personal and sensitive data it collects from all individuals and entities engaging with its services. This commitment extends to customers using financial services, investors, employees, suppliers, contractors, and any other parties maintaining a business relationship with the Company. The framework governing data handling ensures that information is collected, used, disclosed, and protected in compliance with applicable legal and regulatory requirements, maintaining the confidentiality and integrity of the data throughout all interactions.

Data retention practices are designed to balance operational needs and privacy considerations. Generally, usage data is retained only for a limited period, except where it is necessary to enhance security measures, improve service functionality, or comply with legal obligations requiring longer retention. This approach underscores the Company's dedication to responsible data management and the protection of stakeholder information.

Individuals retain key rights under data protection laws, including the ability to withdraw consent for data processing at any time during their engagement with the Company. Should consent be withdrawn, the Company may need to suspend or discontinue the relevant services. Stakeholders wishing to exercise these rights can submit requests to the grievance team. Following verification, the Company will take appropriate steps to address and act upon such requests promptly.

By adhering to these principles, the Company ensures a secure and trustworthy environment that respects privacy rights and supports regulatory compliance across all its operations.

Customer Privacy

Protecting our customers' privacy is a fundamental commitment that guides all our data practices. We prioritize transparency, control, and security to ensure that personal information is handled with the utmost care and respect throughout every interaction.

Customers are provided with clear options to give or deny consent for the use of specific personal data and to restrict its disclosure to third parties. They also have the right to withdraw consent previously granted for data collection and, if necessary, request the deletion or "forgetting" of

their data within the application. It is important to note that if consent is withdrawn or modified, or if any preferences regarding data use are amended, the Company reserves the right to discontinue or adjust the services that rely on such information.

The company monitors the percentage of users whose customer data is used for secondary purposes. For FY 2024-25 We confirm that 0% of our customers' information is used for any secondary purposes (like including selling targeted ads; improving the entity's products or service offerings; and transferring data or information to a third party through sale, rental or sharing).

Secure Data Processing

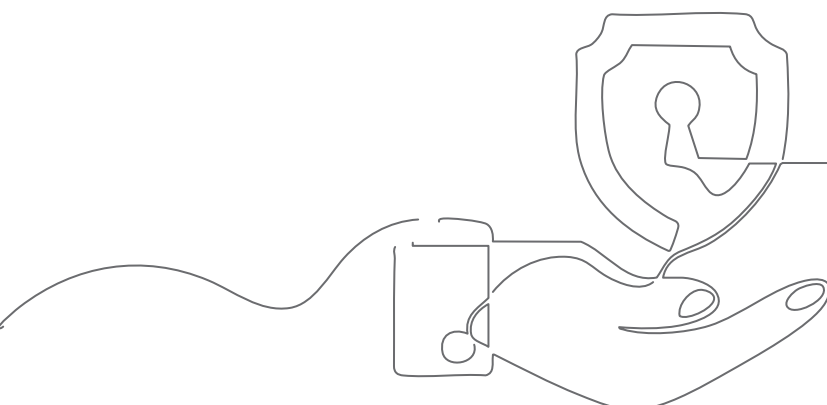
Our commitment to protecting customer data is reflected in strict compliance with applicable privacy regulations and industry best practices. Customer information, including Know Your Customer (KYC) details and loan documentation, is processed through secure, encrypted communication channels. We implement advanced authentication mechanisms such as digital signatures and biometric verification, including Aadhaar-based authentication, to maintain data integrity and confidentiality.

Sensitive Information Handling

Robust security protocols are in place to safeguard sensitive customer information throughout its entire lifecycle. Data is securely processed, stored, and transmitted using encryption technologies designed to prevent unauthorized access, data breaches, or leaks. These measures underpin our commitment to preserving customer trust and ensuring high standards of data privacy.

Data Analytics and Privacy

To enhance credit risk assessment and service delivery, we utilize artificial intelligence (AI) and machine learning (ML) technologies to analyze customer data. Our AI/ML models follow privacy-by-design principles, ensuring that personal and financial data is anonymized or pseudonymized whenever applicable. This approach guarantees the protection of customer privacy throughout all stages of data processing.



Responsible Practices

Responsible Asset Management

- Capri Global Capital Limited integrates responsible asset management into its core lending activities, recognising that, as a Non-Banking Financial Company (NBFC), its lending assets represent its assets under management. The company treats 100 percent of its deployable capital as responsibly invested, supported by a publicly disclosed ESG Lending Policy, Board-level oversight and portfolio-wide ESG screening.
- All new credit exposures undergo ESG due diligence using a formal checklist, a sector exclusion list and risk-based pricing adjustments. These findings are embedded into the credit approval and monitoring processes, which are overseen by the ESG Committee. Portfolio ESG performance is reviewed quarterly by both the Risk and ESG Committees, with high-risk cases triggering remediation plans or pricing adjustments where necessary.
- Capri's loan portfolio primarily consists of lending to affordable housing, micro and small enterprises and women entrepreneurs, sectors widely recognised for delivering positive social impact. Future disclosures will further quantify the portion of the portfolio contributing to explicit social or environmental outcomes, such as green housing retrofits or loans to women-led MSMEs, to enhance transparency for investors and stakeholders.

Responsible Lending Practices

- Capri Global upholds a responsible lending framework designed to ensure fair access to credit, transparent communication, and protection against over-indebtedness. Our commitment to financial responsibility is embedded across the lending value chain—from onboarding and risk assessment to disbursement and collections.
- Capri Global upholds a responsible and inclusive lending framework designed to ensure fair access to credit, transparent communication, and protection against over-indebtedness. Our commitment to financial responsibility is embedded across the entire lending value chain, covering onboarding, risk assessment, disbursement, and collections.

Pricing with Purpose

- **Fair and Transparent Product Communication:** All loan products are supported by clear and concise disclosures through vernacular Key Fact Sheets (KFS), digitally signed agreements, and simplified customer interfaces. We also employ audio-visual KFS formats and provide regional language support during onboarding to ensure customers fully understand loan terms.
- **AI-Driven Ethical Lending:** AI-based risk checks, fraud triggers, and advanced credit scoring systems help minimise subjective biases in lending decisions. This ensures a fair and objective underwriting process that supports ethical decision-making.
- **Risk-Based Pricing:** Leveraging AI and data analytics, we offer customised loan products with fair pricing aligned to each borrower's risk profile. This ensures affordability while maintaining credit discipline.
- **Prudent Customer Selection:** A ~31% login-to-sanction ratio reflects a strong focus on responsible customer selection and avoidance of customer over-leverage. Lending decisions are further strengthened through geo-tagged site verification and centralised underwriting, enabling data-driven, transparent processes.
- **Tailored Credit Structures:** We customise loan structures to suit diverse borrower profiles, with special focus on empowering micro-entrepreneurs and supporting varied business needs.
- **Inclusive Lending through Digital Platforms:** Tools like the Pragati App are driving wider access to credit for underserved and remote customer segments, thereby enhancing financial inclusion and reducing traditional access barriers.
- **Ethical Collections and Customer Engagement:** Our field officers and customer-facing personnel follow a documented Code of Conduct, reinforced through training and audits. Digital collection platforms such as CollectXpress enable ethical and compliant recovery practices, reducing reliance on physical channels and mitigating the risk of aggressive recovery approaches.
- **Complaint-Free Marketing:** We prioritise transparent marketing and responsible customer communication. Notably, there were no cases of non-compliance with marketing or lending communication regulations reported in FY 2024–25.

Through these measures, Capri Global ensures that credit is not only accessible, but also ethical, transparent, and sustainable, protecting borrowers while supporting economic activity across India's underserved regions.

Innovation and impact initiatives

Digital Transformation in lending

Credit and Loan Standards

Capri Global Capital Limited has implemented a comprehensive ESG Lending Policy, approved by the Board, to guide credit and loan standards across all business segments. The policy sets out clear procedures to identify, assess and manage environmental, social and governance (ESG) risks during loan origination, along with provisions for ongoing borrower monitoring and escalation, where required.

Key elements of Capri's ESG-aligned credit practices include:

- **ESG Due Diligence at Origination:** All lending proposals undergo ESG screening through a structured checklist that classifies borrower risk as High, Moderate or Low. This process is integrated into the credit appraisal workflow.
- **Exclusion List and Sectoral Restrictions:** The policy prohibits financing activities that pose significant ESG risks, such as child labour, illegal mining, hazardous waste handling and arms manufacturing.
- **Ongoing Monitoring and Oversight:** ESG risks are tracked even after disbursement through annual reviews, early warning indicators and escalation mechanisms, ensuring continuous risk management.
- **Public Disclosure and Transparency:** The ESG Lending Policy is made publicly accessible, reinforcing Capri's commitment to responsible and transparent lending practices.

End-to-End Digital Loan Journey

We have implemented a comprehensive digital Loan Origination System (LOS) that automates the entire loan lifecycle from customer onboarding through to loan disbursement. This end-to-end digitalization streamlines operations, reduces manual intervention, and significantly enhances the customer experience by providing faster, more transparent, and convenient loan services..

AI-Powered Credit Underwriting

Our credit evaluation process leverages advanced AI-driven underwriting and risk profiling models. These technologies enable quicker and more accurate credit decisions, improving loan accessibility for customers while minimizing processing times and operational costs. This innovation supports financial inclusion by facilitating timely credit delivery.

Automation in Gold Loan Process

The digital transformation extends to specific loan products such as Gold Loans, where an AI-powered platform automates disbursement workflows. This automation reduces processing times and increases operational efficiency, allowing us to serve customers more effectively and scale our services sustainably.



Innovations In Sustainable Finance

Objectives To Improve Customer Satisfaction

Capri Global regularly conducts Customer Satisfaction Surveys and Borrower Outcome Assessments to gather feedback and strengthen service delivery. These exercises help identify areas for improvement and ensure that customer needs are addressed effectively. To further enhance borrower engagement, Capri has introduced Capri Connect, a mobile platform that enables customers to access services, raise queries and receive support in real time, promoting transparency, responsiveness and convenience in customer interactions.

Provision To Share Risk Information

Capri Global ensures transparency in all product communications and sanction letters by clearly disclosing key details such as interest rates, processing fees, repayment terms and the risks associated with delays or defaults. These practices are governed by the company's Fair Practices Code, which ensures that customers receive complete and accurate information before accepting any financial product.

Continuous Monitoring Of Social Impact And Risks Of Current Products And/Or Services

Capri Global commissions third-party Social Impact Assessments for its key lending verticals to evaluate the outcomes of its financing activities. These assessments capture customer experiences, measure empowerment outcomes and identify any unintended risks, helping the company better understand and enhance its social impact on the communities it serves.

Policy Commitment On Responsible Products And Services

Capri Global is committed to responsible product design and delivery, guided by its ESG Lending Policy, Code of Conduct and Fair Practices Code. These policies mandate transparent communication, customer education and ethical marketing across all products and services, ensuring that customer interests are safeguarded at every stage of the lending process.

Managerial Responsibility For Responsible Product Offering

Capri Global has established a cross-functional ESG Committee that holds managerial responsibility for overseeing responsible product offerings. The committee includes representatives from product, credit, compliance and customer service teams, and reports to the Board. It periodically reviews the design, implementation and performance of products to ensure they align with the company's commitment to responsible and customer-centric lending.

Impact And Risk Assessment Incorporated Into Product Development

Capri Global integrates impact and risk assessment into its product development process, in line with its ESG Lending Policy. Social and environmental factors are evaluated at the design stage to ensure that products align with the company's financial inclusion and sustainability goals. This approach is particularly applied in key segments such as MSME lending, gold loans and affordable housing, supporting responsible growth and long-term value creation.

Regular Training On Responsible Product Offering And Marketing

Capri Global conducts regular training programmes for employees on responsible product offering and responsible sales conduct. The training ensures that employees are well-equipped to uphold the company's standards on customer protection, ethical behaviour and regulatory compliance.

Reporting On Product & Service Quality

Capri Global reports on product and service quality through key performance indicators. These include turnaround times, grievance resolution rates, digital engagement metrics and outreach in underserved geographies. The disclosures reflect Capri's ongoing efforts to track service performance, improve customer experience and expand access to financial services.

Performance Metrics And KPIs

Initiatives to recruit from diverse talent

Capri Global Capital Limited actively promotes diversity and inclusion through its recruitment and hiring practices. The company recognises the value of diverse perspectives and is committed to building a workforce that reflects a variety of genders, ethnicities, socio-economic backgrounds and cultures. Inclusive hiring processes have been adopted to attract a broad and diverse talent pool, with a strong focus on providing equal opportunities at all levels. These practices are supported by comprehensive onboarding programmes that help new employees integrate smoothly into Capri's culture, fostering a workplace where everyone feels welcomed, respected and empowered to contribute.

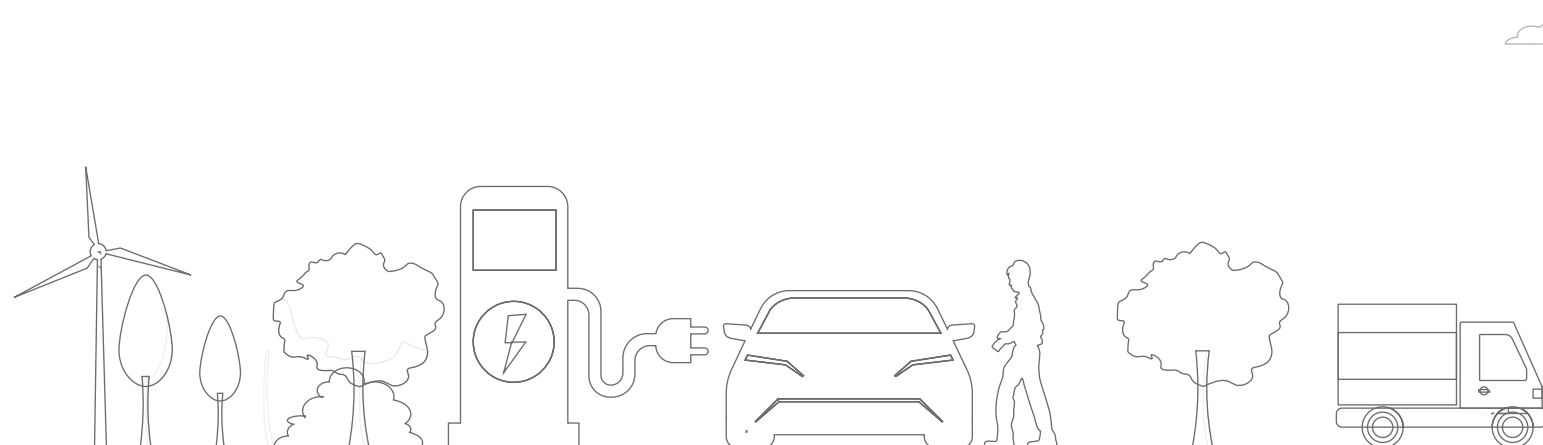
Mentorship Programmes

Capri Global Capital Limited is committed to supporting the professional growth of its employees through structured learning and development initiatives. While formal mentorship programmes are currently being developed, the company ensures equitable access to development opportunities, as outlined in its Human Rights Policy, which upholds respect, fairness and equal opportunity as core principles.

Current initiatives include the Leadership Development Programme (LDP), which is designed to strengthen the leadership capabilities of mid-level and senior managers through workshops, mentoring sessions and hands-on projects. Other learning platforms include facetime interactions with business heads, regional connect sessions, digital literacy training, weekly branch workshops, live product training and comprehensive induction programmes all aimed at equipping employees with the skills and support needed to grow within the organisation.

Managerial Or Board Level Responsibility For Diversity Initiatives

Capri Global Capital Limited ensures strong governance of its diversity, equity and inclusion (DEI) initiatives through defined managerial and Board-level oversight. As outlined in the Human Rights Policy, every team member shares accountability for implementing DEI commitments, with overall responsibility resting with department heads and the Human Resources team. Progress on diversity initiatives is regularly reviewed and reported to the Board.



ESG Ratings Received By Capri Global

Name of the ESG Rating Provider	Ratings
SES ESG Research Private Limited	75 (B+)
NSE Sustainability Ratings & Analytics Limited	69
CRISIL ESG Ratings & Analytics Limited	62(Strong)
Standard & Poor's (S&P) Dow Jones Sustainability Indices (DJSI) Corporate Sustainability Assessment	49(Industry Average 30)



ESG Road Map

At Capri Global, our ESG journey is grounded in our commitment to responsible finance, inclusive growth, and long-term value creation. Our roadmap outlines the phased actions we will undertake over the next few years to deepen ESG integration across our operations, strengthen governance, and drive measurable social and environmental impact.

Governance And Policy Strengthening

- Strengthen the ESG Steering Committee with cross-functional representation and accountability mechanisms.
- Ensure regular ESG training for the Board and leadership, including integration of ESG metrics into executive KRAs.
- Align executive compensation with long-term ESG and climate performance.

Sustainability Integration Into Core Business

- Launch ESG-aligned loan products for sectors such as women-led enterprises, and low-income housing.
- Establish SDG tagging for loan portfolios and track social and environmental outcomes.
- Build ESG awareness and compliance among branch-level teams through structured training.
- Climate Action and Environmental Management.
- Continue Scope 1, 2 and 3 emissions measurement (financed emissions) reporting using PCAF methodology.
- Conduct a TCFD-aligned climate risk assessment, covering both physical and transition risks.
- Improve operational sustainability across branches energy efficiency, paper reduction, and responsible waste disposal.

- Develop a green finance framework to mobilise climate-aligned capital.
- Focus on Social Impact and Inclusion.
- Enhance access to credit for underserved communities, women entrepreneurs, and rural borrowers.
- Strengthen community-based programs in financial literacy, vocational training, and digital enablement.
- Promote employee well-being, diversity, and inclusion with defined disclosure metrics.

Transparency And Disclosure

- Publish annual BRSR and GRI-aligned sustainability disclosures.
- Improve S&P Global CSA score from 49 to 65+ over the next two years.
- Participate in global platforms like CDP and align with evolving international reporting frameworks.
- Launch ESG dashboards to enhance internal monitoring and transparency.

Technology & Data Infrastructure

- Integrate ESG KPIs into Capri's loan management and MIS platforms.
- Deploy digital dashboards to monitor ESG progress across business units.
- Utilise AI/ML tools for predictive ESG risk analysis and early warning systems.

ESG contact Details :
sustainability@capriglobal.in



ESG Data Book



Economic Performance

Economic Value Generated

Category	Unit	FY23	FY24	FY25
Total Income	₹ million	11,498.98	17,831.89	24,234.98

Economic Value Distributed and Retained

Category	Unit	FY23	FY24	FY25
Total Operating cost	₹ million	1,809.64	3,193.64	2,932.05
Total employee related expenses (salaries + benefits)	₹ million	3,550.25	5,020.45	5,375.76
Payments to providers of capital	₹ million	3,930.40	6,292.30	9,655.09
Payment to government	₹ million	674.60	953.54	1,254.32
Community investments	₹ million	41.92	37.71	37.43
Economic value distributed	₹ million	10,006.81	15,441.46	19,254.65
Economic value retained	₹ million	1,492.17	2,390.43	4,980.33

Philanthropic Contributions

Category	Unit	FY23	FY24	FY25
CSR expense	₹ million	41.92	37.71	37.43
Charitable donations	% of total CSR spend	0	0	0
Community Investments	% of total CSR spend	100	100	100
Political contributions	₹ million	0	0	0

CEO-to-Employee Pay Ratio

Category	Unit	FY24	FY25
Total CEO Compensation	₹ million	2.4	32.85
Median Employee Compensation	₹ million	0.30	0.37

Fines/Settlements/Complaints

Category	Unit	FY23	FY24	FY25
Fines or settlements related to Anti-competitive practices	₹	0	0	0
Confirmed cases of Corruption & Bribery	No.	0	0	0
No. of incidents of discrimination and harassment	No.	0	0	0
No. of incidents of Conflicts of Interest	No.	0	0	0
No. of incidents of Money Laundering or Insider trading	No.	0	0	0
No. of complaints related to Child labour/Forced labour/Involuntary labour	No.	0	0	0
Upheld regulatory complaints concerning marketing and selling practices	No.	0	0	0
Upheld self-regulatory complaints concerning marketing and selling practices	No.	0	0	0
Complaints concerning breaches of customer privacy and losses of customer data	No.	0	0	0
Total number of information security breaches	No.	0	0	0
Total number of clients, customers and employees affected by the breaches	No.	0	0	0

Political Contributions and Expenditures

Category	Unit	FY23	FY24	FY25
Contributions and other spending: contribution to and spending for political campaigns, political organizations, lobbyists or lobbying organizations, trade associations and other tax-exempt groups.	₹ million	–	–	–
Largest contribution and Expenditures: contributions to or expenditures to political campaigns or organizations, lobbying, trade associations, tax-exempt entities, or other groups whose role is to influence political campaigns or public policy and legislation.	₹ million	–	–	–

Spend on Associations/Memberships

Associations	FY 2024 Total (₹ million)	FY 2025 Total (₹million)
Finance Industry Development Council	0.12	0.236

Note: We did not make any contributions to political campaigns, political organizations, lobbyists, lobbying organizations or other tax exempt groups.

Largest contributions/Spending

Name	Amount Paid (₹million)	Advocacy Topic
Finance Industry Development Council	0.236	Capri Global actively engages with the government and other external stakeholders in public policy advocacy through association Finance industry development council. We advocate for policies transparently and responsibly, engaging with all relevant authorities, while considering both our own interests and the broader national interest. The Finance Industry Development Council (FIDC) is a representative body for the non-banking financial companies (NBFCs) registered with the Reserve Bank of India (RBI). The FIDC's goals include: - Interacting with the RBI and the Government of India on policy and pre-budget meetings - Representing the NBFC sector - Preparing a model code of conduct for NBFCs The FIDC has many members, including leading NBFCs and a large number of small and medium sized NBFC

Board Effectiveness

Category	Unit	FY24	FY25
Average board meeting attendance	%	96	100
Number of non-executive/ independent directors with 4 or less other mandates	No.	6	6
Number of other mandates for on-executive/ independent directors restricted to	No.	NA	NA
Average tenure of board members in years	No.	6	4
Number of independent or non-executive members with industry experience (e.g., executives)	No.	Independent Directors - 6	Independent Directors - 6

Sustainable Financing Products and Services

Applicable Category - Consumer Finance

Category	Unit	Value
Sustainable loans and mortgages	Million INR	1,87,332
Total value of personal and mortgage lending	Million INR	2,16,935
Percentage of total sustainable value over total value	%	86

Environmental Performance

Energy Consumption

Category	Unit	FY24	FY25
Total Non-Renewable Energy	MWh	6,674.11	7,069.04
Renewable Energy	MWh	-	-
Total Energy	MWh	6,674.11	7,069.04

GHG emissions

Category	Unit	FY24	FY25
Scope 1: Direct emissions	MtCO ₂ e	-	83.58
Scope 2: Indirect emissions	MtCO ₂ e	4,738.62	5,153.33
Scope 3: Indirect emissions	MtCO ₂ e	-	1,15,158.07
Total GHG emissions	MtCO ₂ e	4,738.62	1,20,394.98
GHG emission intensity	MtCO ₂ e eq/ Revenue in ₹ Million	0.26	4.99

Note: Scope 3 - Indirect emissions include Financed emissions

Scope 3 Emissions: Category Wise

Category	Unit	FY25
Purchased goods and services	TCO ₂ eq	32.38
Capital goods	tCO ₂ eq	516.05
Fuel-and-energy-related activities (not included in Scope 1 or 2)	tCO ₂ eq	1,116.16
Upstream transportation and distribution	tCO ₂ eq	-
Waste generated in operations	tCO ₂ eq	0.004
Business travel	tCO ₂ eq	616.61
Employee commuting	tCO ₂ eq	49.80
Upstream leased assets	tCO ₂ eq	-
Downstream transportation and distribution	tCO ₂ eq	-
Processing of sold products	tCO ₂ eq	-
Use of sold products	tCO ₂ eq	-
End-of-life treatment of products sold	tCO ₂ eq	-

Category	Unit	FY25
Downstream leased assets	tCO2eq	–
Franchises Investments	tCO2eq	–
Investments (Finance Emissions)	tCO2eq	1,12,827.07
Other downstream	tCO2eq	–

Scope 3 Financed Absolute Emissions

Category	Unit	FY25
Scope 3 financed absolute emissions	MtCO2e	1,12,827.07
Scope 3 Financed Emission Intensity	MtCO2e/INR Million	4.68
Portfolio Coverage	%	82.77
Asset Classes covered	Unit	FY25
Mortgage Finance (Home Loans)	MtCO2e	13,870.95
Commercial Real Estate (Home Loan)	MtCO2e	3,286.24
Project Finance (Solar Finance)	MtCO2e	169.83
Business Loans & Unlisted Equity (MSME Business Loans)	MtCO2e	95,500.05

Water Withdrawal, Consumption and discharge

Category	Unit	FY24	FY25
Total water withdrawal	million m ³	0.00317851	0.05631617
Total water consumption	million m ³	0.00317851	0.0053903

Waste generation and disposal and method

Category	Unit	FY23	FY24	FY25
Waste Generated & Recovered				
Plastic waste	Tons	–	–	–
E-waste	Tons	1.986	1.162	0.887
Bio-medical waste	Tons	–	–	–
Construction and demolition waste	Tons	–	–	–
Battery waste	Tons	–	–	–

Category	Unit	FY23	FY24	FY25
Other hazardous waste generated	Tons	–	–	–
Other Non-Hazardous waste	Tons	–	–	0.064
Total Hazardous Waste	Tons	–	–	–
Total Non-Hazardous Waste	Tons	–	–	0.064
Total Waste Generated	Tons	1.986	1.162	0.951
Total Waste Recovered	Tons	1.300	1.039	0.952

Waste Disposal

Category	Unit	FY23	FY24	FY25
Incineration	Tons	0.496	–	0.124
Landfilling	Tons	0.190	0.123	0.130
Other disposal operations	Tons	–	–	0.153
Total Waste Disposed		–	0.123	0.408
Re-cycled	Tons	–	1.039	0.255
Re-used	Tons	–	–	0.289
Other Recovery operations	Tons	–	–	–
Total waste Recovered	Tons	–	1.039	0.544

Financial Risks of Climate Change

Indicator	Risk driven by changes in regulation	Risks driven by change in physical climate parameters
Significant risk and methods description	In the Net Zero 2050 scenario, the emphasis on sustainable financing is intensifying as financial institutions align their portfolios with long-term climate goals. This shift involves increasing capital allocation toward low-carbon and climate-resilient sectors. For banks and lenders, sustainable financing is no longer optional - it is becoming a strategic imperative to mitigate climate transition risks and meet evolving regulatory and stakeholder expectations. The growing demand for transparency in financed emissions and the integration of Environmental, Social, and Governance (ESG) criteria are pushing institutions to develop innovative green financial products and embed sustainability into core lending practices. In this context, Capri Global is diversifying its portfolio through solar rooftop financing for residential and MSME segments, strengthening its resilience to climate transition risks and supporting India's clean energy goals.	With rising temperatures projected across operational regions, the demand for cooling systems is expected to grow significantly. Increased heat exposure can impact employee well-being, equipment performance, and overall energy consumption, leading to higher operational costs. This trend underscores the importance of reviewing current cooling infrastructure to determine its capacity to handle future climate conditions. Under the high-emission RCP8.5 scenario, India's average surface air temperature is projected to rise by approximately 4.19°C by the end of the century, with even higher increases expected in semi-arid regions like north-west and north India. In response, electricity demand is expected to surge by 9-10% annually, driven largely by increased cooling needs. This rise in demand could lead to higher electricity prices, adding further financial pressure on operations and making early investment in efficient cooling solutions a strategic necessity.

Financial Risks of Climate Change

Indicator	Risk driven by changes in regulation	Risks driven by change in physical climate parameters
Significant risk and methods description	The rising electricity costs across India pose significant operational challenges for Capri Global, as data centers, branch networks, and digital lending platforms are particularly vulnerable to energy cost fluctuations. As per a study by ET Energy World, with forecasts indicating power consumption in India can grow 10% annually till 2030, Capri Global may face dual pressure of expanding business operations requiring greater energy consumption alongside escalating per-unit electricity costs. This scenario directly impacts the company's operational margins, as higher electricity expenses for maintaining IT infrastructure, cooling systems across multiple branch locations require strategic management through energy efficiency measures or renewable energy adoption.	Monsoon flooding can damage electrical systems and servers, disrupting loan processing and customer transactions. Extreme heat waves exceeding 45°C overwhelm cooling systems, risking server failures and data loss. Cyclones cause structural damage and extended power outages, halting digital lending platforms and mobile banking services. Dust storms compromise air filtration, while droughts affect water-based cooling systems. For NBFCs (data center), these disruptions threaten operational continuity, sensitive financial data, and regulatory compliance, potentially causing significant financial losses and damaging customer trust.
Estimated inherent financial impact (INR) of the risks	Under the Net Zero scenario, Capri Global's cumulative electricity cost is projected to reach ₹686 Mn by 2030, posing a significant risk to operational margins due to its energy-intensive infrastructure and rising power prices.	By 2050, Capri is estimated to face an average financial impact of ₹2.21 million per year due to physical hazards from climate change impacts on their data center infrastructure and operations.
Estimated time frame (Years)	2040	2040
Estimated cost to mitigate the risk (INR)	The cost of consuming 18–39% less energy per floor area is estimated to be ₹ 254 Mn for the Higher lease rates for energy-efficient buildings.	A 40% increase is expected in property insurance premiums in the most climate-affected regions by 2030, translating to an additional cost of ₹0.17 Mn per year due to heightened risks from extreme weather events impacting their data center and branch locations.

Financial Opportunity Arising from Climate Change

Indicator	Response
Description of Opportunity	Capri has the opportunity to become a frontrunner in financing environmentally conscious Micro, Small, and Medium Enterprises (MSMEs). With the market share projected to increase to INR 37 trillion, Capri is set to strengthen and expand its lending portfolio for MSMEs that are focused on creating business models centered around key sustainability principles. These include resource conservation, resource efficiency, and effective waste management. This strategic direction aligns with the growing demand for businesses to incorporate sustainable practices in response to environmental challenges.
Estimated financial positive implication (INR) of the opportunity	₹ 10,954 Mn
Estimated time frame (years)	2030
Estimated annual cost associated with developing the opportunity (INR)	₹ 986 Mn

Social Performance

Employee Information

Category	Employees	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Senior management	Male	No.	17	23	28	40	46
	Female	No.	1	1	1	1	1
	<30	No.	0	0	0	0	0
	30-50	No.	9	17	23	30	37
	>50	No.	9	7	6	11	10
Middle management	Male	No.	134	209	386	405	501
	Female	No.	11	14	27	34	44
	<30	No.	8	13	24	26	19
	30-50	No.	132	205	377	403	518
	>50	No.	5	5	12	10	8
Junior management	Male	No.	1493	2536	6288	5325	6216
	Female	No.	43	62	872	1015	1276
	<30	No.	655	1122	3515	3274	3872
	30-50	No.	877	1469	3631	3053	3609
	>50	No.	4	7	14	13	11
Total Employees		No.	1699	2845	7601	6820	8084

New Employee Hires

Category	Employees	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Senior management	Male	No.	6	8	4	5	9
	Female	No.	0	0	0	0	0
	<30	No.	0	0	0	0	0
	30-50	No.	3	8	3	2	8
	>50	No.	3	0	1	3	1
Middle management	Male	No.	32	102	249	118	158
	Female	No.	0	7	15	11	21
	<30	No.	3	5	14	7	11
	30-50	No.	28	104	243	122	166
	>50	No.	1	0	7	0	2

Category	Employees	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Junior management	Male	No.	1155	2685	7808	5248	4297
	Female	No.	14	46	944	728	912
	<30	No.	562	1290	4446	3209	3076
	30-50	No.	606	1437	4295	2749	2131
	>50	No.	1	4	11	18	2
Total New Hires FY 2024-25							5397

Average Hiring Cost

Category	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Average hiring cost/FTE	INR	17,006	16,049	3,568	7,268	5,070

Employee Total Turnover

Category	Employees	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Senior management	Male	No.	3	5	3	5	5
	Female	No.	0	0	0	0	0
	<30	No.	0	0	0	0	0
	30-50	No.	2	3	1	4	4
	>50	No.	1	2	2	1	1
Middle management	Male	No.	33	43	73	135	104
	Female	No.	1	7	5	6	17
	<30	No.	1	3	6	4	11
	30-50	No.	31	45	69	135	108
	>50	No.	2	2	3	2	2
Junior management	Male	No.	871	1616	3327	4881	2863
	Female	No.	8	21	123	562	614
	<30	No.	390	764	1679	2704	1924
	30-50	No.	489	870	1766	2725	1551
	>50	No.	0	3	5	14	2

Voluntary Turnover

Category	Employees	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Senior management	Male	No.	1	4	3	5	4
	Female	No.	0	0	0	0	0
	<30	No.	0	0	0	0	0
	30-50	No.	1	2	1	4	3
	>50	No.	0	2	2	1	1
Middle management	Male	No.	25	32	53	105	85
	Female	No.	1	6	4	6	12
	<30	No.	1	3	4	4	7
	30-50	No.	24	33	52	105	88
	>50	No.	1	2	1	2	2
Junior management	Male	No.	286	486	944	1934	1062
	Female	No.	2	7	30	282	252
	<30	No.	120	203	423	1052	639
	30-50	No.	168	290	548	1159	674
	>50	No.	0	0	3	5	1

Turnover Rate

Category	Unit	FY22			FY23			FY24			FY25		
		Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total Turnover Rate	%	75.40	42.40	74.5	71.60	26.20	67.60	80.50	58.30	77.50	47.4	53.2	48.3
Voluntary Turnover Rate	%	23.7	19.7	23.50	24.30	8.80	19.80	32.80	29.50	32.30	18.4	22.3	19.0

Workforce Breakdown: Gender

Category	Unit	FY23-24	FY24-25	Targets
No. of women in total permanent workforce	No.	1050	1321	18% by FY27
Percentage of women in total permanent workforce (as % of total permanent workforce)	%	15.40	16.34	
Share of women in all management positions, including junior, middle and top management (as % of total management positions)	%	15.40	16.34	
Percentage of women in top management positions, i.e. maximum two levels away from the CEO or comparable positions (as % of total top management positions)	%	2.13	2.56	3

Category	Unit	FY23-24	FY24-25	Targets
Share of women in junior management positions, i.e. first level of management	%	16	17.03	17.05
Share of women in management positions in revenue generating functions	%	2.5	2.5	2.6
Share of women in management positions in STEM related functions	%	0	0	0

Workforce Breakdown: Ethnicity

Category	Unit	FY23-24	FY24-25
Foreign Nationals	%	0	0
Indian Nationals	%	100	100

Trainings Man Hours

Category	Unit	FY23-24	FY24-25
Total training hours	hours	63,749	1,87,825
Average training hours	hours	2	1.94
Total Spend on Trainings	INR	6,18,176	1,44,73,260
Average training spend	INR	23*	149

Trainings Man Hours (Gender and Management wise)

Category	Unit	FY23-24	FY24-25
Senior Management	hours	100	8004
Middle Management	hours	3,878	12,054
Junior Management	hours	59,771	1,83,774
Male	hours	59,039	1,80,956
Female	hours	4,710	6,867
Total Participants Covered	Count	26,787	96,921
Male Participants	Count	23,551	95,349
Female Participants	Count	3,236	1,572

Parental Leave

Category	Unit	FY23-24	FY24-25
Employees entitled for parental leave	No.	6820	8084
Employees that took parental leave	No.	152	161
Employees that returned to work in the reporting period after parental leave ended	No.	151	161
Employees that returned to work after parental leave ended that were still employed 12 months after their return to work	No.	41	82
Rate of Return to work that took parental leave	%	99.30	100
Retention rates of employees that took parental leave	%	58.60	61.7

Performance Management Appraisal System

Category	Available (Yes/No)	Frequency
Management by objectives: systematic use of agreed measurable targets by line superior	Yes	At least Yearly
Team based performance appraisal	Yes	Throughout the year
Agile Conversation	Yes	Throughout the year

Trend of Employee well-being

Category	Unit	FY22-23	FY23-24	FY24-25	Target for FY 2024
Satisfaction	% of employees with the top level of engagement, satisfaction, well-being, or employee net promoter score (E-NPS)	60	61	52.40	50%
Data Coverage	% of employees responded to the survey	47.3	31.2	95.84	-

Note : For FY 2024-25, we have successfully provided data coverage of 95% of employees from a coverage of 31.2% last year

Customer Satisfaction Measurement

Core Focus	Unit	FY24	FY25	Target for FY 24
Customer Satisfaction	Net Promoter Score (NPS)	40.8	96	95%
Data Coverage	% of customers covered	100*	100*	

*As per customer feedback on the application

Absentee Rate

Category	Unit	FY21	FY22	FY23	FY24	FY25	Target for FY24-25
Employees	% of total days scheduled	0.04	0.07	0.08	0.13	0.10	0.10
Data Coverage	% of employees covered	100	100	100	100	100	

Benefits provided to Permanent employees and Temporary employees

Category/Types of benefits provided	Permanent Employees	Temporary Employees
Life insurance	Yes	Not Applicable*
Health insurance	Yes	
Accident insurance	Yes	
Parental Medical Insurance	Yes	
Disability	No	
Parental leave	Yes	
Marriage leave	No	
Bereavement leave	Yes	
Leave for Haj	No	
Leave for Baptism	No	
Leave for Circumcision Ceremony	No	
Retirement provision	No	
Stock ownership	Yes	
Transportation	Yes	
Housing	No	
Food allowance	No	
Extra paid holidays	No	
Citizenship leave	No	
Children Education Reimbursement	Yes	
Higher Education Policy	No	
Day care facilities	No	
Employee Car Scheme policies	Yes	

*Note: We don't have any Temporary employees in our organization.

Human Capital Return on Investment

Indicator	Unit	FY21-22	FY22-23	FY23-24	FY24-25
Total Revenue	INR Million	7,655.51	11,489.94	17,831.89	24,234.98
Total Operating Expenses	INR Million	4,615.89	8,724.09	13,720.81	16,989.84
Total employee-related expenses (salaries + benefits)	INR Million	1,514.48	3,550.25	5,020.45	5,375.76
Resulting HC ROI (a - (b-c)) / c	-	3.01	1.78	1.82	2.35
Total employees	No.	2845	7,602	6820	8084

Long-Term Incentive for Employees

Type of Long-term incentive Programme for Junior and Middle Management levels	Description of Programme	No. of Years	Percentage of company's workforce that the programme applies to:
Performance Linked Bonuses:	As a part of our variable compensation structure we provide our middle and junior employees performance-linked bonuses. We evaluate performance based on set goals and overall impact, ensuring that our employees feel valued for their hard work and commitment. By linking compensation to performance, we foster a culture of accountability, excellence, and continuous growth across all levels of the organization. Individual Performance Bonuses: These bonuses are awarded based on an employee's personal achievements against predefined goals and competencies, including factors such as quality and efficiency of work, innovation, and professional growth. Team Performance Linked bonuses: are granted when groups collectively meet or surpass their targets, emphasizing collaboration, effective communication, and joint problem-solving. This encourages employees to support each other, leverage diverse skills, and work together towards shared organizational objectives.	After 2 years	100%

Gender Pay Indicators

Employee Level	Average Women Salary (INR)	Average Men Salary (INR)
Executive Level (base salary only)	-	89,81,603
Executive Level (base salary + other case incentives)	-	1,18,64,377
Management Level (base salary only)	7,83,397	7,86,959
Management Level (base salary + other cash incentives)	9,58,246	9,87,488
Non-management Level (base salary only)	2,04,315	2,24,753
Mean Employee pay	4,77,404	

Freedom of Association

Topic	Percentage
Employees represented by an independent trade union or covered by a collective bargaining agreement	0%*

Notes* Freedom of association does not apply to NBFCs in the context of their regulated financial activities and compliance obligations.

Material issues for Enterprise Value Creation

Indicator	Material Issue 1
Material Issue	Corporate Governance and Business Ethics
Business Case	Effective corporate governance and business ethics are essential for building trust with stakeholders and enhancing Capri's reputation. A robust governance framework integrates ethical practices into the system and emphasizes the responsibility of individuals, the core pillar, to act ethically and responsibly. By prioritizing transparency, accountability, and sustainability, Capri demonstrates its commitment to these values.
Business Impact	Risk
Business Strategies	At Capri, we carry out our duties with integrity, emphasizing ethical and responsible conduct. Our governance structure includes board-level committees with Independent Directors to guide company performance. We have established comprehensive Policies, Systems, Procedures, and a Code of Conduct for all employees. A Board-level ESG steering committee oversees environmental, social, and governance matters. Additionally, we provide a grievance redressal mechanism and a whistleblower policy to address employee concerns and ensure transparency. We also have Human Rights policy to ensure the rights of the people such as fair pay, prohibition of child labor, forced labor, etc. are properly followed and maintained.
Target	Additionally, we plan to increase the number of women in our workforce by 18% by 2027, building on the 1,321 women currently employed.
Target Year	2027
Progress	Percentage of women in 2025 stands at 16%.

Indicator	Material Issue 2
Material Issue	Compliance
Business Case	Compliance is vital for avoiding legal penalties and maintaining our company's reputation. As an NBFC, we must adhere to various regulatory requirements, including those set by the Reserve Bank of India (RBI) and the Companies Act, 2013. Meeting these obligations enhances trust and credibility with stakeholders. By prioritizing compliance, we streamline operations and foster a culture of integrity, positioning Capri as a reliable and responsible market player.
Business Impact	Cost
Business Strategies	1. Oversee financial reporting, internal controls, and audit processes. 2. Ensure the integrity of financial statements and compliance with legal and regulatory requirements. 3. Review financial statements, internal audit reports, and external auditor findings. 4. Recommend the appointment and remuneration of external auditors. 5. File the BRSR report annually as required by SEBI
Target	To ensure zero cases of warning/fine/penalty related to compliance requirements.
Target Year	2025
Progress	No cases of non-compliance were reported during the Financial Year 2024-25.

Indicator	Material Issue 3
Material Issue	Information Technology and Cybersecurity
Business Case	IT and cyber security are critical for protecting company assets and sensitive information. While robust cybersecurity practices offer a competitive edge and build customer trust, inadequate measures can lead to data breaches, legal penalties, and reputational damage.
Business Impact	Risk
Business Strategies	To mitigate IT and cyber security risks, Capri implements robust security protocols, conducts regular vulnerability assessments and ensures compliance with industry standards. All customer data is encrypted, with advanced AI-managed strong rooms secured via facial recognition, CCTV, and 24x7 monitoring, ensuring protection against unauthorized access and breaches. Tools such as Pragati, Capri Business Partner, and CollectXpress enable digital onboarding, real-time performance monitoring, and secure customer interactions streamlining operations while maintaining data integrity.
Target	1. To ensure zero cases of data privacy breach 2. To ensure 100% coverage in IT and cybersecurity training/refresher program.
Target Year	2025
Progress	Zero cases of data privacy breach reported during FY 2024-25.

Material issues for External Stakeholders

The following two material topics have the potential to impact society and other stakeholders significantly. We continuously monitor our performance in these areas by rigorously tracking relevant KPIs, evaluating their potential societal impacts, and determining how to measure these effects. It is critically important for us to take necessary actions to mitigate both the direct and indirect impacts in the short and long term.

Indicator	Material Issue 1
Material Issue	Disclosure and Transparency
Cause of the Impact	Disclosure and Transparency are considered crucial for Capri as they foster trust and credibility with lenders and stakeholders, ensuring compliance with regulatory requirements. At Capri, upholding transparency and ensuring thorough disclosures in our operations demonstrate our commitment to these values, enhancing our reputation, investor confidence, and long-term business sustainability.
External stakeholder(s)/ impact area(s) evaluated	External Stakeholders Evaluated for Disclosure and Transparency: 1. Investors: Ensuring confidence through transparent financial reporting. 2. Regulators: Maintaining compliance with legal and regulatory requirements. 3. Customers: Building trust and loyalty through clear communication. Impact Areas Evaluated: 1. Reputation Management: Enhancing public image and stakeholder trust. 2. Regulatory Compliance: Meeting legal obligations with accurate disclosures. 3. Investor Relations: Strengthening investor confidence through transparency
Mitigating measures	1. We published our Sustainability Report on an annual basis aligned with GRI Standards. The report covers transparent disclosures of our non-financial indicators. 2. As per SEBI mandate, we also published Business responsibility and Sustainability report (BRSR) annually. It provides information on our performance against compliance/regulatory requirements, information on key material topics and mitigation measures taken against those material issues. 3. Our policies available publicly provides our commitment against ethical conduct, managing human rights issues, and implementing fair practices within the organization,
Type of impact	• Reputational Impact: Enhances or diminishes the company's public image and stakeholder trust based on the level of transparency. • Financial Impact: Affects investor confidence and can influence stock prices, access to capital, and overall financial stability. • Regulatory Impact: Involves the potential for legal consequences or penalties due to non-compliance with disclosure requirements, impacting operational continuity.
Output Metric	• Number of Regulatory Compliance Incidents: Tracking incidents of non-compliance related to disclosure and transparency requirements. • Investor Satisfaction Score: Measuring investor confidence and satisfaction through surveys and feedback mechanisms. • Timeliness of Reporting: Percentage of reports and disclosures published within the required timeframe.
Impact Valuation	Involves assessing the financial and non-financial benefits of maintaining high Standards in reporting and communication. This includes evaluating the positive effects on investor confidence, reduced risk of regulatory fines, enhanced brand reputation, and increased stakeholder trust. It also considers the potential cost savings from avoiding legal disputes and the long-term value of sustained stakeholder relationships.
Impact Valuation	Include the number of regulatory compliance breaches, stakeholder trust scores, investor confidence levels, and the frequency and quality of disclosures in reports. These metrics help assess the effectiveness of Capri's transparency efforts and their impact on stakeholder relations and regulatory standing.

Indicator	Material Issue 2
Material Issue	Customer Satisfaction and Customer Centric
Cause of the Impact	Stems from Capri's customer-focused business model, continuous service innovation, and active feedback mechanisms, which enhance customer experience and loyalty. Digital transformation and regulatory compliance further strengthen trust and satisfaction.
External stakeholder(s)/ impact area(s) evaluated	The external stakeholders evaluated include customers, regulatory authorities, and financial partners. The impact areas assessed are customer trust, service quality, regulatory compliance, and brand reputation. These areas are critical to ensuring that Capri maintains a strong customer-centric approach, fostering long-term customer loyalty and satisfaction.
Mitigating measures	Capri addresses potential impacts on customer satisfaction by implementing enhanced feedback mechanisms, continuous staff training, and digital platform enhancements. The company ensures strict regulatory compliance and transparency, offers customized financial solutions, and conducts regular audits to maintain high service Standards and customer-centricity.
Type of impact	• Reputational Impact: Customer satisfaction directly impacts Capri's public image, with high satisfaction enhancing trust and reputation, while lapses can diminish stakeholder confidence. • Financial Impact: Positive customer experiences strengthen investor confidence, influencing financial stability and access to capital, whereas poor satisfaction can harm retention and financial outcomes. • Regulatory Impact: Capri's adherence to customer service Standards ensures regulatory compliance, avoiding legal penalties and protecting operational continuity and company standing.
Output Metric	Include Net Promoter Score (NPS), customer satisfaction ratings, customer retention rates, complaint resolution times, and the number of repeat customers. These metrics help Capri measure the effectiveness of its customer-centric strategies and identify areas for improvement.
Impact Valuation	Quantifies the benefits of customer satisfaction through increased revenue from retention, cost savings from efficient service, and enhanced brand value. It also accounts for avoided costs from regulatory compliance and reduced customer attrition.
Impact Valuation	Include customer lifetime value (CLV), churn rate, customer retention rate, and customer complaint resolution rate. These metrics help quantify the long-term impact of customer satisfaction on Capri's business performance.

Employee Development Programs

Aspect	Program 1	Program 2	Program 3
Name & description of the program	Emotional Intelligence (EI) Workshop for Mid and Senior Women Leaders	Parivartan - Leadership Development Program (LDP) Enhances leadership skills for mid-level and senior-level Managers through workshops, mentoring, and leadership projects.	Transition Programme for Terminated Employees
Learning Method	Coaching	Mentorship & Teams	Coaching
Type of Programme	Leadership Development Programme	Leadership Development Programme	Transition Programme
Coverage	Full-time Employees	Full-time Employees	Full-time Employees

Aspect	Program 1	Program 2	Program 3
Business benefits of the program	As part of our ongoing commitment to leadership development and inclusivity, Capri Loans organized a dedicated As part of our ongoing commitment to developing strong, people-first leaders, Capri Loans introduced a comprehensive Emotional Intelligence (EI) Workshop in March 2025 for mid and senior women leaders. The session focused on enhancing emotional self-awareness, building stronger interpersonal relationships, and developing resilience in leadership roles. Participants gained actionable insights to lead with empathy, manage conflict effectively, and foster collaborative team environments. This initiative reflects our focus on nurturing future-ready women leaders through meaningful and targeted development programs.	As part of our ongoing commitment to developing strong, people-first leaders, Capri Loans introduced a comprehensive Leadership Development Program focused on enhancing managerial effectiveness and driving performance. The program covered critical areas including: • Team Management: Emphasized effective communication styles, active listening, performance-impacting factors, and application of the Skill-Will Matrix for people development. • Morning Huddles: Reinforced the importance of daily team check-ins to review progress, plan priorities, resolve challenges, and boost team motivation. • Time Management: Introduced the Eisenhower Matrix to help leaders prioritize tasks based on urgency and importance. • Goal Setting: Focused on setting SMART goals to align individual performance with organizational objectives. • Performance Review & Feedback: Provided practical guidance on reviewing performance through a structured approach, assessing targets vs. achievements, planning for the next month, and building actionable plans for improvement. • Interviewing Skills: Equipped leaders with techniques for effective interviewing, including structured processes, career pitching, and avoiding common interviewer mistakes. This initiative reflects our commitment to nurturing leadership capabilities that align with our values and performance-driven culture.	Capri-Global Capital is proactively investing in comprehensive learning and capacitation programs aimed at supporting retiring and transitioning employees. These initiatives focus on training employees in compliance readiness specific to the Non-Banking Financial Company (NBFC) sector. By equipping employees with critical regulatory knowledge and compliance skills, the programs ensure that regardless of where these employees may move in their future careers, they remain competent and ready to assume any relevant roles, thereby enhancing their employability and adaptability.
Quantitative impact of business benefits (monetary or non-monetary)	Key Takeaways: Increased Emotional Self-Awareness : Participants developed a deeper understanding of their emotional triggers and behavioral patterns. Practical Techniques for Emotional Regulation : Learned actionable strategies to manage stress and stay composed during challenging situations. Enhanced Leadership Through Empathy : Understood the power of empathetic leadership in motivating and influencing teams. Stronger Interpersonal and Communication Skills : Improved ability to connect with peers, resolve conflicts, and foster collaboration. Clarity on Personal Work Styles : Identified their own work style and learned how to effectively work with different personalities. Tools for Conflict Resolution : Gained techniques to approach and manage workplace conflicts constructively.	1) The session equipped participants with practical tools and frameworks to enhance their leadership effectiveness like: • Team Management • Morning Huddle Mastery • Time Management Techniques • Goal Setting • Performance Review & Feedback • Interview Skills 2) Knowledge Application for Business Growth : This session has not only enhanced self-awareness and leadership capability but also equipped participants to increase team efficiency and business productivity.	As a likely result, Capri-Global Capital will see improved brand value and stakeholder confidence due to its dedication to human capital development. The organisation may also experience lower hiring and onboarding costs, as employees trained through these programmes need less upskilling. Additionally, by encouraging compliance readiness, the company reduces potential regulatory risks, resulting in fewer compliance penalties and operational disruptions. Ultimately, this initiative promotes stronger employee retention and a positive corporate culture aligned with long-term strategic goals. Some of the major areas that they will be equipped with: Regulatory Framework for NBFCs: Understanding the core regulatory environment governing NBFC operations, including RBI guidelines, Companies Act provisions, and SEBI regulations affecting the sector.

Aspect	Program 1	Program 2	Program 3
Quantitative impact of business benefits (monetary or non-monetary)	Empowerment and Confidence in Decision-Making: Strengthened their ability to make balanced, emotionally intelligent decisions.		KYC and AML Compliance: Mastering customer identification processes, anti-money laundering measures, and timely reporting to prevent financial crimes and ensure regulatory adherence. Risk Management in NBFCs: Implementing effective credit, operational, and market risk assessment and mitigation strategies to safeguard organizational assets. Loan Portfolio Management and Asset Classification: Managing non-performing assets (NPAs), provisioning norms, and restructuring processes to maintain asset quality and financial health. Updates on Amendments and Circulars by RBI: Staying current with RBI's evolving guidelines, circulars, and notifications to ensure ongoing compliance and prompt implementation. GST, Taxation, and Legal Compliance for NBFCs: Navigating taxation laws, including GST and income tax implications specific to NBFC activities, to maintain legal and financial compliance.
% of FTEs participating in the program	76.92%	78%	100%
Quantative Business Impact	Total Turnover Rate for Women has decreased from 58.3% to 53.2%	Total Turnover rate has decreased from 77.5% to 48.3%	100% of FTEs are compliance ready which will protect against reputation & legal risks (we have reported 0 cases of breaches or INR 0 monetary penalties)

Basel III Leverage Ratio Applicability Assessment

The Basel III leverage ratio framework is not applicable to Capri Global Capital Limited. This regulatory requirement applies specifically to certain categories of Non-Banking Financial Companies (NBFCs) in India, particularly those classified as Upper Layer NBFCs under the Reserve Bank of India's (RBI) scale-based regulatory framework.

Under the RBI's Master Direction on Non-Banking Financial Companies, only NBFCs designated in the Upper Layer are mandated to maintain and report Basel III leverage ratios. The leverage ratio for NBFCs is typically calculated as total liabilities divided by owned funds, with specific regulatory limits prescribed by the RBI.

As evidenced by the RBI's official list of Upper Layer NBFCs (available at: <https://www.fidcindia.org.in/wp-content/uploads/2025/01/RBI-UL-NBFCs-LIST-16-01-25.pdf>), Capri Global Capital Limited is not currently classified as an Upper Layer NBFC. Consequently, the company is not subject to Basel III leverage ratio calculation and reporting requirements.

Additionally, the concept of Global Systemically Important Bank (G-SIB) classification is not applicable to Capri Global, as this designation is reserved for large, internationally active banks whose failure could pose significant risks to the global financial system.

ESG Targets

Environmental Dimension

Reduce total scope 1 and scope 2 emission intensity by 5% by FY28 compared to baseline year FY25

Social Dimension

Increase the share of women in all management positions to 18% by FY28

Zero tolerance for Discrimination and Harassment

Maintain 100% training coverage on Human Rights

Ensure 0 cases of human rights violation

Facilitate ESG trainings for all permanent employees with a target of achieving 100% participation by FY27 compared to baseline year FY25

Trend of employee well-being : To increase the Employee Satisfaction Index (ESI) by 10% by FY28 compared to baseline FY25

Absentee Rate : To decrease the Absentee Rate by 10% by FY28 compared to baseline FY25

Customer Satisfaction Measurement : To increase the Customer Satisfaction Index (ESI) by 10% by FY28 compared to baseline FY25

Governance Dimension

Aim to achieve 100% employees training coverage on Code of Conduct

Aim to achieve 100% employees training coverage on Anti-bribery and Corruption

Annual ESG training for all Board members/Senior Management

Maintain a Board composition with at least 50% Independent Directors

Maintain BRSR committee and ensure compliance with SEBI ESG requirements

Yearly review of Enterprise Risk Management framework

Annual reviews of organizational risk policies

Aim to achieve zero breaches with respect to data privacy, advertising and cyber-security

Aim to achieve 100% employees training coverage annually on I.T./Cyber Security policy

GRI Index



GRI Index

GRI Standard	Disclosure	Section/Subsection Title	Reference Document
GRI 102: General Disclosures 2021	102-1 Organizational details	About the company	Annual Report FY 2024-25 _ Pg.1 to 3
	102-2 Entities included in the organization's sustainability reporting	Reporting scope and boundary	Sustainability Report FY2024-25 _ Pg.1
	102-3 Reporting period, frequency and contact point	Reporting scope and boundary	Sustainability Report FY2024-25 _ Pg.1 Annual Report FY 2023-24 _ Pg.104
	102-6 Activities, value chain and other business relationships	About the company	Annual Report FY 2024-25 _ Pg.26 to 39
	102-7 Employees	ESG data book	Sustainability Report FY2024-25 _ Pg.82
	102-9 Governance structure and composition	Corporate Governance	Sustainability Report FY2024-25 _ Pg.54
	102-10 Nomination and selection of the highest governance body	Nomination and Remuneration Committee	Annual Report FY 2024-25 _ Pg.157
	102-11 Chair of the highest governance body	Report On Corporate Governance	Annual Report FY 2024-25 _ Pg.92
	102-12 Role of the highest governance body in overseeing the management of impacts	Board Committees and ESG Steering Committee	Annual Report FY2024-25 _ Pg.62
	102-13 Delegation of responsibility for managing impacts	Board Committees and ESG Steering Committee	Annual Report FY2024-25 _ Pg.62
	102-14 Role of the highest governance body in sustainability reporting	ESG Steering Committee	Sustainability Report FY2024-25 _ Pg.9
	102-15 Conflicts of interest	ESG Snapshot Ethical Business Practices	Sustainability Report FY2024-25 _ Pg.6 and 55
	102-16 Communication of critical concerns	Stakeholders' Relationship Committee	Annual Report FY 2024-25 _ Pg.158
	102-17 Collective knowledge of the highest governance body	Senior Management Team	Annual Report FY 2024-25 _ Pg.10 to 11

	102-18 Evaluation of the performance of the highest governance body	Evaluating Body (table)	Annual Report FY 2024-25 _ Pg.83 to 84
	102-19 Remuneration policies	Remuneration Policy	Annual Report FY 2024-25 _ Pg.157 to 158
	102-20 Process to determine remuneration	Remuneration Policy	Annual Report FY 2024-25 _ Pg.157 to 158
	102-21 Annual total compensation ratio	Annexure – IV (Details pertaining to employees pursuant to Section 197(12) of the Companies Act, 2013)	Annual Report FY 2024-25 _ Pg.115
	102-22 Statement on sustainable development strategy	Message from the chairman	Annual Report FY 2024-25 _ Pg.4 to 5
	102-23 Policy commitments	Important Governance Policies at Capri Global	Sustainability Report FY2024-25 _ Pg.55 to 58
	102-24 Embedding policy commitments	Important Governance Policies at Capri Global	Sustainability Report FY2024-25 _ Pg.55 to 58
	102-25 Processes to remediate negative impacts	Whistle Blower Policy	Sustainability Report FY2024-25 _ Pg.57
	102-26 Mechanisms for seeking advice and raising concerns	- Whistle Blower Policy - Principle 3 Q6- Grievance Redressal Mechanism	Sustainability Report FY2024-25 _ Pg.57 Annual Report FY 2024-25 _ Pg.128
	102-27 Compliance with laws and regulations	Secretarial Audit	Annual Report FY 2024-25 _ Pg.87 to 88
	102-28 Membership associations	Principle 7 Q1	Annual Report FY 2024-25 _ Pg.142
	102-29 Approach to stakeholder engagement	Stakeholder Engagement	Annual Report FY 2024-25 _ Pg.42 to 43
GRI 103: Material Topics 2021	103-1 Process to determine material topics	Materiality Matrix	Annual Report FY 2024-25 _ Pg.42 to 43
	103-2 List of material topics	Materiality Matrix	Annual Report FY 2024-25 _ Pg.42 to 43
	103-3 Management of material topics	Materiality Matrix	Sustainability Report FY2024-25 _ Pg.11 to 12
	201-1 Direct economic value generated and distributed	ESG data book	Sustainability Report FY2024-25 _ Pg.75

GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	- Climate Governance - Climate Risk Integration	Sustainability Report FY2024-25 _ Pg.22 Annual Report FY 2024-25 _ Pg.119
	201-3 Defined benefit plan obligations and other retirement plans	Retirement and Other Employee Benefits	Annual Report FY 2024-25 _ Pg.198
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	- Social Empowerment - Bridging Gaps	Sustainability Report FY2024-25 _ Pg.29 to 52 Annual Report FY 2024-25 _ Pg.55 to 61
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Principle 8 Q4	Annual Report FY 2024-25 _ Pg.143
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	- Principle 1 Q4 - Risk Management Framework	Annual Report FY 2024-25 _ Pg.123 Sustainability Report FY2024-25 _ Pg.59
	205-2 Communication and training about anti-corruption policies and procedures	Ethics and Compliance Training	Sustainability Report FY2024-25 _ Pg.55
	205-3 Confirmed incidents of corruption and actions taken	- ESG Data book - Principle 1 Q5	Sustainability Report FY2024-25 _ Pg.76 Annual Report FY 2024-25 _ Pg.123
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Principle 7 Q2	Annual Report FY 2024-25 _ Pg.142
GRI 207: Tax 2019	207-1 Approach to tax	Tax Transparency Policy	Transparent-Tax-Policy-CGCL-27.01.2024.pdf
	207-2 Tax governance, control, and risk management	Tax Transparency Policy	Transparent-Tax-Policy-CGCL-27.01.2024.pdf
	207-3 Stakeholder engagement and management of concerns related to tax	Tax Transparency Policy	Transparent-Tax-Policy-CGCL-27.01.2024.pdf
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Management	Sustainability Report FY2024-25 _ Pg.15
	302-3 Energy intensity	Energy Management	Sustainability Report FY2024-25 _ Pg.15
	302-4 Reduction of energy consumption	Energy Management	Sustainability Report FY2024-25 _ Pg.15
GRI 303: Water and Effluents 2018	303-5 Water consumption	Water Management Initiatives	Sustainability Report FY 2023-24_ Pg. 60
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	ESG Snapshot - Environment	Sustainability Report FY 2023-24_ Pg. 5

	305-2 Energy indirect (Scope 2) GHG emissions	GHG Emissions and Commitment to Reducing GHG Emissions	Sustainability Report FY 2023-24_ Pg. 58
	305-5 Reduction of GHG emissions	GHG Emissions and Commitment to Reducing GHG Emissions	Sustainability Report FY 2023-24_ Pg. 58
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Water Waste Optimisation	Sustainability Report FY2024-25 _ Pg.26
	306-2 Management of significant waste-related impacts	Water Waste Optimisation	Sustainability Report FY2024-25 _ Pg.26
	306-3 Waste generated	Principle 6 Q9	Annual Report FY 2024-25 _ Pg.139 to 140
	306-4 Waste diverted from disposal	Principle 6 Q9	Annual Report FY 2024-25 _ Pg.139 to 140
	306-5 Waste directed to disposal	Principle 6 Q9	Annual Report FY 2024-25 _ Pg.139 to 140
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	- IV Employees – Q22 - ESG data book	Annual Report FY 2024-25 _ Pg.117 Sustainability Report FY2024-25 _ Pg.82
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	- Employee Benefits Expenses - Employee Benefits	Annual Report FY 2024-25 _ Pg.230 Sustainability Report FY2024-25 _ Pg.36
	401-3 Parental leave	Parental Leave	Sustainability Report FY2024-25 _ Pg.87
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety	Sustainability Report FY2024-25 _ Pg.51
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety (OHS)	Sustainability Report FY2024-25 _ Pg.51
	403-3 Occupational health services	Occupational Health and Safety (OHS)	Sustainability Report FY2024-25 _ Pg.51
	403-5 Worker training on occupational health and safety	Occupational Health and Safety (OHS)	Sustainability Report FY 2023-24_ Pg. 53
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	- ESG data book - Employee training	Sustainability Report FY2024-25 _ Pg.85 Annual Report FY 2024-25 _ Pg.129

	404-2 Programs for upgrading employee skills and transition assistance programs	- Learning, Training & Development - Human Capital Development	Annual Report FY 2024-25 _ Pg.55 Sustainability Report FY2024-25 _ Pg.30
	404-3 Percentage of employees receiving regular performance and career development reviews	Learning, Training & Development	Annual Report FY 2024-25 _ Pg.55
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	- Discrimination Prevention and Ethical Safeguards - Promoting Diversity and Inclusion	Sustainability Report FY2024-25 _ Pg.57 Annual Report FY 2024-25 _ Pg.93
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	ESG data book	Sustainability Report FY2024-25 _ Pg.76
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Social Empowerment	Sustainability Report FY2024-25 _ Pg.29 to 52
	413-2 Operations with significant actual and potential negative impacts on local communities	Corporate Social Responsibility	Annual Report FY 2024-25 _ Pg.105 to 108
GRI 415: Public Policy	415-1 Political contributions	ESG Data Book	Sustainability Report FY2024-25 _ Pg.75
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Reporting On Product & Service Quality	Sustainability Report FY2024-25 _ Pg.70
	417-2 Incidents of non-compliance concerning product and service information and labeling	Reporting On Product & Service Quality	Sustainability Report FY2024-25 _ Pg.70
	417-3 Incidents of non-compliance concerning marketing communications	Fines/Settlements/-Complaints	Sustainability Report FY2024-25 _ Pg.76
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG data book	Sustainability Report FY2024-25 _ Pg.76

Thank You!



CAPRI GLOBAL CAPITAL LIMITED

502, Tower A, Peninsula Business Park, Senapati Bapat Marg, Lower Parel, Mumbai 400 013
Tel.: 022-40888100 | www.capriloans.in

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