

BUSINESS RESPONSIBILITY REPORT

BACKGROUND

SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“SEBI Listing Regulations”) mandates India’s top 1,000 listed entities based on market capitalisation on BSE Limited (“BSE”) and National Stock Exchange of India Limited (“NSE”), to include a Business Responsibility Report (“BRR”) in the annual report.

In accordance with the requirements stated above, the Company presents its BRR for FY 2019-20. L&T Finance Holdings Limited (“the Company”) was incorporated by Larsen & Toubro Limited (“L&T”) on May 1, 2008, with the strategic intent of holding all investments of the L&T Group in the financial services businesses. It is registered with the Reserve Bank of India (“RBI”) under Section 45-IA of the RBI Act, 1934, as a Non-Banking Financial Institution-Core Investment Company. The equity shares of the Company are listed on the BSE and NSE.

The Company is a listed, financial holding company offering a focused range of financial products and services across rural, housing and infrastructure finance sectors, as well as mutual fund products, through its wholly-owned subsidiaries. As on March 31, 2020, the Company has 12 subsidiary companies including step-down subsidiary companies. During the year, the Company has entered into definitive agreements for sale of its wealth management business (India and offshore). Therefore, the details pertaining to the aforesaid business/respective entities have not been considered for disclosure purposes in this report.

Section A: General Information about the Company

No.	Particulars	Company Information
1.	Corporate Identification Number (CIN) of the Company	L67120MH2008PLC181833
2.	Name of the Company	L&T Finance Holdings Limited
3.	Registered Office	Brindavan, Plot No. 177, C.S.T Road, Kalina, Santacruz (East), Mumbai – 400098.
4.	Website	www.ltfs.com
5.	E-mail ID	igrc@ltfs.com
6.	Financial year reported	March 31, 2020
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	Non-Banking Financial Institution – Core Investment Company (NBFC-CIC) NIC Code - 64200
8.	List three key products/services that the Company manufactures/provides (as in balance sheet)	The Company is registered as a Core Investment Company under RBI guidelines and it is not carrying out with any business activity other than investment in its subsidiaries. The subsidiaries are engaged in the following businesses: i. Infrastructure finance business.

No.	Particulars	Company Information
		ii. Housing finance business comprises home loans and loans against property and real estate finance. iii. Rural finance business comprises farm equipment finance, two wheeler finance, micro loans and consumer loans. iv. Mutual Fund business and Portfolio Management Services
9.	Total number of locations where business activity is undertaken by the Company a) Number of International Locations (Provide details of major 5) b) Number of National Locations	Registered Office: Brindavan, Plot No. 177, C.S.T Road, Kalina, Santacruz (East), Mumbai – 400098. Dubai The Company (through its subsidiaries) caters to the business requirements of its growing customer base through a nationwide network of 221 branches and 1,532 meeting centers.
10.	Markets served by the Company	Domestic (India) and International (Dubai)

Section B: Financial Details of the Company

No.	Particulars	Company Information
1.	Paid up Capital (INR) Equity Share Capital Preference Share Capital	₹ 37,28,93,36,100 ₹ 20,04,83,36,100 ₹ 17,24,10,00,000
2.	Total Turnover (INR in Crores)	₹ 522.38 (standalone) ₹ 14,548.13 (consolidated)
3.	Total profit after taxes (INR in Crores)	₹ 2,66.81 (standalone) ₹ 1,700.26 (consolidated)
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Considering that there is no aggregate net profit for preceding three financial years calculated pursuant to provisions of Section 135 of the Companies Act, 2013 (“the Act”), the Company is not required to contribute any amount towards CSR activities during FY 2019-20. LTFS, across all its subsidiaries spent ₹ 24.81 crore towards CSR activities as required under the Act. To support the fight

No.	Particulars	Company Information
		against COVID-19 pandemic in India LTFS, across all its subsidiaries contributed ₹ 20 crore to PM CARES fund.
5.	List of activities in which expenditure in 4 above has been incurred:-	<ul style="list-style-type: none"> • Digital Financial Inclusion • Integrated Water Resource Management • Disaster Relief • Road safety • Healthcare • CSR administration and NGO capacity building

SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company/ Companies? –

The following are the subsidiaries (direct and indirect) of the Company:

Name of Company	Direct / Indirect subsidiary
L&T Infrastructure Finance Company Limited	Direct subsidiary
L&T Finance Limited	Direct subsidiary
L&T Housing Finance Limited	Direct subsidiary
L&T Investment Management Limited	Direct subsidiary
L&T Mutual Fund Trustee Limited	Direct subsidiary
L&T Capital Markets Limited ⁽⁴⁾	Direct subsidiary
L&T Financial Consultants Limited	Direct subsidiary
L&T Infra Investment Partners Advisory Private Limited	Indirect subsidiary ⁽¹⁾
L&T Infra Investment Partners Trustee Private Limited	Indirect subsidiary ⁽¹⁾
L&T Infra Debt Fund Limited	Indirect subsidiary ⁽²⁾
Mudit Cement Private Limited	Indirect subsidiary ⁽³⁾
L&T Capital Markets (Middle East) Limited ⁽⁵⁾	Direct subsidiary

⁽¹⁾ Subsidiary of L&T Infrastructure Finance Company Limited

⁽²⁾ L&T Infrastructure Finance Company Limited holds 48.36% and L&T Finance Limited holds 28.28%

⁽³⁾ Subsidiary of L&T Financial Consultants Limited

⁽⁴⁾ Ceased to be subsidiary w.e.f. April 24, 2020

⁽⁵⁾ Definitive agreements for sale executed during the year

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s):

The Company is a holding company and as such carries out its business through its wholly owned subsidiaries (directly or indirectly). The Company along with all its subsidiaries stated above, forms L&T Financial Services (“LTFS”). The policies and processes adopted across all the companies within LTFS are uniform except as required basis applicable regulations and / or market practice.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

The Company endeavors to encourage its suppliers/ distributors (wherever possible) to participate in the initiatives towards business responsibility and to adopt practices which would help them to carry out business in a fair manner.

SECTION D: BR INFORMATION

1. Details of Director / Director responsible for implementation of BR and Details of the BR head

No.	Particulars	Details
1	DIN Number (if applicable)	03545900
2	Name	Mr. Dinanath Dubhashi
3	Designation	Managing Director & Chief Executive Officer
4	Telephone number	022 6212 5000
5	Email id	igrc@lfs.com

2. Principle-wise (as per NVGs) BR Policy/policies

(a) Details of compliance (Reply in Y/N)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/ policies for	Y	NA	Y	Y	Y	Y	Y	Y	NA
2.	Has the policy being formulated in consultation with the relevant stakeholders?	All policies have evolved over a period of time through consultation with stakeholders.								
3.	Does the policy conform to any national / international standards? If yes, specify? (50 words)	The policies adopted by the Company are in conformity with the applicable rules and regulations.								
4.	Has the policy being approved by the Board? * Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Policies wherever stated have been approved by the Board / Committee of the Board / Senior Management of the Company and followed across entities within LTFS. Further, the Policies are regularly reviewed by Board / Committees of the Board / Senior Management.								
5.	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	-	Y	Y	Y	Y	Y	Y	-
6.	Indicate the link for the policy to be viewed online?	As per regulatory requirements the policies of the Company have been uploaded on the website of the Company i.e. www.lfs.com/investors.html								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	-	Y	Y	Y	Y	Y	Y	-

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8.	Does the Company have in-house structure to implement the policy/ policies?	Y	-	Y	Y	Y	Y	Y	Y	-
9.	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	-	Y	Y	Y	Y	Y	Y	-
10.	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	-	Y	Y	Y	Y	Y	Y	-

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The Company has not understood the Principles	Not applicable								
2.	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3.	The Company does not have financial or manpower resources available for the task									
4.	It is planned to be done within next 6 months									
5.	It is planned to be done within the next 1 year									
6.	Any other reason (please specify)									

3. Governance related to BR

Sr. No.	Particulars	Details
a.	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.	The BRR is reviewed on an annual basis.
b.	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	The Company publishes a BR report in accordance with the guidelines specified by SEBI. The BRR is reviewed and published on an annual basis.

Sr. No.	Particulars	Details
		<p>The BRR is being hosted on the website of the Company at www.lfs.com/investors.html.</p> <p>The Company also publishes the Sustainability Report on annual basis.</p> <p>The information disclosed in the Sustainability Report is aligned to the Global Reporting Initiative (“GRI”) Standards for sustainability reporting, and is in accordance with the Core option. The principles applied for defining contents of the report and quality are as prescribed by the GRI Standards. The detailed Sustainability Report will be made available on the website of the Company at www.lfs.com/investors.html. The Sustainability Report is assured by Ernst & Young Associates LLP.</p> <p>The hyperlink of BRR and Sustainability Report has been provided in the Annual Report.</p>

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

Corporate governance is the fulcrum between stakeholder trust & business operations. LTFS corporate governance structure is driven by their desire to adopt the best practices of corporate governance, adhering to the regulatory framework. The governance practice reinforces the Company’s core values of pride, integrity, discipline and ambition and guides the decision-making intellect at all times. Values are duly supported by a foundation of ethics, transparency and accountability. The Company never forgets that it is part of L&T, India’s leading conglomerate and it is the responsibility of the Company to uphold and protect its brand legacy and reputation at all times.

The governance structure at LTFS is designed to balance the interests of a Company’s stakeholders, such as shareholders, senior management executives, customers, suppliers, financiers, the government, and the community. The governance processes enable each stakeholder to effectively contribute to value creation and ensures that the value generated is fairly distributed. Further, the board structure at LTFS and the processes are in line with all the applicable regulations.

LTFS has constituted various committees of the Board with specific terms of reference as per the requirements of the SEBI Listing Regulations and the Act. The Board Committees play a vital role

in the effective compliance and governance of the Company in line with their specified and distinct terms of reference and roles and responsibilities. The Company has in place various board committees such as Audit, Nomination and Remuneration, Corporate Social Responsibility, Stakeholder Relationship, Risk Management etc. The Chairpersons of the respective Committee reports to the Board on the deliberations and decisions taken by the Committees and conduct themselves under the supervision of the Board. The minutes of the Meetings of all Committees of the Board are placed before the Board for its perusal on a regular basis.

LTFS values its integrity and commitment and considers them as a foundation for all actions and decisions. This has led to a set of standards for the organization and for employee conduct. A Code of Conduct (“CoC”) is applicable to all the employees and Directors and it emphasizes value propositions such as ethics, fair employment practices, safe and healthy working environment, anti-money laundering, whistle-blower policy, and avoiding conflict of interest. Additionally, LTFS also has an independent CoC for its non-executive directors which focuses on upholding professional competence and avoids any conflict of interest.

In compliance with SEBI Listing Regulations, LTFS has formulated a vigil mechanism for Directors and Employees to report their concerns. The Company has revised the Whistle-Blower policy during the year to insert “reporting of incidents of leak or suspected leak of Unpublished Price Sensitive Information (UPSI)” in terms of Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015, as amended from time to time and the revised policy was approved by the Audit Committee and the Board.

The vigil mechanism policy empowers all levels of employees including top management to raise voice against actual /suspected violations. The implementation of the policy is monitored through an internal committee - Whistle-blower Investigation Committee. It addresses all concerns raised on questionable practices.

As a part of the Vigil Mechanism Framework, the Whistle Blower Investigation Committee has been set up. The objective of the Framework is to establish a redressal forum, which addresses all concerns raised on questionable practices and through which the Directors and employees can raise actual or suspected violations.

LTFS has also adopted a policy on anti-corruption to address in detail and effectuate the Group’s commitment to comply with laws, rules and regulations relating to interactions with government officials related to business. The purpose of the policy is to help the employees identify and avoid situations that could potentially violate anti-bribery and anti-corruption laws or create any appearance of impropriety.

The Group also has an exhaustive manual on human resources which covers all aspects pertaining to employment with LTFS which encourages principles of ethics, transparency and accountability.

The Group has also adopted necessary procedures and processes to ensure compliance with relevant regulatory guidelines.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

LTFS believes that its Company's long term sustainable growth hinges on aligning with sectors which are growth engines of the Indian economy and are major GDP contributors. This philosophy is embodied in LTFS's core business model of lending and non-lending businesses.

With a vision of '*Financing Sustainable Future*', LTFS investments into Renewable Energy is in keeping with the imperatives of climate change and increasing energy demand in India. The Company is very sensitive to the needs and aspirations of rural India and prudently lend to catalyse development as also manage the risk.

The rural finance sector at LTFS comprises agriculture and allied services as a major lending area. The housing finance sector focuses mainly on products related to the construction sector as per the need be. The needs of the Infrastructure sector are taken care by LTFS infrastructure business segment. The Indian economy's saving potential part is dealt by the brand's asset management initiatives as also via investment propositions. This prioritization of various areas has helped LTFS to align its business goals with national priorities, this in turn has aided in a long-term value creation for the relevant stakeholders. The Company's belief in sharing common goals and vision with its stakeholders via its diverse product portfolio across businesses, boundaries and varied customer base has resulted in generation of holistic and self-sustaining business models which can stand strong in periods of uncertainties.

LTFS have adopted strategies, policies and actions to reduce or eliminate adverse impacts on a range of environmental, social and governance issues and bringing analytical and digital intelligence into the business approach.

In some of LTFS businesses viz. Infrastructure and Debt Fund, ESG frameworks similar to IFC's performance standards are followed. Further, LTFS does not invest in coal based power generation projects. All the lending contracts of LTFS have covenants covering Environmental Social & Governance requirements to be adhered to by the investee company/project.

Principle 3: Businesses should promote the well-being of all employees

The productivity of both organization and the workforce depends largely on health. LTFS emphasizes its employee on keeping themselves fit and safe. LTFS places great significance on safety and well being assurance of its employees, since both safety and wellbeing of people is a vital part of any business operations. LTFS ensures the work place design is ergonomically friendly and designed to meet the needs of all employees. LTFS is committed to provide clean sanitation facility and also conducts various health check-ups on a regular basis.

Ensuring the safety of people is a vital part of LTFS business operations. The Company organises periodic training sessions to ensure that there is complete awareness with regard to health and safety practices across the organisation. Regular mock evacuation drills are also conducted to ensure preparedness in case of fires, earthquakes and other natural disasters. LTFS believes that employees are asset to the organization. Therefore, all the employees are covered under unlimited medical insurance at all levels in the organization

LTFS employs a large workforce having the desired qualifications, skill sets and capabilities to meet its diverse business requirements. Workforce dashboards reflects mandatory courses

required by the employees and also enable their managers to see the training status of the respective employees. These dashboards provide a rich, overall picture of the employee's learnings and have training materials and various other resources. These dashboards are used for understanding the performance gap and provides insights to reduce the gap.

LTFS takes cognizance of changing business landscape and workforce in delivering various benefits to its employees. LTFS constantly innovates and evolves its benefits programs to meet the needs of its workforce. LTFS provides all its regular (full-time) employees a wide range of benefits including gratuity, health care coverage, insurance (medical, accident and life), parental leave, leave encashment, ESOPs, pension, and provident funds. All employees are eligible to participate in the Matching Grant Scheme (MGS), a wealth-creation opportunity in which the organization matches (subject to limits) the investment made by the employee Company's own Mutual Fund scheme(s).

LTFS have devised very a progressive and family-friendly parental leave. Employees are entitled to parental leave as per the Company policy. LTFS under the policy provides workshops and other services like flexible working hours, career management support etc. for staff returning from parental leave. The program also enables its female employees to integrate their personal and professional commitments seamlessly during this period.

LTFS has policies and procedures in place to prevent any kind of discrimination. LTFS has a 'Policy for Prevention, Prohibition and Redressal of Sexual Harassment at Workplace' in place to ensure safety and security of its female employees. LTFS is a responsible brand and is an equal opportunity employer. When it comes to remuneration and rise in the career ladder, the brand takes the credit of being an unbiased employer and only merit matters in decision making. LTFS offer's parental leave and flexi time option post parental leave, offer safe and healthy work place and top this up with unlimited medical reimbursement benefit to all employees.

As of March 31, 2020, LTFS had 23,761 permanent employees (across all its businesses / subsidiaries, out of which 1,019 are female employees) and there were no employees on a temporary or contractual basis during FY 2019-20. There is no employee association at LTFS. There are 8 employees with permanent disabilities.

LTFS did not receive any complaint relating to child labour, forced labour, in voluntary labour or discriminatory employment in FY 2019-20. Four complaints of sexual harassment of women at workplace received by LTFS during FY 2019-20 of which three were duly investigated and acted upon. One case, received in month of March has been resolved as on the date of issue of report.

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

LTFS believes in forging a strong relationship with its stakeholders based on trust and delivery. The stakeholders' expectations and concerns offer critical inputs to LTFS management of business and its growth. The key stakeholders include customers, employees, shareholders and investors, regulatory authorities and community. By actively fostering periodic interactions, the Company actively engages with and is in a position to address its stakeholder expectations and concerns in an informed and effective way.

The Company has a Stakeholders Relationship Committee and it comprises of 2 Independent Directors and 1 Non-Executive Director. The Committee addresses the grievances of the security

holders of the Company. The Committee also approves / notes / reviews matters pertaining to share allotment, redressal of stakeholders and investor complaints, effective exercise of voting rights as also reviews and withholds results of any investigation/audit conducted by any statutory authority.

LTFS has identified its internal as well as external stakeholders and engages with each of them through various mechanisms, discussions, including surveys, activities, and events, specifically designed for each group. The internal stakeholders like employees of the Company are reached through regular surveys, interactions, training sessions, annual expectation surveys and regular periodic engagements. The external stakeholders are reached through Customer satisfaction Surveys, regular business interactions, dealer meets and engagement activities, press releases, regular media interactions, Ad campaigns, social media such as press releases, analyst/ investor meets, client events, participation in events organized by various associations, through customer feedback.

The organization has also identified marginalized and vulnerable sections of community members in rural areas as key stakeholders for its CSR programs and Company is working for their upliftment through various initiatives which are covered in detailed in Principle 8. Distinctive surveys were created to cater to the nature of the individual stakeholder as also to assess their impact on LTFS's performance, helping it prioritize its stakeholders based on their mutual ability to influence each other for long-term growth.

The vision of the Company is to be an admirable, inspirational and sustainable financial institution, creating sustainable value for all stakeholders of the Company.

Principle 5: Businesses should respect and promote human rights

LTFS does not discriminate on customer's access to finance based on race, religion, or gender in lending practices. LTFS also conducts robust customer due diligence based on ESG parameters before issuing loans. Through its investment portfolio in infrastructure sector, LTFS ensures that infrastructure projects do not contribute to human rights violations such as forced labour, child labour, working conditions, land rights, displacement, and forced relocations by conducting periodical monitoring on ESG parameters.

The Group did not receive any complaint relating to violation of human rights in FY 2019-20.

Principle 6: Businesses should respect, protect, and make efforts to restore the environment

LTFS ensures its operations and investments have a positive environmental impact in line with its Sustainability Policy. The policy has environmental objectives including – (i) Provide products and services that contribute to the sustainable development of the Indian economy while ensuring application of environmentally friendly practices and (ii) Reduce adverse impact of climate change, promote energy efficiency and environmentally friendly operations.

LTFS operates with over 221 branches with the pan India presence. These branches have undertaken various energy management initiatives that enable LTFS to maintain low operating costs besides reducing their environmental footprint. The primary source of energy for LTFS is electricity purchased from the grid for its corporate headquarters; regional offices are also equipped with diesel generators for emergency power requirements.

Ever increasing oil and fuel prices make it mandatory for companies to become self-reliant in its energy requirements, since a lot of cost can also be saved on the operational front. LTFS has implemented several technological solutions to conserve electricity and enhance efficiency. These include installation of energy efficient equipment like sensor-based lighting in office premises, VFD's for air handling units, replacing the existing conventional lighting to LED's and shutting down of air-conditioners beyond operational hours. LTFS corporate headquarters in Mumbai is a Leadership in Energy and Environment Design (LEED), Gold-certified building and have the Sewage Treatment Plant (STP) for treatment of wastewater to be reused for gardening and air conditioning. Employee awareness is also carried out on a regular basis to create a responsible approach/attitude amongst them about the possible impacts they create on the environment.

The Company, ensures that in all its offices the temperature is adjusted at a comfort level i.e. 24 degree celsius, this ensures effective energy saving. LTFS is in process of transitioning from CFL's/ bulbs to LEDs across all its India offices. Also, the Company has made it mandatory in its new rental/lease contracts to have LED lights in the place. LTFS ensures to undertake energy audits at key locations. Installation of glass facade serves as a great inlet for natural light has been taken up for the Company's main offices to save upon the energy form lighting (Out of 20 main LTFS offices whose Carpet Area is more than 2000 Sq.ft, 95 percent of the offices have glass façade and 50 percent of those offices have Sun Control Films). Further, all the Air conditioners installed PAN India are energy efficient (3 star and above). The Company also creates a constant awareness in its employees by means of regular E- mailers on energy savings. The energy initiatives have fetched rewards in terms of substantial Savings from electricity at Techno polis office post LED light installation (replacing bulbs/ CFL's). To generate awareness further, posters related to energy savings are shared each month with all the employees.

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

In its engagement with public authorities, LTFS engages in public and regulatory policy development process through providing suggestions on the draft notifications / circulars issued by various regulators from time to time and also making representation to various bodies / regulators on matters affecting the industry or society at large. LTFS also provides valuable suggestion to various regulators keeping in mind the larger interests of the industry.

Our Managing Director and Chief Executive Officer co-chairs the Federation of Indian Chambers of Commerce and Industry (FICCI) Committee on NBFCs. A number of our leadership team are also members or on the Board / Committee of key bodies like the Confederation of Indian Industry (CII), Mutual Fund Advisory Committee of SEBI, Indian Banks' Association's Monetary Policy Consultative Group and Editorial Advisory Board, Indian Institute of Banking and Finance (IIBF) and Journal Bank Quest through which valuable suggestions for the betterment of the industry at large is provided.

Company also develops white paper with regards to its on ground initiatives on Digital Financial Inclusion and Climate resilient agriculture and shares with external stakeholders, which gives a grounds up data and feedback to relevant govt and international development agencies.

Principle 8: Businesses should support inclusive growth and equitable development

Corporate Social Responsibility at LTFS forms an integral part of the organisation's philosophy. The governance of social footprint is administered through a Board-level CSR Committee. The CSR committee formulates the guiding CSR policy and stipulates a framework according to which it functions. The policy outlines the activities to be undertaken by the Company for creating sustainable value for communities.

There is clear alignment with United Nation's global development agenda of Sustainable Development Goals (SDG) particularly 'No Poverty' (SDG 1), 'Good Health and Well-being' (SDG 3), 'Quality Education' (SDG 4), 'Gender equality' (SDG 5), 'Affordable and Clean energy' (SDG 7), 'Decent Work and Equitable growth' (SDG 8), Industry, 'Innovation and Infrastructure' (SDG 9), 'Reduced Inequalities' (SDG 10), 'Sustainable Cities and Communities' (SDG11), 'Responsible Consumption and Production' (SDG 12), 'Climate Action' (SDG 13) and 'Partnership for the goals' (SDG 17). Inclusion of all stakeholders based on a priority matrix is clearly articulated in the CSR policy and all programmes are passed through this matrix before being implemented on the ground for creating maximum stakeholder value. Each programme is deliberated in detail during CSR committee meetings.

LTFS aspires for an inclusive social transformation of the rural communities and serves by nurturing and creating opportunities for sustainable livelihoods for them.

LTFS's mission is to reach marginalized farmers and women micro entrepreneurs in the rural communities and work towards rejuvenating their eco-systems thereby creating sustainable livelihoods and enabling financial inclusion.

The projects covered under thrust areas are as follows:

Thrust Area	Project/s
Digital Financial Inclusion	Digital Sakhi
Integrated Water Resource Management	Jalvaibhav
Disaster Relief	Disaster Relief Project
Healthcare	Access to health services and breast cancer screening
Education	Promotion of Road Safety among municipal school children & larger eco system; training and deployment of community youth as traffic wardens.

Besides the CSR initiatives of the organization, certain businesses such as microloans are geared towards financial inclusion of the rural communities and encourage enterprise development within them

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

The Company being a holding Company doesn't have any direct customers under the scope of this BRR. We have a grievance redressal mechanism for our stakeholders and shareholders

In the present scenario, both business growth and customer satisfaction are essential virtues in a multi-channel environment for business sustainability. It has become imperative for the businesses, as services organizations to keep customers above everything and any dissatisfaction regarding service or any other concern area must be dealt with on war footing and in detail. LTFS understands the value of their customers and consider them as one of their core assets. Hence it is very high on areas of customer care and grievance management.

LTFS being a customer-focused where the roles of Customer relationship management (CRM) plays significant role in for meeting sales and marketing goals and exceeding customer expectations.

The customers can reach the organization via various routes such as Company portal, official written communication, Social platforms, 24*7 toll free hotline, or by simply walking in at the nearest center. LTFS have highly trained front line workforce as well as backend customer care staff to resolve queries and customer issues at faster rate and in a highly efficient manner contributing to the increase in customer satisfaction and retention.

The Company has formed Stakeholders Relationship Committee of the Board and one of the Independent Director is the Chairperson of the Committee wherein the status of the investors grievance are reviewed and the said Committee advised the Company to take appropriate steps for resolving the grievances of the shareholders. Our shareholders can raise grievance/complaints by writing to us directly or emailing us at igrc@lts.com.

We stringently monitor all complaints we receive, and strive to close any complaints well within stipulated time limits. There are no outstanding complaints as on March 31, 2020.