DIGAMBER FINANCE

Digamber Capfin Limited

SUSTAINABILITY REPORT

Financial Year 2025–26

OUR FIRST REPORT • OUR BASELINE • OUR COMMITMENT

Financial inclusion | Responsible finance | People | Planet | Governance

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01 About this Report

Purpose and reporting approach

This inaugural Sustainability Report of Digamber Capfin Limited covers 1 April 2025 to 31 March 2026 and brings together the Company's economic, social, environmental and governance performance. It is intended for customers, employees, regulators, lenders, investors, business partners and communities. It explains both the value created through inclusive lending and the risks inherent in providing credit to financially vulnerable households.

The report has been prepared with reference to the Global Reporting Initiative (GRI) Standards. The disclosures combine available quantitative information with management explanations of practices, outcomes and priorities. Unless otherwise specified, figures relate to the reporting year or to 31st March 2026. The report is not externally assured. Where data collection was not sufficiently mature to support a defensible figure, this is transparently indicated rather than represented as zero.

REPORTING BASIS FOR THE FIRST YEAR

As this is Digamber's first formal sustainability report, FY 2025–26 is treated as the baseline year. The Company is therefore prioritising completeness of the reporting architecture, traceability of data sources and transparency about data gaps over artificial year-on-year comparisons. Where reliable quantitative information is not yet available in a consolidated form, the report identifies the information to be completed rather than estimating it.

Why the first report is intentionally a baseline report

Financial Year 2025–26 serves as the first consolidated reporting baseline. The Company recognises that a credible inaugural report must communicate its operating context, impacts and constraints with the same clarity as its achievements. Accordingly, the report sets out reported performance, identifies significant management responses and describes the improvements in measurement and controls envisaged for the next reporting cycle.

Reporting boundary, frequency and contact

Parameter	Disclosure
Reporting entity	Digamber Capfin Limited
Reporting period	1 April 2025 to 31 March 2026
Reporting frequency	Annual
Publication date	27th October 2026
Reporting boundary	The report covers the operations of Digamber Capfin Limited. Any disclosure-specific exclusions are identified in the relevant sections.
External assurance	Not externally assured
Contact	Chief Compliance Officer | cco@digamberfinance.com

02 Leadership Perspective

Management commitment

OUR COMMITMENT

To integrate sustainability considerations into business decisions in a manner that supports inclusive finance, customer protection, employee development, environmental responsibility, ethical conduct and long-term institutional resilience.

Message from the Chairman & Managing Director

At Digamber, we believe that access to finance creates lasting value only when it is accompanied by dignity, transparency and responsible conduct. Since our beginnings in Jaipur in 1995, our work has been rooted in the aspirations of underserved households, women borrowers and small entrepreneurs. This inaugural Sustainability Report brings that purpose into a structured account of our economic, social, environmental and governance responsibilities.

The financial year 2025–26 was demanding for the microfinance sector. Pressure on borrower cash flows and collection behaviour required restraint, discipline and a heightened focus on customer engagement. We deliberately moderated business expansion and placed greater emphasis on liquidity preservation, portfolio quality and fulfilment of commitments to lenders. Although this affected our financial results and scale of operations, it reflected our conviction that responsible finance must be resilient as well as inclusive.

Our priorities remain clear: suitable and understandable loan products, fair recovery practices, timely grievance resolution, protection of personal information, investment in employees, stronger technology controls and more efficient use of resources. Sustainability is therefore not a parallel initiative; it is part of how we assess risk, serve customers and build an institution worthy of long-term
trust.

This first report is a starting point, not a claim of perfection. We will use its baseline to improve data quality, define measurable outcomes and strengthen accountability across functions. We thank our customers, employees, lenders, regulators and communities for their continued engagement and trust.

Rajiv Jain
Chairman & Managing Director

Message from the Head – Environmental, Social and Governance (ESG)

Building a Sustainable Future Through Responsible Finance

It gives me immense pleasure to present the inaugural Sustainability Report of Digamber Capfin Limited for the Financial Year 2025–26. This report represents an important milestone in our sustainability journey, reflecting our commitment to integrating environmental responsibility, social inclusion and sound governance into our business philosophy, operational practices and long-term strategic objectives.

At Digamber, sustainability is not merely a reporting obligation; it is an integral part of our responsibility towards our customers, employees, communities, investors and other stakeholders. As a financial institution with more than three decades of experience in serving underserved and financially excluded communities, we recognise that our greatest contribution to sustainable development lies in providing responsible, accessible and transparent financial services that support livelihoods, promote entrepreneurship and strengthen economic resilience.

Our Social Commitment

Financial inclusion remains at the heart of our sustainability philosophy. Through our lending activities, we endeavour to empower women, support micro-entrepreneurs and facilitate access to formal credit for households and businesses that have traditionally faced financial barriers.

We recognise that financial inclusion must be accompanied by responsible lending practices. Accordingly, customer protection, transparent disclosures, fair recovery practices, prevention of over-indebtedness, financial awareness and effective grievance redressal remain important components of our social responsibility framework.

Our employees are equally important stakeholders in this journey. We are committed to fostering a workplace that promotes equal opportunity, professional development, ethical conduct, employee well-being and a culture of mutual respect.

Our Environmental Responsibility

Although the direct environmental footprint of a financial services institution is relatively limited compared with manufacturing-intensive industries, we acknowledge our responsibility to minimise the environmental impact of our operations.

Our environmental priorities include efficient utilisation of electricity and water, responsible paper consumption, waste reduction, digitalisation of business processes and promotion of environmentally conscious workplace practices.

We also recognise that meaningful environmental stewardship requires measurable performance. As we strengthen our sustainability framework, greater emphasis will be placed on developing reliable environmental data, measuring resource consumption, assessing greenhouse gas emissions and identifying opportunities for continuous improvement.

Our Governance Commitment

We firmly believe that sustainable growth cannot be achieved without strong corporate governance, ethical conduct, regulatory compliance and effective risk management.

Our sustainability approach is supported by the oversight of the Board of Directors, the ESG Committee and the Company's established governance and control functions. We aim to progressively integrate environmental and social considerations into risk assessment, business decision-making, operational processes and performance monitoring.

Data privacy, information security, transparency, accountability and responsible business conduct are particularly important in maintaining the confidence of customers and other stakeholders.

Our Journey Towards Measurable Sustainability

Financial Year 2025–26 marks the beginning of our structured sustainability reporting journey. Through this inaugural report, prepared with reference to the Global Reporting Initiative Standards, we have sought to establish a baseline for assessing our economic, environmental and social impacts.

We acknowledge that sustainability is a continuous journey rather than a one-time achievement. As our reporting practices evolve, our focus will be on strengthening data quality, developing measurable performance indicators, enhancing stakeholder engagement and embedding sustainability considerations more deeply into our organisational culture.

The challenges experienced by the microfinance sector during the reporting year have further reinforced our belief that financial resilience, responsible growth and customer welfare must progress together. Sustainable finance requires us not only to expand financial opportunities but also to protect the long-term interests of the people and communities we serve.

Looking Ahead

Our vision is to make sustainability a shared organisational responsibility, extending beyond policies and reporting frameworks into everyday decisions and actions.

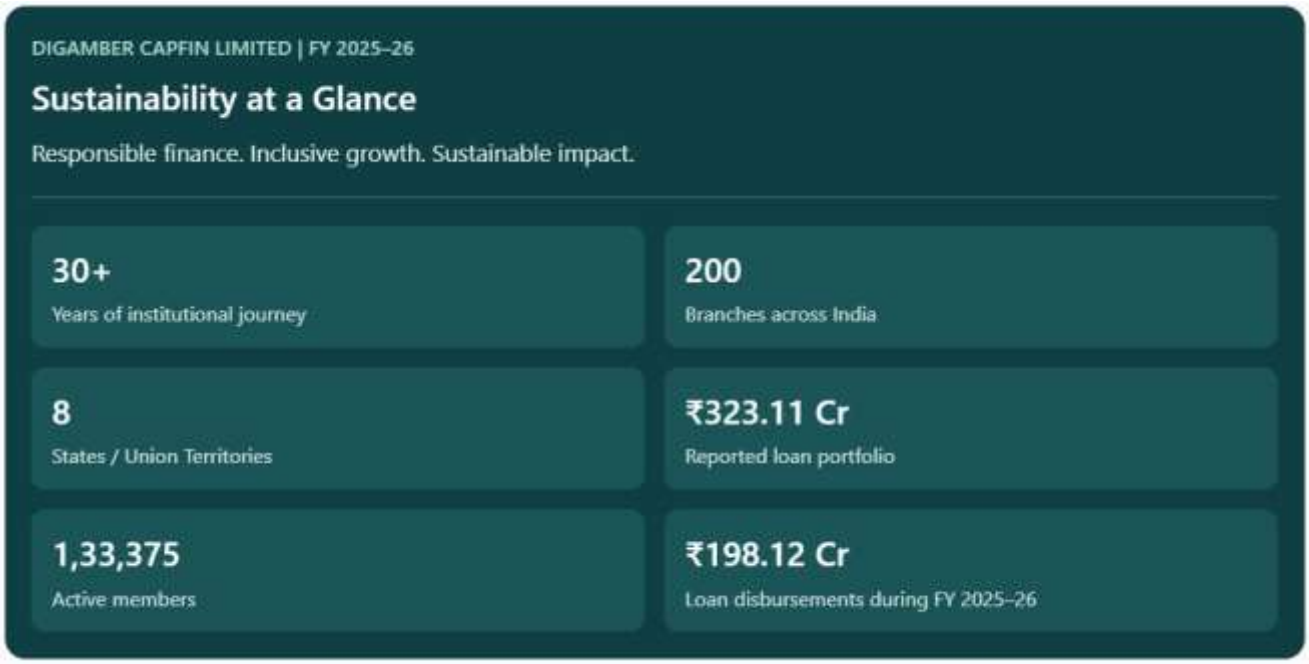
In the coming years, we aspire to strengthen our environmental management practices, enhance employee engagement, deepen responsible financial inclusion, improve sustainability data systems and establish a culture of continuous improvement.

I extend my appreciation to the Board of Directors, senior management, members of the ESG Committee and colleagues across departments for their contributions towards this inaugural report and our broader sustainability initiatives.

As we move forward, our guiding belief will remain:

“Sustainability is not only about the business we build today, but also about the opportunities, trust and positive impact we create for generations to come.”

Shilpa Ajmera
Head – Environmental, Social and Governance (ESG)


DIGAMBER CAPFIN LIMITED | FY 2025–26
Sustainability at a Glance
Responsible finance. Inclusive growth. Sustainable impact.
30+
Years of institutional journey
200
Branches across India
8
States / Union Territories
₹323.11 Cr
Reported loan portfolio
1,33,375
Active members
₹198.12 Cr
Loan disbursements during FY 2025–26

Social Impact & People

Our people, customers and communities are at the heart of inclusive growth.

We invest in our people, support their development and work to create positive social outcomes through responsible finance and financial literacy.

1,171
Total employees

5.47%
Women in workforce

24,631
hours 35 minutes
Total employee training

71.74%
Employees receiving performance reviews

98.78%
Customer complaint disposal rate

35,000+
Individuals reached through financial literacy initiatives

Environmental Stewardship

We are committed to using resources responsibly and reducing our environmental impact as we grow.

We continue to improve measurement, strengthen resource efficiency and integrate environmental considerations into our operations.

630,677
kWh
Purchased electricity

16,550.73
GJ
Reported energy consumption

2,014
reams
Paper consumption

5,54,000
litres
Water consumption

Governance & Responsibility

We uphold strong governance, ethical conduct and data responsibility across our operations.

Our governance framework supports accountability, transparency and the trust placed in us by our stakeholders.

8
Board directors

37.5%
Independent directors

100%
Employee anti-corruption training coverage

Nil
Reported substantiated customer privacy complaints

03 Digamber at a Glance

Digamber Capfin Limited commenced operations in Jaipur, Rajasthan in 1995. The Company operates as an NBFC-MFI and focuses on providing financial services to underserved and low-income segments, particularly in rural and semi-rural markets. Its stated mission is to provide financial support at an affordable cost and in a transparent manner while achieving acceptable returns.

Vision

Empowering rural and semi-rural India with optimal and transparent financial opportunities for a better future, while meeting the expectations of customers, employees, stakeholders and society.

Mission

Empower people with limited access to formal credit through affordable and transparent financial support while pursuing sustainable returns.



Products and customers

Empowering Communities Through Responsible and Inclusive Financial Solutions

Digamber Capfin Limited's product portfolio reflects its longstanding commitment to promoting financial inclusion, supporting sustainable livelihoods and expanding access to formal financial services among underserved sections of society. The Company's principal lending offerings comprise Micro Loans and Small Business Loans, designed to address the financial requirements of low-income households, women borrowers, self-employed individuals, micro-entrepreneurs and small business owners, particularly in rural and semi-rural areas.

Recognising that access to appropriate and affordable credit can serve as a catalyst for economic empowerment, Digamber seeks to provide financial solutions that enable customers to strengthen their income-generating activities, manage livelihood requirements, expand existing enterprises and improve their overall economic resilience.

The Company's lending approach combines technology-enabled loan origination, credit assessment, documentation and servicing with personalised customer engagement through its branch network and field personnel. This integrated operating model recognises that customers in rural and semi-rural markets may have varying levels of financial literacy, digital accessibility and familiarity with formal financial institutions. Accordingly, human interaction remains an essential component of the Company's approach to customer onboarding, financial awareness, credit evaluation and post-disbursement servicing.

Digamber places particular emphasis on responsible lending practices, including assessment of borrowers' repayment capacity, evaluation of existing indebtedness, transparent communication of loan terms, informed customer consent and fair recovery practices. These measures are intended to promote sustainable borrowing, minimise the risk of over-indebtedness and establish long-term relationships based on trust, transparency and financial responsibility.

Key Lending Products and Their Sustainability Relevance

Product / Segment	Purpose and Sustainability Relevance
Joint Liability Group Loans	Joint Liability Group lending represents an important instrument for promoting financial inclusion, particularly among women and economically underserved households. These collateral-free loans facilitate access to institutional credit for eligible borrowers who may otherwise face challenges in obtaining financing through conventional banking channels. The loans support income-generating activities, including agriculture-related livelihoods, livestock rearing, petty trading, household enterprises and other microeconomic activities. By facilitating access to formal credit, this lending model seeks to strengthen women's economic participation, support household financial resilience and reduce dependence on informal sources of borrowing. The group-based approach also encourages collective financial discipline, mutual accountability and awareness of repayment obligations.
Individual Micro Loans	Individual Micro Loans are designed to address the financial requirements of eligible underserved borrowers who require relatively small amounts of credit to support livelihood activities, household economic needs and income-generating opportunities. These loans provide access to formal financing through a structured credit assessment process that considers the borrower's financial circumstances and repayment capacity. From a sustainability perspective, Individual Micro Loans can contribute to economic independence, livelihood continuity and improved access to regulated financial services. The Company seeks to ensure that such lending remains aligned with responsible borrowing principles, transparent pricing and fair customer treatment.
Small Business Loans	Small Business Loans are intended to support micro and small entrepreneurs, self-employed individuals, traders and proprietors engaged in commercial and service-oriented activities. These loans facilitate business expansion, working capital requirements, purchase of equipment, inventory development and other legitimate business needs. By providing access to institutional finance, the Company seeks to support enterprise development, strengthen local economic activity and contribute to livelihood generation. The sustainability relevance of this product extends to supporting entrepreneurship, encouraging financial formalisation, improving business continuity and creating opportunities for indirect employment and income generation within local communities.

Customer-Centric and Responsible Lending Approach

Digamber recognises that the sustainability of a financial institution is closely connected with the financial well-being of its customers. Accordingly, the Company endeavours to ensure that lending decisions are guided not merely by business growth objectives but also by borrowers' financial circumstances, repayment capacity and long-term economic interests.

Customer engagement begins with an assessment of financial requirements and continues through credit appraisal, loan documentation, disbursement, repayment servicing and grievance redressal. The Company uses field-level interactions and technology-enabled processes to strengthen customer identification, income assessment, verification of existing credit obligations and communication of contractual terms.

Loan-related information, including applicable interest rates, processing charges, repayment schedules and other relevant conditions, is communicated through prescribed documentation, including the Key Facts Statement, sanction letters and loan agreements. Customer acceptance is obtained through applicable consent and authentication mechanisms.

The Company also recognises the importance of maintaining dignity and fairness in customer interactions, particularly during periods of financial difficulty. Its approach emphasises appropriate customer communication, responsible collection practices, accessible grievance redressal mechanisms and timely resolution of service-related concerns.

Contribution to Sustainable Development

Through its lending portfolio, Digamber seeks to contribute to broader socioeconomic development by facilitating financial access, supporting productive economic activities and strengthening the resilience of underserved communities.

The Company's products are particularly relevant to the following United Nations Sustainable Development Goals:

- **Goal 1 – No Poverty:** Supporting livelihood opportunities and access to formal financial services among economically vulnerable households.
- **Goal 5 – Gender Equality:** Facilitating women's participation in economic activities and promoting financial access through group-based lending.
- **Goal 8 – Decent Work and Economic Growth:** Supporting micro-enterprises, entrepreneurship, business continuity and local economic activity.
- **Goal 9 – Industry, Innovation and Infrastructure:** Leveraging technology-enabled financial services and supporting small-enterprise development.
- **Goal 10 – Reduced Inequalities:** Expanding access to institutional credit for underserved rural and semi-rural populations.

These represent areas of alignment with the Sustainable Development Goals rather than independently measured development outcomes.

Our Continuing Commitment

Digamber remains committed to strengthening its lending practices through responsible product design, prudent credit assessment, transparent customer communication, technology-enabled operational controls and continuous improvement in customer servicing.
The Company believes that the true measure of financial inclusion is not merely the amount of credit disbursed, but the extent to which such credit supports sustainable livelihoods, responsible borrowing, economic opportunity and long-term customer well-being.

This philosophy continues to guide Digamber's approach to product development, customer relationships and sustainable business growth.

Geographic presence and Financial Inclusion

Expanding Financial Access Across Rural and Semi-Rural India

As on 31 March 2026

Digamber Capfin Limited has established a significant geographical presence across eight states and union territories of India, reflecting its longstanding commitment to extending formal financial services to underserved and economically vulnerable communities. The Company's branch network plays an important role in facilitating financial inclusion, promoting entrepreneurship, supporting livelihoods and strengthening access to institutional credit, particularly in rural and semi-rural markets.

As on 31 March 2026, the Company operated through **200 branches across eight states and union territories, with an aggregate loan portfolio of ₹323.11 crore and 1,33,375 active members**, based on the geographical operating data presented below.

The Company's presence spans Rajasthan, Jammu & Kashmir, Himachal Pradesh, Uttarakhand, Uttar Pradesh, Bihar, Madhya Pradesh and Haryana. This geographical diversification enables Digamber to serve customers across different socioeconomic environments, livelihood patterns and regional economic conditions.

State-wise Geographic Presence

State / Union Territory	Branches	Portfolio (₹ crore)	Active Members
Rajasthan	57	85.34	33,667
Jammu & Kashmir	2	6.39	2,677
Himachal Pradesh	2	2.22	743
Uttarakhand	3	4.52	1,820
Uttar Pradesh	41	78.79	32,926
Bihar	44	64.35	28,964
Madhya Pradesh	19	34.09	13,167
Haryana	32	47.41	19,411
Total	**200**	**323.11**	**1,33,375**

Regional Presence and Economic Significance

Rajasthan – Our Principal Operating Market

Rajasthan represents Digamber's largest geographical presence in terms of branch network, with 57 branches, a loan portfolio of ₹85.34 crore and 33,667 active members. As the Company's home state, Rajasthan has played an important role in its institutional development and financial inclusion journey.

The Company's lending activities support eligible customers engaged in agriculture-related livelihoods, livestock activities, petty trading, self-employment and other small-scale economic enterprises. Through its established branch network and field-level engagement, Digamber seeks to facilitate access to formal credit while encouraging responsible borrowing and sustainable livelihood development.

Uttar Pradesh and Bihar – Key Markets for Financial Inclusion

Uttar Pradesh and Bihar together account for 85 branches, a combined portfolio of ₹143.14 crore and 61,890 active members, representing a significant proportion of the Company's operating presence.

These states constitute important markets for financial inclusion due to their substantial rural populations, diverse livelihood activities and the continuing need for accessible institutional finance.

Through its lending operations, Digamber seeks to support women borrowers, low-income households, micro-entrepreneurs and self-employed individuals, enabling greater participation in formal financial systems and supporting local economic activity.

Haryana and Madhya Pradesh – Supporting Regional Livelihoods

The Company maintains a meaningful presence in Haryana and Madhya Pradesh through 51 branches, with a combined loan portfolio of ₹81.50 crore and 32,578 active members.

These markets offer opportunities to support agricultural and allied activities, small businesses, trading enterprises and other livelihood-generating activities. Digamber's operating approach combines local customer relationships with structured credit appraisal, technology-enabled processes and responsible lending controls.

The Company recognises the importance of understanding regional economic conditions, borrower income patterns and repayment capacity to ensure that access to credit contributes positively to customers' financial well-being.

Jammu & Kashmir, Himachal Pradesh and Uttarakhand – Extending Financial Access to Geographically Diverse Regions

Digamber's presence in Jammu & Kashmir, Himachal Pradesh and Uttarakhand comprises seven branches, with an aggregate portfolio of ₹13.13 crore and 5,240 active members.

These regions present distinct geographical, economic and operational characteristics. Through its branch presence, the Company seeks to facilitate access to formal financial services for eligible customers and support livelihood opportunities in communities where physical accessibility, local economic conditions and seasonal income patterns may influence financial requirements.

The Company's approach emphasises local understanding, customer engagement and prudent credit assessment appropriate to the characteristics of each operating market.

Geographic Diversification and Responsible Growth

Digamber's geographical distribution reflects a business model focused on financial inclusion while maintaining a diversified regional presence. Rajasthan, Uttar Pradesh and Bihar collectively account for 142 branches, a portfolio of ₹228.48 crore and 95,557 active members, demonstrating the importance of these markets to the Company's operations.

The Company recognises that geographical expansion must be supported by effective risk management, sound credit underwriting, operational controls and adequate customer servicing capabilities. Accordingly, its business strategy seeks to balance outreach and financial inclusion objectives with portfolio quality, liquidity management, regulatory compliance and long-term institutional sustainability.

During Financial Year 2025–26, the microfinance industry experienced significant challenges arising from borrower indebtedness, repayment stress and changing credit conditions. Against this backdrop, Digamber adopted a calibrated approach to lending, prioritising financial stability, portfolio quality, recovery efficiency and liquidity preservation over aggressive geographical or portfolio expansion.

This approach reflects the Company's commitment to responsible business conduct and its recognition that sustainable financial inclusion requires both continued access to credit and protection of borrowers from excessive financial obligations.

Contribution to Social and Economic Development

The Company's geographical presence contributes to its broader sustainability objectives through several interconnected dimensions:

- **Financial inclusion:** Facilitating access to regulated financial services for underserved households and individuals.
- **Women's economic participation:** Supporting financial access and income-generating opportunities, particularly through group-based lending.
- **Livelihood and entrepreneurship support:** Providing credit for eligible micro-enterprises, self-employment and small business activities.
- **Rural and semi-rural development:** Extending formal financial services beyond major urban centres.

- **Financial awareness and responsible borrowing:** Promoting understanding of loan obligations, repayment discipline and customer rights through field-level engagement.
- **Local economic activity:** Supporting productive activities that can contribute to household income, enterprise continuity and community-level economic development.

These activities align with the objectives of the United Nations Sustainable Development Goals, particularly Goal 1 (No Poverty), Goal 5 (Gender Equality), Goal 8 (Decent Work and Economic Growth) and Goal 10 (Reduced Inequalities).

Our Commitment to Sustainable Geographic Outreach

Digamber believes that the effectiveness of financial inclusion should be assessed not merely through the number of branches, customers or the size of its loan portfolio, but also through the quality, accessibility and responsibility of the financial services delivered.

Going forward, the Company intends to strengthen its geographical outreach through improved customer servicing, technology-enabled operational efficiency, responsible credit assessment, enhanced grievance redressal and continuous monitoring of portfolio quality.

Our objective is to ensure that every branch serves not merely as a financial service delivery point, but as a responsible partner in promoting economic opportunity, financial awareness and sustainable livelihoods within the communities we serve.

Our Values – The Foundation of Responsible and Sustainable Growth

At Digamber Capfin Limited, our core values form the foundation of our organisational culture, business philosophy and relationships with stakeholders. These values guide our decisions, influence our conduct and reinforce our commitment to responsible financial inclusion, ethical governance and sustainable development.

As a financial institution serving predominantly rural and semi-rural communities, we recognise that long-term success depends not merely on financial performance but also on the trust we earn, the opportunities we create and the responsibility with which we conduct our business.

Our six core values—Innovation, Transparency, Equality, Integrity, Compliance and Employee Engagement—reflect our commitment to building a responsible, inclusive, accountable and future-ready financial institution.

Our Core Values and Their Practical Application

Core Value	What It Means in Practice
1. Innovation	We believe that innovation is essential for making financial services more accessible, efficient, secure and customer-friendly. Digamber continuously seeks opportunities to improve its products, processes and service delivery through technology adoption, digitalisation, automation and operational improvements. The development of in-house technology capabilities, digital loan origination systems and technology-enabled customer servicing reflects our commitment to improving operational efficiency, reducing turnaround times, strengthening internal controls and enhancing the customer experience. Innovation at Digamber is not limited to technology; it also encompasses new approaches to problem-solving, business processes, risk management and financial inclusion. We encourage practical solutions that improve productivity while maintaining responsible lending standards and customer protection.
2. Transparency	Transparency is fundamental to building and maintaining trust with customers, employees, lenders, regulators and other stakeholders. We endeavour to ensure that relevant information is communicated accurately, clearly and in a timely manner. In customer relationships, this includes appropriate disclosure of interest rates, processing charges, repayment obligations, loan conditions and other applicable terms through prescribed documents, including the Key Facts Statement. Within the organisation, transparency involves responsible communication, clear accountability and accurate reporting. We also recognise that transparency must coexist with confidentiality and data protection. Accordingly, sensitive customer, employee and business information is expected to be handled responsibly and disclosed only to authorised persons in accordance with applicable requirements.
3. Equality	We believe that every individual deserves dignity, respect and fair treatment, irrespective of gender, social background, economic circumstances, religion, disability or other personal characteristics. Our commitment to equality is reflected in our objective of extending formal financial services to underserved communities and promoting equitable opportunities within the workplace. Through financial inclusion initiatives, particularly lending programmes supporting women and economically vulnerable households, we seek to encourage broader participation in economic activities. Internally, we endeavour to promote fair employment practices, equal opportunity, merit-based professional development and a work environment free from discrimination and harassment. Equality also means recognising the differing needs of customers and employees and ensuring that our processes are inclusive, accessible and respectful.
4. Integrity	Integrity represents our commitment to honesty, ethical behaviour, accountability and responsible decision-making. We believe that sustainable business relationships can only be built through conduct that inspires confidence and withstands scrutiny. Employees and representatives are expected to act honestly, avoid conflicts of interest, safeguard organisational resources and uphold the highest standards of professional conduct. The Company places importance on preventing corruption, bribery, fraud, misrepresentation and unfair business practices. Integrity also guides our interactions with borrowers, particularly during credit appraisal, customer servicing and recovery activities, where fairness, dignity and ethical judgement are essential. We recognise that doing what is right, even when faced with commercial pressures, is fundamental to protecting stakeholder interests and maintaining institutional credibility.
5. Compliance	Compliance is an essential pillar of Digamber's governance framework and long-term institutional sustainability. As a regulated financial institution, we recognise our responsibility to conduct business in accordance with applicable laws, regulations, regulatory directions, internal policies and established

Core Value	What It Means in Practice
	ethical standards. Our compliance philosophy extends beyond meeting statutory requirements to fostering a culture in which regulatory responsibility is embedded in everyday business decisions. The Company emphasises regulatory awareness, internal controls, risk assessment, periodic monitoring, employee training and timely corrective action. Particular attention is given to responsible lending, customer protection, prevention of money laundering, information security, data privacy, fair recovery practices and grievance redressal. We believe that effective compliance strengthens customer confidence, protects stakeholder interests, reduces operational and reputational risks and supports sustainable growth.
6. Employee Engagement	We recognise that our employees are central to achieving our business objectives, delivering quality customer service and maintaining responsible business practices. Digamber seeks to foster a workplace culture based on mutual respect, collaboration, open communication, accountability, continuous learning and professional development. We encourage employees to contribute ideas, share knowledge, participate in organisational improvement and develop the competencies necessary to respond to evolving business and regulatory requirements. Training, capability building, constructive feedback and recognition of performance are important elements of our employee engagement philosophy. We also recognise the importance of employee well-being, workplace dignity, ethical leadership and a supportive working environment. By promoting teamwork and a sense of ownership, we aim to create an engaged workforce that contributes positively to customer satisfaction, operational excellence and organisational sustainability.

Integrating Our Values into Everyday Business

Our values are intended to be reflected in the decisions and actions of employees across all levels of the organisation, from the Board of Directors and senior management to branch teams and customer-facing personnel.

In practical terms, this means designing financial products responsibly, assessing customer repayment capacity diligently, communicating loan conditions transparently, treating borrowers with dignity, protecting confidential information, complying with regulatory requirements and encouraging employees to act with integrity and accountability.

We recognise that organisational values become meaningful only when they are consistently demonstrated through behaviour, management decisions and operational practices. Accordingly, Digamber seeks to reinforce these principles through its governance framework, policies, internal controls, employee communication, training programmes and performance management processes.

Our Values and Sustainability Commitment

Our core values are closely aligned with the environmental, social and governance principles that underpin our sustainability approach.

Innovation supports operational efficiency, digital transformation and resource optimisation. Transparency strengthens stakeholder confidence and responsible disclosure. Equality promotes financial inclusion, diversity and fair treatment. Integrity reinforces ethical business conduct and responsible customer relationships. Compliance safeguards institutional accountability and regulatory discipline, while Employee Engagement supports human capital development, workplace well-being and organisational resilience.

Together, these values contribute to our objective of creating sustainable economic and social value while maintaining sound governance and responsible business practices.

Our Commitment

At Digamber Capfin Limited, we believe that sustainable growth begins with strong values and is sustained through consistent actions.

As we continue our journey towards strengthening financial inclusion, digital capabilities, customer protection and environmental responsibility, our core values will remain central to our decisions and institutional development.

"Our values define who we are, guide how we operate and shape the positive impact we aspire to create for our customers, employees, communities and future generations."

04 Sustainability Governance & Strategy

4.1 Our Sustainability Vision

Building a Responsible, Inclusive and Sustainable Financial Future

At Digamber Capfin Limited, sustainability is embedded in our fundamental belief that financial inclusion must be accompanied by responsible lending, ethical governance, customer protection and long-term economic empowerment. We recognise that the true contribution of a financial institution extends beyond providing access to credit; it lies in creating meaningful economic opportunities, strengthening financial resilience and generating sustainable value for customers, employees, communities, investors and other stakeholders.

Our sustainability vision is to emerge as a responsible and trusted financial institution that contributes positively to society by promoting inclusive economic growth, encouraging entrepreneurship, empowering underserved communities and progressively reducing the environmental impact of our operations.

With a longstanding presence in rural and semi-rural markets, Digamber recognises the important role that financial institutions play in supporting socioeconomic development. Our lending activities are directed towards facilitating access to formal credit for women, low-income households, micro-entrepreneurs and small businesses that may otherwise face barriers to institutional finance.

We believe that financial inclusion can be sustainable only when credit is extended responsibly, borrowers' repayment capacities are adequately assessed, lending terms are communicated transparently and customer dignity is protected throughout the lending relationship.

Accordingly, our sustainability approach seeks to balance **economic performance, social responsibility, environmental stewardship and sound corporate governance**, recognising that these dimensions are interconnected and essential for long-term institutional resilience.

Our Strategic Sustainability Pillars

Our sustainability strategy is guided by six interconnected pillars that reflect the nature of our business, stakeholder expectations and emerging sustainability priorities.

1. Responsible Financial Inclusion and Customer Empowerment

Financial inclusion remains central to our business philosophy. We seek to provide appropriate financial solutions to underserved customers while maintaining prudent credit assessment, transparent product disclosures, fair recovery practices and effective grievance redressal.

Our objective is to support productive economic activities, promote entrepreneurship and strengthen household financial resilience without encouraging excessive indebtedness or unsustainable borrowing.

2. Ethical Governance and Regulatory Responsibility

We recognise that strong governance is fundamental to institutional credibility and sustainable business performance. Our governance philosophy emphasises accountability, transparency, integrity, regulatory compliance, effective internal controls and responsible decision-making.

The Company seeks to integrate sustainability considerations into existing governance and risk management processes, thereby ensuring that environmental, social and governance matters receive appropriate management attention.

3. Employee Development, Diversity and Well-being

Our employees are critical to delivering responsible financial services and maintaining meaningful relationships with customers.

We aim to promote an inclusive and respectful workplace that encourages equal opportunity, professional development, ethical conduct, continuous learning, employee engagement and workplace well-being.

4. Environmental Stewardship and Resource Efficiency

Although the direct environmental footprint of our lending operations is relatively limited compared with resource-intensive industries, we acknowledge our responsibility to manage energy consumption, paper usage, water consumption, waste generation and other operational environmental impacts.

We seek to progressively strengthen environmental awareness, resource efficiency, digitalisation and measurement of greenhouse gas emissions.

5. Responsible Technology, Data Protection and Operational Resilience

Technology plays an increasingly important role in improving financial accessibility, operational efficiency and customer experience.

Our sustainability approach therefore encompasses responsible digitalisation, data privacy, information security, business continuity, technology risk management and protection of confidential customer information.

6. Stakeholder Engagement and Long-Term Value Creation

We recognise that sustainable business practices require continuous engagement with customers, employees, regulators, lenders, shareholders, communities and other stakeholders.

We seek to understand stakeholder expectations, respond to material concerns and strengthen accountability through transparent reporting, appropriate governance oversight and continuous improvement.

Together, these pillars provide the strategic foundation for our sustainability journey and guide our efforts to integrate responsible business practices into everyday operations.

4.2 Sustainability Governance Framework

Integrating Sustainability into Corporate Governance and Business Decision-Making

Digamber recognises that effective sustainability governance requires clear accountability, defined responsibilities, management ownership and appropriate oversight by the Board of Directors.

The Company's sustainability governance approach is aligned with its broader corporate governance, enterprise risk management, regulatory compliance and internal control frameworks.

The Board of Directors provides overall strategic direction and oversight of material business risks and governance matters. Sustainability-related priorities are coordinated through the Company's Environmental, Social and Governance Committee and relevant management functions, with implementation responsibilities distributed across operational and control departments.

This integrated governance model is particularly important for a lending institution, where environmental, social and governance considerations may arise throughout the customer lifecycle, including product design, credit appraisal, loan disbursement, customer servicing, recovery, grievance redressal and data management.

The Company recognises that sustainability cannot function effectively as an isolated initiative. It must be supported by coordinated participation from business, credit, risk management, compliance, human resources, technology, information security, operations, finance and internal audit functions.

Sustainability Governance Structure and Responsibilities

Governance Level	Roles and Responsibilities
Board of Directors	The Board provides overall strategic direction and oversight of the Company's governance framework, business sustainability, material risks and long-term institutional objectives. It considers significant matters relating to responsible lending, customer protection, regulatory compliance, risk management, business continuity and stakeholder interests. The Board is expected to provide appropriate oversight of material sustainability matters and review recommendations escalated through the relevant governance forums.
Environmental, Social and Governance Committee	The Environmental, Social and Governance Committee serves as the designated forum for coordinating and reviewing sustainability-related initiatives. Its responsibilities include reviewing environmental, social and governance priorities, identifying areas requiring improvement, considering sustainability performance indicators, reviewing implementation progress and

Governance Level	Roles and Responsibilities
	recommending appropriate initiatives. The Committee also supports the development of structured sustainability reporting and encourages integration of environmental and social considerations into organisational practices.
Chief Compliance Officer and Head – Environmental, Social and Governance	The Chief Compliance Officer and designated Environmental, Social and Governance leadership coordinate the sustainability reporting framework, facilitate identification of material sustainability topics, support policy alignment, monitor disclosure requirements and coordinate the preparation of sustainability reports. They work with functional departments to obtain relevant information, assess reporting gaps, strengthen data reliability and facilitate appropriate management review of sustainability-related matters.
Functional and Departmental Heads	Functional heads are responsible for implementing relevant sustainability commitments within their respective areas of responsibility. This includes maintaining accurate source information, monitoring applicable performance indicators, ensuring adherence to internal policies, identifying operational risks and implementing corrective measures. Business, Credit, Risk, Human Resources, Finance, Technology, Information Security, Administration and Operations functions contribute to the Company's overall sustainability performance.
Risk Management and Compliance Functions	These functions support the identification, assessment, monitoring and mitigation of material risks, including those associated with customer conduct, regulatory compliance, operational resilience, information security, financial stability and emerging environmental and social considerations. They provide oversight and constructive challenge through established risk management and compliance processes.
Internal Audit and Other Assurance Functions	Internal assurance functions contribute to the effectiveness of governance through independent review of internal controls, operational processes, regulatory compliance and risk management practices within their approved mandates. As the sustainability reporting framework matures, relevant environmental, social and governance data controls may progressively be incorporated into risk-based internal review processes.

Role of Board Committees in Sustainability Oversight

In addition to the Environmental, Social and Governance Committee, several established governance forums contribute to sustainability-related oversight through their respective responsibilities.

Risk Management Committee

The Risk Management Committee supports oversight of material financial and non-financial risks, including credit, liquidity, operational, technology and emerging risks. Its oversight contributes to sustainable business operations by encouraging prudent risk-taking, effective mitigation measures and long-term institutional resilience.

Audit Committee

The Audit Committee contributes to governance through oversight of financial reporting, internal controls, audit observations and related compliance matters. Effective internal control and assurance arrangements support the credibility of financial and non-financial reporting.

Asset Liability Management Committee

The Asset Liability Management Committee plays an important role in monitoring liquidity, funding requirements, asset-liability mismatches and financial resilience. These responsibilities are particularly relevant to the sustainability of lending operations during periods of market volatility and financial stress.

Information Technology and Information Security Governance Forums

The Company's technology and information security governance arrangements support responsible digitalisation, cybersecurity, data protection, technology resilience and continuity of critical business operations.

Customer Grievance Redressal Governance

The Company's grievance redressal arrangements provide an important mechanism for monitoring customer concerns, reviewing service deficiencies and strengthening responsible customer conduct. Analysis of complaints and corrective actions can contribute to the identification of social and conduct-related risks.

The interaction of these governance forums supports an integrated approach to sustainability, recognising that responsible business conduct, financial resilience, customer welfare and sound risk management are mutually reinforcing.

4.3 Board Composition and Leadership

Promoting Accountability, Independent Oversight and Responsible Decision-Making

The Board of Directors is the highest governance body of Digamber Capfin Limited and is responsible for guiding the Company's strategic direction, overseeing management performance and safeguarding the long-term interests of stakeholders.

The Board's composition reflects a combination of executive leadership, non-executive participation, independent oversight and nominee representation.

This structure is intended to facilitate informed decision-making, constructive challenge, accountability and balanced consideration of business opportunities and risks.

Composition of the Board of Directors as at 31 March 2026

Name of Director	Designation	Brief Professional Profile
Mr. Rajiv Jain	Chairman and Managing Director	Founder and promoter of Digamber Capfin Limited, with approximately three decades of experience in financial services. He provides strategic leadership and oversees the Company's overall operations, business development and long-term growth. His leadership contributed to the Company receiving the SBI Excellence Award in 2010.
Mr. Amit Jain	Whole-time Director	Co-founder with approximately 30 years of experience in retail finance. He brings expertise in business operations, stakeholder relationships, financial inclusion and technology adoption, with a particular focus on digital transformation and operational efficiency.
Mr. Nayan Ambali	Non-Executive Director	A financial technology professional with over two decades of experience in banking, lending, financial inclusion, product development and business strategy. He is the founder of Finflux and previously co-founded RuPie, bringing valuable expertise in technology-enabled financial services.
Mr. Lalit Kumar Jain	Independent Director	A veteran retired banker with over 50 years of Banking experience
Mr. Jatin Chhabra	Non-Executive Director	Serves as a Non-Executive Director, participating in Board-level deliberations, strategic oversight and governance.
Dr. Amita Gill	Independent Director	Holds postgraduate and doctoral qualifications in physics and has extensive experience in public administration, science and technology, rural development and entrepreneurship promotion. She has supported socioeconomic development initiatives, including projects benefiting rural communities and women's self-help groups.
Mr. Chandramauli Coorg Subramanian	Independent Director	A technology and product strategy professional with over 20 years of experience in digital transformation, artificial intelligence, data science, financial technology and business development. His expertise contributes to the Board's understanding of technology-driven innovation and emerging digital risks.
Mr. Bhanu Prakash Verma	Nominee Director	Serves as a Nominee Director appointed on behalf of SIDBI, contributing to Board deliberations and governance in accordance with his appointment.

Board Composition at a Glance

Particulars	Position as at 31 March 2026
Total Directors	8
Executive Directors	2
Non-Executive Directors, including Independent and Nominee Directors	6
Independent Directors	3
Nominee Directors	1
Women Directors	1
Independent Directors as a proportion of the Board	37.50%
Women Directors as a proportion of the Board	12.50%

Board Oversight and Sustainability Accountability

The Board plays a central role in establishing the Company's governance culture and ensuring that business decisions are aligned with long-term financial stability, ethical conduct and stakeholder interests.

The presence of independent directors contributes to objective oversight and constructive examination of management proposals, business risks, internal controls and governance matters.

The Company recognises the importance of diversity in Board composition, including diversity of professional experience, expertise, perspective and gender. Such diversity can strengthen decision-making and support more comprehensive consideration of business, regulatory, social and sustainability-related issues.

As the Company's sustainability governance practices evolve, it intends to progressively strengthen the integration of material environmental, social and governance considerations into relevant Board and committee reporting.

4.4 Sustainability Policy Architecture

Translating Commitments into Policies, Processes and Internal Controls

Digamber's sustainability framework is supported by a broader policy architecture that addresses corporate governance, ethical conduct, customer protection, employee welfare, information security, environmental responsibility, community engagement and risk management.

The Company recognises that sustainability commitments become effective only when translated into practical operating standards, clear responsibilities, appropriate controls and mechanisms for monitoring compliance.

Accordingly, its policies and procedures provide a foundation for embedding responsible business practices across different functions and levels of the organisation.

Key Policies Supporting Sustainability

Sustainability Theme	Policies and Governance Arrangements	Sustainability Relevance
Corporate Governance and Business Ethics	Corporate Governance Guidelines, Anti-Corruption Policy, Whistle Blower framework, Risk Management Policy and Remuneration Policy	These frameworks support ethical decision-making, accountability, prevention of misconduct, responsible risk-taking, appropriate remuneration practices and transparent governance.
Customer Protection and Responsible Lending	Fair Practices Code, Know Your Customer and Anti-Money Laundering framework, grievance redressal arrangements, customer disclosure requirements and lending-related policies	These arrangements support transparent lending, fair treatment of customers, responsible credit assessment, prevention of financial crime, protection of customer rights and effective resolution of grievances.
Employee Welfare, Equality and Workplace Conduct	Anti-Harassment Policy, Prevention of Sexual Harassment Policy, Gender and Equal Opportunity Policy, employee compensation	These policies promote workplace dignity, non-discrimination, equal opportunity, employee well-being, fair employment practices and responsible

Sustainability Theme	Policies and Governance Arrangements	Sustainability Relevance
	policies and employee accommodation arrangements	human resource management.
Information Security, Data Privacy and Operational Resilience	Data Privacy Policy, Business Continuity Plan, Disaster Recovery arrangements and information security controls	These frameworks support protection of confidential information, cybersecurity, continuity of essential operations, responsible technology use and mitigation of technology-related risks.
Environmental Management and Resource Conservation	Environmental, Social and Governance Policy, Energy Management Policy, Waste Management Policy and guidance relating to electricity, water and waste conservation	These policies and practices support responsible resource consumption, environmental awareness, reduction of avoidable waste and progressive improvement in environmental performance.
Community Development and Social Responsibility	Corporate Social Responsibility Policy and related governance arrangements	These arrangements provide a framework for identifying, evaluating and overseeing community development initiatives and other eligible social responsibility activities, as applicable.

Policy Implementation and Monitoring

The effectiveness of the Company's policy framework depends on appropriate dissemination, employee awareness, implementation, monitoring and periodic review.

Functional departments are responsible for applying relevant policies within their operational areas, while designated control functions provide oversight in accordance with their respective mandates.

The Company recognises the importance of maintaining consistency between approved policies, operational procedures, employee conduct and actual business practices.

As its sustainability framework matures, Digamber intends to strengthen the linkage between sustainability-related policies, measurable performance indicators, risk assessments and management reporting.

This approach is expected to facilitate more systematic identification of implementation gaps, better documentation of corrective actions and improved accountability for sustainability performance.

4.5 Integration of Sustainability into Business Strategy

Balancing Financial Inclusion, Financial Resilience and Responsible Growth

For Digamber, sustainability is closely connected with the quality and resilience of its lending business.

The Company recognises that expanding access to finance creates long-term value only when lending activities remain commercially sustainable, socially responsible and supported by effective risk management.

Accordingly, sustainability considerations are relevant to the Company's strategic decisions concerning product development, customer selection, credit underwriting, geographical operations, funding, technology investment, employee capability and customer servicing.

Responsible Lending as a Strategic Priority

The Company seeks to maintain an appropriate balance between business development and prudent credit risk management.

Its lending approach emphasises assessment of repayment capacity, consideration of existing borrower indebtedness, transparent communication of loan terms and monitoring of portfolio quality.

These practices are intended to support responsible access to credit while reducing the risk of financial distress among borrowers.

Financial Resilience During Industry Stress

Financial Year 2025–26 was characterised by significant challenges within the microfinance industry, including pressure on borrower repayment capacity, portfolio quality and operating conditions.

Against this backdrop, Digamber adopted a cautious and calibrated business approach, consciously avoiding aggressive lending expansion and prioritising liquidity preservation, recovery efforts, portfolio monitoring and fulfilment of financial obligations.

The Company considered this approach important for protecting long-term institutional stability and stakeholder interests during a challenging operating environment.

This strategy reflects its belief that sustainable growth should be measured not only by portfolio expansion but also by the quality of lending, resilience of financial operations and ability to meet obligations responsibly.

Technology-Enabled Operational Sustainability

Technology represents an important component of the Company's long-term operating strategy.

Digamber's investment in digital lending processes and in-house technology capabilities is intended to improve operational efficiency, strengthen process standardisation, enhance information availability and reduce dependence on manual workflows.

The Company also recognises that increased digitalisation must be accompanied by appropriate information security, data privacy, technology governance and operational resilience controls.

Customer Welfare and Institutional Sustainability

The Company considers customer welfare and responsible business conduct essential to maintaining sustainable customer relationships.

Transparent disclosures, fair collection practices, grievance redressal, responsible product design and appropriate customer communication are therefore important elements of its sustainability approach.

Digamber believes that protecting customer interests contributes to improved trust, stronger relationships and the long-term credibility of the institution.

4.6 Sustainability Priorities for Financial Year 2026–27

Strengthening Systems, Measurement and Accountability

Financial Year 2025–26 represents an important stage in Digamber's sustainability reporting journey. Through its inaugural Sustainability Report, the Company has initiated a more structured approach to identifying, documenting and communicating its environmental, social and governance practices.

Building upon this foundation, the Company has identified the following priorities for Financial Year 2026–27.

Sustainability Roadmap

Priority Area	Strategic Objectives and Proposed Initiatives
1. Environmental, Social and Governance Data Management	Develop a structured sustainability data repository covering material environmental, social and governance indicators. Identify responsible departments, data owners, reporting frequency, source documents and supporting evidence. Strengthen data consistency, traceability, documentation and management review to improve the reliability of future sustainability disclosures.
2. Customer Protection and Responsible Lending	Strengthen monitoring of responsible lending practices, customer disclosures, grievance redressal and fair recovery conduct. Enhance complaint classification, trend analysis, root-cause identification and monitoring of corrective actions. Integrate customer protection indicators into relevant management information systems and governance reviews.
3. Climate and Environmental Management	Establish a more comprehensive baseline for electricity consumption, fuel usage, paper consumption, water consumption and waste generation. Progressively improve greenhouse gas emissions accounting, including direct emissions under Scope 1, purchased-energy emissions under Scope 2 and relevant value-chain emissions under Scope 3. Promote resource conservation and environmentally responsible workplace practices.
4. Employee Development, Diversity and Well-being	Strengthen workforce-related information covering employee composition, diversity, training, professional development, employee engagement, workplace health and safety and employee welfare. Encourage inclusive employment practices, capability development, knowledge sharing and a respectful workplace culture.
5. Governance and Risk	Progressively incorporate material environmental, social and governance matters into appropriate

Priority Area	Strategic Objectives and Proposed Initiatives
Integration	management, committee and Board reporting. Strengthen linkages between sustainability priorities, enterprise risk management, compliance monitoring, operational controls and strategic decision-making.
6. Sustainability Reporting and Assurance Readiness	Improve the completeness, consistency and reliability of sustainability disclosures through documented methodologies, evidence retention, internal review and clear accountability. Develop processes capable of supporting future independent assurance of selected sustainability information, as appropriate.

Building a More Mature Sustainability Reporting Framework

The Company recognises that the quality of sustainability reporting depends on the availability of reliable information, clearly defined reporting boundaries, consistent measurement methodologies and effective internal controls.

Accordingly, an important focus during Financial Year 2026–27 will be to strengthen the processes through which sustainability information is identified, collected, reviewed and reported.

This will include progressively defining key performance indicators, assigning ownership, documenting reporting methodologies and developing appropriate management dashboards.

The Company also intends to strengthen stakeholder engagement and its understanding of material sustainability topics so that future reporting more effectively reflects the economic, environmental and social impacts associated with its operations.

Towards Measurable Sustainability Performance

Digamber recognises the importance of moving progressively from policy-based commitments towards measurable sustainability performance.

Its future approach will seek to place greater emphasis on establishing baselines, monitoring performance trends, identifying improvement opportunities and evaluating the effectiveness of sustainability-related initiatives.

The Company also acknowledges that sustainability priorities must remain responsive to changes in the regulatory environment, stakeholder expectations, business strategy, operating conditions and emerging risks.

4.7 Our Commitment to Responsible and Sustainable Growth

Digamber's sustainability journey reflects its commitment to building a financial institution that is economically resilient, socially responsible, environmentally conscious and governed by strong ethical principles.

We believe that responsible financial inclusion, customer welfare, employee development, transparent governance and prudent risk management are fundamental to creating long-term value.

Our inaugural sustainability reporting initiative provides an opportunity to reflect on our existing practices, identify areas for improvement and establish a more structured foundation for future progress.

As we move forward, we intend to strengthen the integration of sustainability considerations into our business strategy, governance processes, operating practices and organisational culture.

Our ambition is not merely to report on sustainability, but to progressively embed responsible and sustainable practices into the way we conduct business and serve our stakeholders.

"For Digamber Capfin Limited, sustainability means creating financial opportunities responsibly, protecting stakeholder trust, strengthening institutional resilience and contributing positively to the communities we serve."

05 Stakeholder Engagement & Materiality

5.1 Stakeholder Engagement – Building Trust Through Meaningful Relationships

Listening to Stakeholders, Understanding Impacts and Creating Sustainable Value

At Digamber Capfin Limited, we believe that meaningful stakeholder engagement is fundamental to responsible business conduct, effective corporate governance and long-term sustainability. Our relationships with customers, employees, lenders, investors, regulators, communities and business partners influence our ability to deliver responsible financial services, manage emerging risks and create sustainable economic and social value.

As a financial institution primarily serving underserved populations in rural and semi-rural India, we recognise that our business activities can have significant implications for the financial well-being, livelihoods and economic resilience of the communities in which we operate.

Accordingly, stakeholder engagement is viewed not merely as a communication exercise but as an important mechanism for understanding expectations, identifying actual and potential impacts, addressing concerns and strengthening accountability.

The Company engages with stakeholders through everyday business interactions, established governance mechanisms, customer servicing channels, regulatory communications, employee engagement processes, lender reviews and community-related initiatives.

These interactions provide valuable perspectives on matters such as access to affordable finance, responsible lending, customer protection, employee well-being, regulatory compliance, information security, financial resilience and environmental responsibility.

Our Approach to Stakeholder Engagement

Digamber's stakeholder engagement approach is guided by the principles of inclusiveness, transparency, responsiveness, accountability and responsible conduct.

The Company recognises that different stakeholder groups have distinct expectations and may be affected by its activities in different ways. Consequently, engagement mechanisms are aligned with the nature of stakeholder relationships and the significance of the matters involved.

Particular importance is attached to understanding the experiences of customers, especially women borrowers, low-income households and micro-entrepreneurs who may have limited financial resources or access to alternative financial services.

For such customers, responsible lending practices, transparent disclosures, respectful recovery conduct, accessible grievance redressal and protection of personal information are essential considerations.

Similarly, employee feedback provides insights into workplace culture, operational challenges, training requirements and organisational effectiveness, while lender and regulatory interactions contribute to strengthening financial resilience, governance and risk management.

The Company seeks to use stakeholder feedback, together with business information, regulatory developments and internal risk assessments, to inform management priorities and continuous improvement initiatives.

5.2 Identification of Key Stakeholders

The Company's principal stakeholder groups have been identified by considering the nature of its business operations, contractual and regulatory relationships, geographical presence, dependence on financial and human resources, and the potential impacts of its activities on individuals and communities.

Stakeholder Engagement Framework

Stakeholder Group	Significance to the Company	Principal Engagement Channels	Key Sustainability Matters
Customers and Borrowers	Customers are central to Digamber's financial inclusion mission and are directly affected by its lending products, credit decisions, servicing arrangements and recovery practices. The financial well-being and trust of borrowers are essential to the Company's long-term sustainability.	Branch and field-level interactions, customer onboarding, loan documentation, service calls, repayment communications, grievance redressal channels, customer feedback and digital servicing platforms.	Access to formal credit, affordability, responsible lending, transparency of interest rates and charges, repayment capacity, fair recovery conduct, customer dignity, financial awareness, grievance resolution and protection of personal information.
Employees	Employees are responsible for delivering financial services, maintaining customer relationships, implementing internal controls and supporting the Company's business and governance objectives. Their competence, engagement and ethical conduct directly influence customer outcomes and institutional performance.	Employee communication, departmental meetings, training programmes, performance reviews, human resource processes, grievance mechanisms, employee feedback and management interactions.	Fair remuneration, professional development, equal opportunity, workplace dignity, employee welfare, health and safety, ethical conduct, career progression, work culture and organisational communication.
Lenders, Investors and Shareholders	These stakeholders provide financial capital, influence funding stability and have a legitimate interest in the Company's financial performance, governance standards, risk management and long-term business resilience.	Financial and regulatory reporting, lender due diligence, periodic reviews, investor communication, management presentations, meetings, financial disclosures and contractual reporting arrangements.	Financial sustainability, asset quality, liquidity, profitability, capital adequacy, governance, regulatory compliance, responsible lending, environmental and social risks, transparency and business continuity.
Regulators and Statutory Authorities	Regulators establish the prudential, conduct, governance and compliance requirements applicable to the Company's operations. Constructive regulatory engagement supports accountability, responsible business practices and the stability of the financial system.	Regulatory submissions, supervisory inspections, meetings, official correspondence, compliance reporting, statutory filings and responses to regulatory observations.	Regulatory compliance, customer protection, financial stability, governance, risk management, fair lending practices, grievance redressal, prevention of financial crime, data protection and operational resilience.
Local Communities and Society	Communities are affected by the Company's financial inclusion activities, local branch operations, employment opportunities and community development initiatives. Their socioeconomic conditions also influence the nature and sustainability of the Company's lending activities.	Branch-level engagement, customer and community interactions, financial awareness initiatives, Corporate Social Responsibility activities and local stakeholder communication.	Financial inclusion, livelihood development, women's economic participation, entrepreneurship, access to financial services, community welfare, financial awareness and local economic development.
Vendors, Service Providers and Business Partners	Vendors and partners support the Company's technology infrastructure, operational processes, administrative requirements and delivery of selected services. Their conduct and reliability may influence operational continuity, information security and service quality.	Vendor due diligence, contractual arrangements, service-level reviews, operational meetings, performance monitoring, compliance assessments and ongoing business communication.	Ethical business practices, contractual compliance, information security, data confidentiality, business continuity, responsible sourcing, service quality and operational resilience.

5.3 Stakeholder Engagement in Practice

Customers – Promoting Trust, Fairness and Financial Well-being

Customer engagement represents one of the most important dimensions of Digamber's sustainability approach.

The Company recognises that its customers may face financial vulnerability arising from irregular income, seasonal livelihoods, limited savings, unexpected household expenditure or broader economic disruptions.

Consequently, the Company places emphasis on understanding customer financial circumstances, communicating loan terms transparently and promoting responsible borrowing.
Field personnel play an important role in explaining financial products, undertaking customer verification, assessing repayment capacity and assisting customers throughout the lending relationship.

Customer concerns are addressed through the Company's grievance redressal arrangements, which provide for escalation from the Grievance Redressal Team to the Grievance Redressal Officer and, where required, the Principal Nodal Officer.

During Financial Year 2025–26, the Company received 82 customer complaints, including 50 complaints relating to Credit Information Company matters. Of these, 81 complaints were disposed of during the year, while one complaint remained pending as at 31 March 2026.

These interactions provide an important source of information for understanding service deficiencies, identifying potential conduct risks and strengthening customer protection practices.
The Company recognises that the effectiveness of stakeholder engagement should be assessed not only by the availability of communication channels but also by the quality and timeliness of responses and the extent to which customer concerns lead to appropriate corrective measures.

Employees – Encouraging Participation and Organisational Development

Digamber recognises employees as essential stakeholders in achieving its financial inclusion and sustainability objectives.

The Company seeks to promote a professional working environment characterised by mutual respect, ethical behaviour, accountability, teamwork and continuous learning.

Employee engagement takes place through management communication, training activities, human resource processes, departmental interactions and established channels for raising workplace concerns.
Particular emphasis is placed on developing the capabilities of employees involved in customer onboarding, credit assessment, collections, customer servicing, technology, compliance and internal controls.

The Company recognises that employee engagement and capability development contribute not only to workforce well-being but also to customer protection, operational efficiency and responsible business conduct.

Lenders and Investors – Strengthening Financial Resilience and Governance

Lenders and investors are important stakeholders in supporting the Company's financial sustainability and continued ability to serve underserved customers.

Engagement with these stakeholders focuses on financial performance, portfolio quality, liquidity, governance, risk management, regulatory compliance and business strategy.

During Financial Year 2025–26, the microfinance industry experienced significant operating challenges, reinforcing the importance of transparent communication, prudent financial management and long-term institutional resilience.

Against this backdrop, Digamber prioritised portfolio quality, liquidity preservation, recovery efficiency and responsible management of its financial obligations.

The Company considers continued engagement with lenders and investors important for maintaining confidence, strengthening accountability and supporting sustainable business operations.

Regulators – Reinforcing Accountability and Responsible Conduct

As a regulated non-banking financial institution, Digamber recognises the importance of maintaining constructive and transparent relationships with regulatory and statutory authorities.
The Company's regulatory engagement includes periodic reporting, statutory submissions, supervisory interactions, inspections and responses to regulatory observations.

Such engagement provides an important mechanism for strengthening governance, identifying compliance gaps, improving operational practices and reinforcing customer protection.
The Company seeks to integrate relevant regulatory expectations into its policies, internal controls, risk management arrangements and employee awareness programmes.

Communities – Supporting Inclusive Economic Development

Digamber's presence in rural and semi-rural markets creates opportunities to contribute to local economic activity through responsible access to formal finance.

The Company's lending activities seek to support women borrowers, micro-entrepreneurs, self-employed individuals and low-income households engaged in livelihood-generating activities.

Through its branch network and community interactions, the Company gains insights into local economic conditions, financial requirements and the practical challenges faced by underserved populations.

These insights are relevant to responsible product design, customer communication, repayment capacity assessment and the Company's broader financial inclusion objectives.

Vendors and Business Partners – Promoting Responsible Business Relationships

Digamber recognises that responsible business conduct extends to its relationships with vendors, technology service providers and other business partners.

The Company seeks to maintain appropriate contractual arrangements, due diligence practices and performance monitoring mechanisms to manage risks associated with outsourced or externally supported activities.
Particular attention is relevant to information security, customer data protection, operational continuity, service reliability and adherence to applicable regulatory requirements.

The Company intends to progressively strengthen the integration of environmental, social and governance considerations into relevant vendor assessment and monitoring processes.

5.4 Materiality Assessment – Identifying Our Most Significant Sustainability Impacts

Understanding What Matters Most to Our Stakeholders and Our Business

Materiality assessment is an important component of Digamber's sustainability reporting framework. It provides a structured basis for identifying and prioritising the economic, environmental and social impacts associated with the Company's operations, products and business relationships.

For its inaugural Sustainability Report, Digamber has adopted an impact-oriented approach informed by the principles of the Global Reporting Initiative Standards.

This approach recognises that material sustainability topics are those representing the organisation's most significant actual and potential impacts on the economy, environment and people, including impacts on human rights.

As a lending institution, Digamber's sustainability impacts arise not only from its direct operations but also from the manner in which financial products are designed, assessed, disbursed, serviced and recovered.

The Company recognises that access to formal finance can generate positive economic and social outcomes by supporting entrepreneurship, livelihoods, women's economic participation and financial inclusion.

At the same time, lending activities may give rise to adverse impacts where customers experience excessive indebtedness, inadequate product understanding, inappropriate recovery practices, privacy breaches or ineffective grievance resolution.

Similarly, the Company's employment practices, governance arrangements, technology systems, operational resource consumption and community-related activities may generate positive or negative impacts that warrant appropriate management attention.

For Financial Year 2025–26, the materiality assessment has been developed by considering the Company's business model, customer segments, geographical operations, governance responsibilities, regulatory environment and available stakeholder insights.

The identified topics represent the Company's initial impact-based sustainability reporting priorities. The assessment has not been presented as a completed quantitative stakeholder survey or statistically weighted materiality exercise.

5.5 Materiality Assessment Methodology

The Company's materiality approach is structured around six interconnected stages.

Assessment Stage	Methodology and Considerations
1. Understanding the Organisational Context	Review the Company's business activities, lending products, customer characteristics, geographical presence, operational processes, governance arrangements, policies, regulatory environment and relationships with stakeholders. Particular attention is given to the socioeconomic circumstances of borrowers and the potential implications of lending practices for financially vulnerable customers.
2. Identification of Actual and Potential Impacts	Identify positive and negative economic, environmental and social impacts associated with the Company's activities and business relationships. Positive impacts may include financial inclusion, livelihood support, entrepreneurship and employment opportunities. Potential negative impacts may include over-indebtedness, unfair customer treatment, privacy breaches, employee-related concerns and environmental impacts arising from operations.
3. Assessment of Impact Significance	Evaluate identified impacts by considering their scale, scope and irremediable character, where applicable. For potential negative impacts, likelihood is also considered, with due regard to the special treatment required for potential human rights impacts. This assessment helps distinguish matters of greater significance from those with relatively limited impacts.
4. Prioritisation of Material Topics	Prioritise sustainability topics based on the significance of their actual and potential impacts, the nature of the Company's business and the importance of the issues to affected stakeholders. The process informs the selection of topics for sustainability reporting and management attention.
5. Management Review and Validation	Present the identified topics and supporting rationale for appropriate management and governance consideration. This stage is intended to confirm the relevance of the topics, identify omissions and support consistency between sustainability reporting, business operations and risk management.
6. Periodic Review and Continuous Improvement	Review material topics periodically to reflect changes in business strategy, products, geographical operations, stakeholder expectations, regulatory requirements and emerging sustainability risks. The Company intends to progressively strengthen its assessment methodology through improved stakeholder engagement, documentation and impact evaluation.

Consideration of Positive and Negative Impacts

Digamber recognises that a balanced materiality assessment must consider both the benefits generated through its financial services and the potential adverse consequences associated with its operations.

Positive impacts may include improved access to institutional credit, financial participation by women, support for micro-enterprises, livelihood continuity, financial awareness and local economic activity.

Potential negative impacts may include borrower over-indebtedness, financial hardship, inappropriate collection conduct, inadequate understanding of loan obligations, misuse of personal information, workplace discrimination and avoidable environmental resource consumption.

The Company considers it important to identify these impacts transparently and strengthen the policies, processes and controls necessary to prevent, mitigate or address adverse outcomes.

5.6 Material Sustainability Topics for Financial Year 2025–26

Based on the Company's initial impact-based assessment, the following topics have been identified as important sustainability reporting priorities.

Material Topics and Global Reporting Initiative Linkages

Material Sustainability Topic	Significance and Impact Rationale	Relevant Global Reporting Initiative Standards
1. Financial Inclusion and Indirect Economic Impact	Financial inclusion represents a central positive impact of Digamber's lending activities. Access to formal credit can support livelihood development, women's economic participation, entrepreneurship and local economic activity. The Company recognises the importance of ensuring that financial access translates into responsible and sustainable economic opportunities.	GRI 203 – Indirect Economic Impacts
2. Responsible Lending and Customer Protection	Lending practices can significantly influence customer financial well-being. Product suitability, repayment capacity assessment, transparent pricing, informed consent and fair recovery conduct are essential to preventing borrower distress and promoting responsible financial inclusion.	GRI 416 – Customer Health and Safety; GRI 417 – Marketing and Labeling; entity-specific disclosures
3. Customer Grievance Redressal and Remediation	Accessible and effective grievance mechanisms are essential for protecting customer rights, identifying service deficiencies and addressing adverse customer outcomes. Timely complaint resolution and corrective action contribute to customer trust and responsible business conduct.	GRI 2 – General Disclosures, including mechanisms for seeking advice and raising concerns; GRI 3-3 – Management of Material Topics; entity-specific disclosures
4. Customer Privacy, Data Protection and Cybersecurity	The Company's operations involve the collection and processing of sensitive personal, financial and identity-related information. Inadequate data protection or cybersecurity controls could adversely affect customers, employees and other stakeholders.	GRI 418 – Customer Privacy
5. Business Ethics, Anti-Corruption and Regulatory Compliance	Ethical conduct, regulatory compliance and effective governance are essential to protecting stakeholder interests and maintaining institutional credibility. Corruption, fraud, misconduct and regulatory failures may result in financial, social and reputational harm.	GRI 205 – Anti-corruption; GRI 2 – General Disclosures; entity-specific compliance disclosures
6. Human Capital Development, Employee Training and Well-being	Employees play a central role in customer servicing, responsible lending, operational controls and organisational resilience. Training, fair employment practices, workplace safety and employee welfare contribute to service quality and responsible business operations.	GRI 401 – Employment; GRI 403 – Occupational Health and Safety; GRI 404 – Training and Education
7. Diversity, Equality and Non-Discrimination	Equal opportunity, inclusive employment practices and respectful workplace conduct are important for protecting employee rights and strengthening organisational culture. Discrimination or unequal treatment may adversely affect employees and institutional credibility.	GRI 405 – Diversity and Equal Opportunity; GRI 406 – Non-discrimination
8. Energy Consumption, Resource Efficiency and Greenhouse Gas Emissions	The Company's offices, branches, employee travel, electricity consumption, technology infrastructure and administrative activities generate environmental impacts. Measuring and managing these impacts can support responsible resource utilisation and progressive environmental improvement.	GRI 302 – Energy; GRI 305 – Emissions
9. Community Development and Social Impact	The Company's branch presence, financial inclusion activities and community initiatives can influence local economic development, livelihoods and social well-being. Responsible	GRI 413 – Local Communities

Material Sustainability Topic	Significance and Impact Rationale	Relevant Global Reporting Initiative Standards
	community engagement helps the Company understand and address the needs of populations affected by its operations.	
10. Economic Performance and Financial Resilience	Financial resilience supports the Company's ability to meet obligations, maintain operations and continue serving underserved customers. Prudent management of liquidity, capital, profitability and portfolio quality is therefore relevant to the sustainability of its financial inclusion activities.	GRI 201 – Economic Performance

5.7 Interpretation of Material Sustainability Priorities

Financial Inclusion and Responsible Lending – Our Principal Social Impact

Financial inclusion and responsible lending are particularly significant to Digamber because they are directly connected with its core business purpose and customer relationships.

The Company recognises that extending credit to underserved populations creates opportunities for economic participation, but also carries responsibilities relating to affordability, suitability and borrower protection.

Accordingly, the quality of lending decisions, adequacy of customer disclosures, fairness of recovery practices and effectiveness of grievance redressal are important considerations in assessing the social impacts of the Company's operations.

Financial Resilience – Supporting Sustainable Access to Credit

The challenging microfinance operating environment during Financial Year 2025–26 highlighted the close relationship between financial resilience and sustainable financial inclusion.

The Company consciously prioritised portfolio quality, liquidity preservation and recovery efficiency over aggressive lending expansion.

This approach reflected its recognition that the continuity of financial services depends upon prudent management of financial resources, credit risk and stakeholder obligations.

Employee Capability and Ethical Conduct – Strengthening Institutional Responsibility

Digamber recognises that employees influence the quality of customer interactions, effectiveness of operational controls and implementation of responsible lending practices.

Consequently, employee training, professional development, workplace dignity, ethical conduct and effective internal communication are important sustainability considerations.

Data Privacy and Information Security – Protecting Stakeholder Trust

As lending processes become increasingly technology-enabled, the protection of customer information and resilience of technology systems assume greater significance.
The Company recognises that responsible digitalisation must be accompanied by appropriate cybersecurity, data protection, access controls, incident management and business continuity arrangements.

Environmental Responsibility – Strengthening Measurement and Management

Although the Company's direct environmental impacts are principally associated with office and branch operations, electricity consumption, employee travel, paper usage and other administrative activities, Digamber recognises the importance of measuring and managing these impacts.

The Company intends to progressively strengthen its environmental performance data, resource conservation initiatives and greenhouse gas emissions reporting.

5.8 Integration of Material Topics into Governance and Risk Management

Digamber recognises that identifying material sustainability topics is only the first stage of effective sustainability management.

The long-term value of the materiality assessment depends on how identified impacts are incorporated into governance arrangements, operational responsibilities, risk management processes and performance monitoring.
Accordingly, the Company seeks to align its sustainability priorities with existing policies and controls covering responsible lending, customer protection, regulatory compliance, human resources, information security, environmental management and corporate governance.

The Environmental, Social and Governance Committee and relevant management functions provide a mechanism for coordinating sustainability-related initiatives, while functional departments remain responsible for implementing appropriate measures within their respective areas.

The Company's established governance forums, including the Board of Directors, Risk Management Committee, Audit Committee and other relevant committees, contribute to oversight of matters falling within their respective mandates.

As the sustainability reporting framework evolves, Digamber intends to strengthen the linkage between material sustainability topics, performance indicators, management dashboards, corrective actions and periodic governance reviews.

5.9 Strengthening Stakeholder Engagement and Materiality Assessment

Financial Year 2025–26 represents the Company's baseline year for structured sustainability reporting.

Digamber recognises that its stakeholder engagement and materiality assessment practices will continue to evolve as reporting systems mature and additional information becomes available.

Future improvements are intended to focus on:

- Strengthening the documentation of stakeholder engagement and significant concerns raised.
- Developing more structured mechanisms for capturing customer, employee and community feedback.
- Improving the assessment of actual and potential positive and negative impacts.
- Establishing clearer criteria for evaluating impact significance and prioritising material topics.
- Integrating sustainability-related observations into appropriate management and governance reporting.
- Strengthening performance indicators, data quality and supporting evidence for material sustainability disclosures.
- Reviewing material topics periodically to reflect changing business conditions, stakeholder expectations and emerging risks.

These initiatives are intended to support a more consistent, transparent and evidence-based approach to sustainability management.

5.10 Our Commitment to Stakeholder-Centric Sustainability

At Digamber Capfin Limited, we believe that sustainable business performance is inseparable from the trust, confidence and well-being of our stakeholders.

Our commitment to responsible financial inclusion requires us to understand the experiences of our customers, value the contributions of our employees, maintain transparent relationships with lenders and regulators, respect the interests of communities and encourage responsible conduct across our business relationships.

We recognise that stakeholder engagement is an ongoing responsibility and that meaningful sustainability progress requires openness to feedback, willingness to address adverse impacts and continuous improvement in business practices.

Through our inaugural Sustainability Report, we seek to establish a foundation for more structured stakeholder engagement, transparent assessment of material impacts and responsible long-term value creation.
"For Digamber, meaningful stakeholder engagement is not simply about listening to different voices; it is about understanding their concerns, acting responsibly and ensuring that our growth contributes positively to the people and communities connected with our business."

06 Economic & Inclusive Impact

GRI 201 — Economic performance

Creating Economic Value Through Responsible Financial Inclusion and Sustainable Business Practices

1. Our Approach to Economic Performance and Sustainability

At Digamber Capfin Limited, economic performance is an essential foundation of our sustainability strategy. As a regulated non-banking financial institution primarily serving underserved and economically vulnerable communities, we recognise that our ability to promote financial inclusion, support livelihoods and create long-term stakeholder value depends upon maintaining financial stability, prudent risk management, operational efficiency and responsible business practices.
The Company believes that sustainable economic performance should not be measured solely by growth in its loan portfolio, profitability or financial returns. It must also reflect the institution's capacity to fulfil its obligations to lenders, employees, customers, regulators and other stakeholders while maintaining responsible lending standards and protecting the interests of financially vulnerable borrowers.

Our economic sustainability approach is therefore guided by the principles of prudent capital management, adequate liquidity, responsible credit underwriting, effective recovery management, cost efficiency, transparent financial reporting and strong corporate governance.
During Financial Year 2025–26, the Indian microfinance industry experienced significant operating challenges, including borrower repayment stress, deterioration in portfolio quality and pressure on financial performance. These developments reinforced the importance of maintaining financial discipline and prioritising long-term institutional resilience over short-term business expansion.
Against this backdrop, Digamber consciously adopted a calibrated business strategy focused on preserving liquidity, strengthening collections, addressing stressed assets and maintaining the capacity to meet its financial obligations.

The Company considers this approach consistent with its commitment to responsible financial inclusion and long-term sustainability.

2. Direct Economic Value Generated and Distributed

GRI 201-1: Direct Economic Value Generated and Distributed

The economic value generated and distributed by an organisation provides an important perspective on its contribution to different stakeholder groups and the extent to which its operations support economic activity.

For a lending institution such as Digamber, economic value is generated principally through its financing activities and other operating income. This value is distributed through expenditure on business operations, employee remuneration and benefits, payments to providers of capital, payments to government and investments in community development.

The following information presents the Company's economic value generated and distributed during Financial Year 2025–26, based on the financial information made available for sustainability reporting.

Economic Value Generated and Distributed – Financial Year 2025–26

Economic Value Indicator	FY 2025–26 (₹ crore)
A. Direct Economic Value Generated	**149.21**
B. Economic Value Distributed	
Operating Costs	82.80
Employee Wages and Benefits	62.56
Payments to Providers of Capital	55.88

Economic Value Indicator	FY 2025–26 (₹ crore)
Payments to Government / Taxes	0.00
Community Investments / Corporate Social Responsibility	0.23
Total Economic Value Distributed	**201.47**
C. Economic Value Retained (A − B)	**(52.26)**

2.1 Direct Economic Value Generated

During Financial Year 2025–26, Digamber generated direct economic value of **₹149.21 crore** through its business operations.

This represents the economic resources generated through the Company's financing activities and other income streams during the reporting period.

As a financial institution, the Company's ability to generate economic value is closely linked to the quality of its loan portfolio, customer repayment behaviour, interest income, cost of funds and operational efficiency.

The operating challenges experienced by the microfinance industry during the year affected lending activity, collections and financial performance across the sector.
Notwithstanding these challenges, the Company continued to maintain its operating infrastructure, service existing customers and undertake measures aimed at strengthening its financial position.

2.2 Operating Costs

The Company reported operating costs of ₹82.80 crore under the economic value distribution classification presented above.

These costs reflect the expenditure associated with maintaining and supporting its business operations, subject to the underlying accounting classification.
For a geographically diversified lending institution, operating expenditure is an important component of the financial resources required to maintain branch infrastructure, support customer servicing, administer loan operations, manage technology systems and maintain business continuity.

Digamber recognises that cost efficiency is essential for sustainable financial inclusion. Excessive operating costs may affect institutional profitability and the long-term affordability of financial services.

Accordingly, the Company seeks to improve operational efficiency through process standardisation, technology adoption, better resource utilisation, effective monitoring and responsible expenditure management.

The Company's investment in digital lending processes and internal technology capabilities is intended to support operational productivity, strengthen controls and facilitate more efficient customer servicing over time.

2.3 Employee Wages and Benefits

During the reporting year, the Company reported **₹62.56 crore** towards employee wages and benefits.

Employees are central to Digamber's operating model, particularly because the delivery of financial services in rural and semi-rural markets requires local engagement, customer communication, credit assessment, repayment servicing and field-level operational support.

Employee-related expenditure represents an important component of the Company's economic contribution through employment generation and remuneration.

Digamber recognises that a capable, engaged and ethically responsible workforce is essential for maintaining customer confidence, ensuring compliance and supporting business sustainability.

The Company seeks to strengthen employee capabilities through training, professional development, performance management and improvements in organisational processes.

Its approach also recognises the importance of workplace dignity, employee well-being, fair employment practices and continuous learning.

2.4 Payments to Providers of Capital

The Company reported ₹55.88 crore as payments to providers of capital during Financial Year 2025–26.

Access to institutional funding is essential for Digamber's lending activities and its ability to extend formal credit to underserved borrowers.

The Company recognises that maintaining the confidence of lenders and other providers of capital requires prudent liquidity management, transparent communication, regulatory compliance and responsible financial management.

During the challenging operating environment of Financial Year 2025–26, Digamber placed particular emphasis on preserving liquidity and meeting its financial obligations.

The Company consciously moderated lending expansion to avoid aggravating portfolio stress and to ensure that available financial resources could be appropriately deployed towards scheduled obligations and operational requirements.

This approach reflects its commitment to financial discipline, responsible capital management and long-term institutional credibility.

2.5 Payments to Government

The economic value distribution information provided for the reporting year records **₹0.00 crore** under payments to government/taxes due to losses.

The Company recognises its responsibility to comply with applicable taxation and statutory payment requirements.

2.6 Community Investments and Corporate Social Responsibility

During Financial Year 2025–26, the Company reported ₹0.23 crore, equivalent to approximately ₹23 lakh, towards community investments and Corporate Social Responsibility.

Community investment represents an important dimension of the Company's commitment to contributing positively to society beyond its core lending activities.

Digamber recognises the importance of supporting social and economic development in the communities connected with its operations.

Its broader social responsibility philosophy is aligned with promoting financial inclusion, supporting underserved populations and contributing to community welfare.

The Company seeks to ensure that community-related initiatives are undertaken in accordance with applicable requirements and its Corporate Social Responsibility governance arrangements.

2.7 Economic Value Retained

Based on the economic value generated and distributed figures presented above, the Company reported negative economic value retained of ₹52.26 crore during Financial Year 2025–26.

This outcome reflects a reporting period characterised by significant pressure on the microfinance sector and the Company's financial performance.
The Company recognises that sustained negative economic value retention is not desirable for long-term institutional sustainability and reinforces the need for continued focus on financial recovery, operating efficiency, asset quality and prudent capital management.

At the same time, economic value retained should be interpreted in the context of the Company's broader financial performance, accounting policies, provisions, write-offs and operating conditions.

The Company remains focused on strengthening its financial position and progressively restoring sustainable profitability.

3. Business Performance, Operational Resilience and Strategic Outlook – Financial Year 2025–26

3.1 Navigating a Challenging Microfinance Environment

Financial Year 2025–26 was a period of significant challenges for the Indian microfinance industry. The sector experienced heightened stress arising from deterioration in borrower repayment capacity, increased delinquency levels and pressure on the financial performance of lending institutions.

As an institution with a substantial presence in rural and semi-rural markets, Digamber was affected by these broader industry conditions.

The Company recognised that aggressive expansion during such a period could increase borrower indebtedness, aggravate credit risk and place additional pressure on liquidity and financial stability.

Accordingly, management consciously adopted a cautious and calibrated business strategy, prioritising portfolio quality, liquidity preservation, recovery efficiency and fulfilment of financial obligations over rapid portfolio growth.

This approach was aligned with the Company's broader risk management framework and the oversight exercised through management and relevant governance forums, including the Asset Liability Management Committee, Risk Management Committee, Audit Committee and Board of Directors.

The Company considers this strategy an important element of responsible lending and sustainable financial management.

3.2 Assets Under Management and Portfolio Consolidation

As at 31 March 2026, the Company's Assets Under Management stood at **₹323.12 crore**, compared with **₹720.42 crore** as at 31 March 2025.

This represented a reduction of approximately **55.15%** during the reporting period.

The reduction in portfolio size reflected the Company's calibrated lending strategy, portfolio run-off and the impact of stressed assets during a challenging operating environment.

Rather than pursuing aggressive disbursement growth, Digamber focused on improving the quality of its existing portfolio, strengthening collections and preserving financial resources.

The Company recognises that portfolio growth is sustainable only when supported by sound underwriting standards, adequate liquidity, appropriate customer assessment and effective post-disbursement monitoring.

Accordingly, its future growth strategy is intended to remain aligned with risk appetite, funding availability, market conditions and responsible lending principles.

3.3 Financial Results and Operating Performance

During Financial Year 2025–26, the Company reported a net loss of ₹50.71 crore, primarily attributable to provisions and write-offs associated with stressed loan assets.

The Company recognises the significance of this financial outcome and the importance of restoring profitability through sustainable business operations.

Notwithstanding the reported loss, Digamber maintained a positive Pre-Provision and Write-Off Operating Profit of ₹8.71 crore.

This measure indicates that, before the specified provisioning and write-off charges, the Company's operations generated a positive result under the management performance definition used.

The Company considers this an important indicator of its underlying operating capability, while recognising that long-term financial sustainability ultimately requires adequate earnings after accounting for credit losses and other applicable expenses.

Management continues to focus on improving collection performance, strengthening underwriting practices, optimising operating expenditure and restoring sustainable profitability.

4. Strengthening Asset Quality and Credit Risk Management

4.1 Improvement in Key Portfolio Quality Indicators

One of the important developments during Financial Year 2025–26 was the improvement in several key portfolio quality and collection indicators.

The Company undertook focused recovery efforts, strengthened monitoring of stressed accounts and implemented measures intended to improve repayment discipline and reduce fresh delinquencies.

Key Financial and Portfolio Performance Indicators

Performance Indicator	Position as at 31 March 2026	Sustainability Significance
Assets Under Management	₹323.11 crore	Reflects portfolio consolidation and the Company's calibrated lending approach.
Gross Non-Performing Assets	4.55%	Indicates improvement in the reported proportion of stressed assets.
Net Non-Performing Assets	1.19%	Reflects improvement in the reported net asset quality position.
Provision Coverage Ratio	74.88%	Indicates higher provision coverage against non-performing assets.
Overall Collection Efficiency	95.29%	Demonstrates improvement in reported collection performance.
On-Time Collection Efficiency	99.49% in March 2026	Reflects the proportion of scheduled collections received on time under the Company's reported methodology.
New Delinquency Rate	0.54% in March 2026	Indicates a reduction in the reported rate of fresh delinquencies.
Net Profit / (Loss)	(₹50.71 crore)	Reflects the financial impact of the challenging operating environment and credit-related charges.
Pre-Provision and Write-Off Operating Profit	₹8.71 crore	Indicates a positive operating result before the specified credit-related charges.

4.2 Reduction in Non-Performing Assets

The Company's Gross Non-Performing Assets ratio declined from 8.70% to 4.55%, while its Net Non-Performing Assets ratio reduced from 3.33% to 1.19%.

These improvements reflect the reported movement in portfolio quality indicators during the period.

The Company recognises that maintaining asset quality is fundamental to financial sustainability, as elevated credit losses can adversely affect profitability, capital, liquidity and the ability to continue extending credit to underserved borrowers.

Accordingly, Digamber places importance on prudent credit assessment, portfolio monitoring, early identification of repayment stress and appropriate recovery measures.

The improvement in reported non-performing asset ratios is encouraging, although such movements must be considered alongside changes in portfolio size, write-offs, recoveries and provisioning.

4.3 Strengthening Provision Coverage

The Provision Coverage Ratio increased from 64.04% to 74.88% during the reporting period.

Provisioning represents an important component of prudent financial management, enabling the Company to recognise and address expected losses associated with stressed assets.

The improvement in provision coverage reflects a higher level of reported provisioning against non-performing assets.

Digamber recognises that appropriate provisioning, supported by reliable credit information and sound accounting practices, contributes to transparent financial reporting and institutional resilience.

4.4 Improvement in Collection Efficiency

The Company's overall collection efficiency improved from 89.99% to 95.29%, while on-time collection efficiency reached 99.49% in March 2026.

These developments reflect the Company's focused efforts to strengthen customer communication, repayment monitoring and recovery operations.

Effective collection management contributes to liquidity stability and supports the Company's ability to fulfil its obligations.

At the same time, Digamber recognises that collection performance must be achieved through fair, transparent and responsible practices that respect customer dignity and applicable regulatory requirements.

The Company's approach seeks to balance financial discipline with appropriate customer engagement, particularly where borrowers face genuine financial difficulties.

4.5 Reduction in Fresh Delinquencies

The rate of new delinquencies declined from 1.32% in July 2025 to 0.54% in March 2026. This represents an improvement of 0.78 percentage points over the stated period.

The Company considers early identification and management of repayment stress essential to preventing deterioration in portfolio quality.

Continued emphasis on borrower assessment, repayment monitoring, customer communication and timely intervention is intended to support more stable portfolio performance.

5. Recovery Management and Operational Resilience

5.1 Focused Recovery and Resolution Initiatives

During Financial Year 2025–26, Digamber strengthened its recovery framework through focused collection initiatives, customer engagement, structured settlement arrangements and legal recovery mechanisms.

These measures were intended to address stressed assets, improve recoveries and support liquidity management.

The Company's recovery strategy recognises that financial discipline and responsible customer treatment must operate together.

Where appropriate, resolution mechanisms may provide an opportunity to address outstanding obligations while considering the circumstances of borrowers and the Company's financial interests.

5.2 One-Time Settlement Initiatives

During the reporting year, the Company reported recoveries of ₹5.79 crore through One-Time Settlements.

One-Time Settlement arrangements represent a mechanism for resolving eligible stressed loan accounts in accordance with the Company's applicable policies and approval framework.

Such arrangements can support recovery of outstanding dues and resolution of long-pending accounts.

The Company recognises the importance of maintaining appropriate approval controls, documentation, transparency and accountability in settlement decisions.

5.3 Recoveries Through Lok Adalat Proceedings

The Company reported recoveries of ₹9.39 crore through Lok Adalat proceedings during Financial Year 2025–26.

Lok Adalat proceedings provide a recognised mechanism for the resolution of eligible disputes through settlement.

The Company's participation in such proceedings forms part of its broader efforts to resolve outstanding loan accounts through appropriate legal and institutional mechanisms.

The Company seeks to ensure that recovery-related activities are undertaken in accordance with applicable legal requirements and internal procedures.

5.4 Establishment of a Dedicated Collection Centre

During the reporting year, the Company established a dedicated collection centre at its Head Office to strengthen customer communication, repayment follow-ups and resolution of payment-related queries.

The initiative was intended to improve the coordination and monitoring of collection activities, facilitate timely communication with borrowers and support more structured handling of repayment-related matters.

The Company recognises that centralised customer communication can contribute to operational consistency, improved information availability and better monitoring of customer interactions when supported by appropriate controls and supervision.

6. Technology, Digitalisation and Operational Efficiency

6.1 Strengthening Technology-Enabled Financial Services

Technology continues to play an important role in Digamber's efforts to improve operational efficiency, strengthen customer servicing and support responsible financial inclusion.

The Company has progressively invested in technology-enabled lending processes, digital customer interfaces and internal technology capabilities.

These initiatives are intended to improve process efficiency, strengthen operational controls, enhance information availability and support timely service delivery.

The Company recognises that technology adoption must be accompanied by appropriate information security, data protection and operational resilience arrangements.

6.2 Loan Mitra Application and Digital Customer Services

The Company's Loan Mitra application facilitates customer access to loan-related information, including outstanding balances, repayment schedules and digital repayment facilities.

By improving access to relevant loan information, digital customer interfaces can support greater transparency, customer convenience and repayment awareness.

The Company also recognises that digital channels should complement, rather than replace, appropriate human engagement, particularly for customers with limited digital familiarity.

6.3 Automated Customer Communication and Data Quality

During the reporting year, the Company undertook initiatives relating to automated repayment reminders, customer contact information validation and geo-tagging.

These initiatives were intended to strengthen operational efficiency, improve the reliability of customer information and support effective customer engagement.

Accurate customer data and timely communication are important for loan servicing, repayment monitoring, grievance resolution and responsible operational management.

6.4 Strengthening Institutional Capabilities

Digamber continued to strengthen its organisational capabilities through investments in technology, information security, human resources, training, internal audit and legal functions.

These functions contribute to the Company's long-term sustainability by supporting operational resilience, regulatory compliance, employee capability, risk management and effective internal controls.

The Company recognises that sustainable growth requires an appropriate balance between business development, technological advancement and institutional governance.

7. Geographic Portfolio Performance and Financial Inclusion

Digamber maintained its presence across eight states and union territories during Financial Year 2025–26.

The Company's principal operating markets included Rajasthan, Uttar Pradesh, Bihar, Haryana and Madhya Pradesh.

These five states collectively accounted for approximately 96% of the Company's reported loan portfolio.

The Company considers its geographical presence important to its financial inclusion mission, as it facilitates access to formal financial services among rural and semi-rural populations.

During the reporting year, management's focus remained on strengthening portfolio quality and operational stability across existing markets.

The financial information provided indicates that the Company's portfolio quality compared favourably with the industry benchmarks presented for its principal operating states.

The Company recognises, however, that regional portfolio performance must be evaluated with reference to comparable definitions, reporting periods and underlying data.

Going forward, Digamber intends to maintain a disciplined approach to geographical operations, with particular emphasis on responsible underwriting, local economic conditions, borrower repayment capacity and effective portfolio monitoring.

8. Economic Performance and Stakeholder Value Creation

Digamber recognises that economic sustainability is closely connected with its responsibilities towards different stakeholder groups.

Customers

Financial stability supports the Company's ability to continue offering responsible financial services, maintain customer servicing arrangements and fulfil its obligations throughout the lending relationship.

Employees

Sustainable business operations support employment continuity, remuneration, professional development and organisational capability building.

Lenders and Investors

Prudent financial management, liquidity preservation, transparent reporting and effective risk controls are essential for maintaining stakeholder confidence and access to funding.

Regulators

Financial resilience, regulatory compliance, sound governance and responsible lending practices contribute to the stability and credibility of the institution.

Communities

The Company's continued operations support access to formal credit, livelihood opportunities and local economic activity in the communities it serves.

The Company believes that long-term stakeholder value is created when financial performance is supported by ethical conduct, customer protection, effective governance and responsible management of resources.

9. Strategic Outlook and Priorities for Financial Year 2026–27

Restoring Profitability While Strengthening Responsible Growth

Building upon the measures undertaken during Financial Year 2025–26, Digamber remains focused on strengthening its financial position and progressively restoring sustainable profitability.

The Company's strategic priorities include:

Strategic Priority	Intended Direction
Portfolio Quality and Credit Risk Management	Maintain prudent underwriting standards, strengthen early warning mechanisms, monitor borrower indebtedness and reduce fresh delinquencies.
Liquidity and Financial Resilience	Preserve adequate liquidity, manage funding requirements prudently and maintain the capacity to meet financial obligations.
Recovery and Resolution	Strengthen collection efficiency, customer communication, recovery monitoring and appropriate resolution of stressed accounts.
Operational Efficiency	Improve productivity through technology adoption, process standardisation, cost monitoring and effective resource utilisation.
Responsible Business Development	Pursue calibrated lending opportunities consistent with customer repayment capacity, portfolio quality, risk appetite and funding availability.
Technology and Digital Capabilities	Continue strengthening digital lending infrastructure, customer servicing, information security and operational resilience.
Governance and Internal Controls	Reinforce compliance monitoring, internal audit, risk management, management information systems and accountability.
Sustainable Profitability	Improve operating performance, strengthen asset quality and progressively restore profitability through responsible and financially sustainable business practices.

The Company recognises that the restoration of profitability must be supported by improvements in portfolio quality, operational efficiency, funding stability and prudent business growth.

Accordingly, its strategy will continue to emphasise long-term institutional resilience rather than short-term expansion.

10. Our Commitment to Sustainable Economic Performance

Financial Year 2025–26 was a period of considerable challenges, reflection and strategic consolidation for Digamber Capfin Limited.

The Company consciously prioritised financial discipline, liquidity preservation, customer engagement and portfolio quality in response to the prevailing microfinance industry environment.
Although the financial results reflected the adverse impact of stressed assets and associated credit-related charges, improvements in collection efficiency, reported asset quality indicators, provision coverage and fresh delinquency trends provided encouraging signs of operational progress.

Digamber remains committed to strengthening its financial position through prudent risk management, responsible lending, operational efficiency, technology-enabled processes and sound corporate governance.

The Company believes that sustainable economic performance is essential not only for protecting the interests of shareholders and lenders but also for ensuring continuity of financial services to underserved communities.

"For Digamber Capfin Limited, economic sustainability means maintaining the financial strength to fulfil our obligations, protecting the interests of our stakeholders and continuing to create opportunities for responsible financial inclusion, livelihood development and long-term economic empowerment."

GRI 203 — Financial inclusion and indirect economic impact

Empowering Communities, Supporting Livelihoods and Creating Economic Opportunities

1. Our Commitment to Financial Inclusion and Economic Empowerment

At Digamber Capfin Limited, financial inclusion is not merely a business activity; it is the foundation of our purpose and an important component of our commitment to sustainable development.

We believe that access to appropriate, transparent and responsibly delivered financial services can play a transformative role in improving economic opportunities, supporting livelihoods, encouraging entrepreneurship and strengthening the financial resilience of underserved communities.

For many individuals and households in rural and semi-rural India, access to institutional credit remains constrained by limited financial resources, irregular income patterns, inadequate credit histories, geographical barriers and the absence of conventional collateral.

These challenges can restrict opportunities for self-employment, enterprise development and productive economic participation.

Digamber seeks to address these barriers by providing formal financial services through group-based and individual lending models, with particular emphasis on women borrowers, low-income households, self-employed individuals and micro-entrepreneurs.

The Company's lending activities are intended to support productive economic activities, facilitate access to regulated financial services and encourage greater participation in the formal financial system.

We recognise, however, that the positive impact of credit depends upon its suitability, affordability and responsible utilisation. Accordingly, our financial inclusion philosophy is guided by the principle that credit should create opportunities for economic progress without placing borrowers under unsustainable financial obligations.

2. Our Financial Inclusion Footprint – Financial Year 2025–26

During Financial Year 2025–26, Digamber continued to serve underserved customers through its established branch network, field-level customer engagement and technology-enabled lending processes.

The Company's lending activities supported access to formal credit for customers engaged in diverse livelihood activities, including agriculture and allied activities, livestock rearing, petty trading, services, self-employment and small enterprises.

The following indicators illustrate the scale of the Company's financial inclusion activities and its potential contribution to economic participation.

Financial Inclusion at a Glance

Key Indicator	FY 2025–26
Total Loan	₹198.12 crore
Reported Active Borrowers	32,044
Women Borrowers	99.82%
Geographical Presence	8 states and union territories
Branch Network as at 31 March 2026	200 branches
Loan Portfolio as at 31 March 2026	₹323.12 crore
Principal Lending Segments	Joint Liability Group Loans, Individual Micro Loans and Small Business Loans
Bank-Account-Based Disbursement	Adopted as the Company's disbursement model

3. Financial Inclusion – Expanding Access to Formal Credit

Access to formal financial services is an important enabler of economic participation and financial security.

Individuals and micro-entrepreneurs operating in underserved markets may face difficulties obtaining credit from conventional financial institutions due to limited collateral, small borrowing requirements, irregular cash flows or inadequate formal financial documentation.

In such circumstances, the absence of suitable institutional financing may constrain productive activities or increase dependence on informal borrowing arrangements.

Digamber's lending model seeks to improve access to formal credit by serving eligible borrowers through its branch network and structured lending processes.

The Company recognises that access to institutional finance can offer several potential benefits, including transparent contractual terms, defined repayment obligations, documented credit transactions, access to grievance redressal mechanisms and participation in the formal financial ecosystem.

Our Approach to Accessible Finance

The Company's financial inclusion approach is supported by:

- **Local accessibility:** A branch network and field-level presence that facilitate customer engagement in rural and semi-rural markets.
- **Appropriate lending models:** Group-based and individual loan products designed to address different customer requirements.
- **Structured credit assessment:** Evaluation of customer eligibility, existing indebtedness and repayment capacity.
- **Transparent disclosures:** Communication of applicable loan terms, interest rates, charges and repayment obligations.
- **Formal disbursement channels:** Transfer of loan proceeds to customer bank accounts, supporting transaction traceability.
- **Customer servicing:** Access to repayment information, customer support and grievance redressal arrangements.

Through these measures, Digamber seeks to facilitate financial access while maintaining the safeguards necessary for responsible lending.

4. Women's Financial Inclusion and Economic Participation

Strengthening Women's Access to Financial Opportunities

Women's financial inclusion represents one of the most significant social dimensions of Digamber's lending activities.

The supplied borrower information indicates that approximately 99.82% of the reported active borrowers are women, highlighting the Company's strong orientation towards women's participation in formal financial services within the reported borrower population.

In many rural and semi-rural communities, women contribute substantially to household livelihoods through agriculture-related activities, livestock management, petty trading, home-based enterprises and other income-generating activities.

However, their access to institutional finance may be constrained by limited ownership of assets, inadequate collateral, restricted financial mobility or limited independent financial histories.

Through its group-based lending model, Digamber seeks to facilitate access to formal credit for eligible women borrowers and support their participation in economic activities.

Potential Economic and Social Benefits

Access to appropriate credit can enable women to:

- Undertake or expand small income-generating activities.
- Purchase inventory, livestock, tools or other productive resources.
- Support continuity of existing household enterprises.
- Participate more actively in financial planning and decision-making.
- Build familiarity with formal financial institutions and repayment processes.
- Strengthen their contribution to household income and financial resilience.

The Company also recognises that women's financial empowerment requires more than the availability of credit. Meaningful empowerment depends upon informed borrowing decisions, control over loan utilisation, access to financial information and protection from inappropriate financial pressure.

Accordingly, responsible customer engagement, repayment capacity assessment, transparent disclosures and fair treatment remain essential elements of the Company's lending approach.

Digamber's commitment is to support women's economic participation through responsible financial access while recognising their dignity, financial circumstances and individual borrowing needs.

5. Livelihood Development and Income-Generating Activities

Supporting Economic Activities at the Grassroots

One of the principal indirect economic contributions of microfinance is its potential to support livelihoods and small-scale productive activities.

In rural and semi-rural markets, household income is often generated through a combination of agriculture, livestock rearing, trading, services, wage employment and micro-enterprises.

Such activities may require relatively small amounts of capital for purchasing raw materials, acquiring productive assets, maintaining inventory, meeting working capital requirements or managing legitimate business cash-flow needs.

Digamber's lending products seek to address these requirements through formal financing arrangements appropriate to eligible borrowers.

Livelihood Activities Supported by Lending

Livelihood Segment	Illustrative Financing Requirements	Potential Economic Contribution
Livestock and Dairy Activities	Purchase and maintenance of livestock, feed, equipment and other related productive requirements.	Supporting supplementary income opportunities and diversification of household livelihoods.
Petty Trading and Retail Activities	Purchase of stock, inventory replenishment and working capital for small trading establishments.	Supporting business continuity, local commerce and income-generating opportunities.
Home-Based and Micro-Enterprises	Purchase of equipment, raw materials and other resources for small-scale production or service activities.	Encouraging self-employment, productive participation and enterprise development.
Service-Oriented Activities	Financing tools, equipment and working capital required for eligible service businesses.	Supporting local service availability, entrepreneurship and economic participation.
Small Business Expansion	Working capital, inventory development, equipment and other legitimate business requirements.	Facilitating enterprise continuity, potential business growth and local economic activity.

6. Supporting Micro-Entrepreneurship and Small Business Development

Micro and small enterprises play an important role in local economic development by supporting self-employment, commercial activity and access to goods and services within communities.

However, entrepreneurs operating at a small scale may encounter challenges in obtaining timely and appropriate finance, particularly where their businesses lack substantial collateral or established formal credit histories.

Digamber's Small Business Loan offerings are intended to support eligible entrepreneurs and small business owners in meeting legitimate business financing requirements.

These may include working capital, purchase of equipment, inventory development, business expansion and other productive requirements.

By facilitating access to institutional credit, the Company seeks to support business continuity, entrepreneurship and participation in the formal economy.

The potential indirect economic benefits of small business financing extend beyond the immediate borrower. Where financing is used productively and business activities remain viable, it may contribute to local purchasing, supplier relationships, income generation and employment opportunities.

The Company recognises that these wider economic outcomes depend on individual business circumstances and cannot be assumed solely from loan disbursement volumes.

Accordingly, its approach emphasises appropriate credit appraisal, assessment of repayment capacity and responsible monitoring of lending activities.

7. Geographic Inclusion – Reaching Underserved Markets

Geographical accessibility is an important consideration in financial inclusion, particularly where customers face challenges in accessing formal financial services due to distance, transport limitations or the absence of convenient service points.

As at 31 March 2026, Digamber operated through 200 branches across eight states and union territories, including Rajasthan, Jammu & Kashmir, Himachal Pradesh, Uttarakhand, Uttar Pradesh, Bihar, Madhya Pradesh and Haryana.

The Company's presence across these markets supports its objective of extending formal financial services to rural and semi-rural communities.

State-wise Branch Presence

State / Union Territory	Branches
Rajasthan	57
Jammu & Kashmir	2
Himachal Pradesh	2
Uttarakhand	3
Uttar Pradesh	41
Bihar	44
Madhya Pradesh	19
Haryana	32
Total	**200**

The Company's branch network supports customer acquisition, field-level verification, financial communication, loan servicing, repayment assistance and grievance redressal.

Digamber recognises that geographical outreach should be accompanied by adequate operational controls, appropriate staffing, customer protection arrangements and prudent credit risk management.
The Company therefore seeks to balance the objective of financial accessibility with the requirements of operational efficiency, financial resilience and responsible lending.

8. Digital Financial Inclusion and Technology-Enabled Servicing

Combining Digital Efficiency with Human Engagement

Digamber recognises that digitalisation can play an important role in improving the accessibility, efficiency and transparency of financial services.

Over the years, the Company has progressively adopted technology-enabled lending and servicing arrangements, including bank-account-based disbursement, loan origination systems and digital customer interfaces.

A significant milestone in the Company's operating journey was the adoption of 100% bank-account-based loan disbursement in 2014.

The use of formal banking channels supports transaction traceability, reduces reliance on cash-based disbursement processes and facilitates a more structured financial record.

The Company's subsequent adoption of digital loan origination processes and development of in-house technology capabilities reflects its continued focus on operational efficiency and customer servicing.

Technology Initiatives and Their Financial Inclusion Relevance

Initiative	Financial Inclusion and Sustainability Relevance
Bank-Account-Based Loan Disbursement	Supports transparent transfer of loan proceeds, transaction traceability and participation in formal banking channels.
Digital Loan Origination Processes	Facilitates structured processing, documentation, information capture and operational controls.
Loan Mitra Customer Application	Enables access to loan-related information, outstanding balances, repayment schedules and digital repayment facilities.
Digital Repayment Facilities	Provide additional repayment options and may improve customer convenience and

Initiative	Financial Inclusion and Sustainability Relevance
	transaction transparency.
Automated Repayment Communication	Supports timely customer awareness of repayment obligations and scheduled instalments.
Customer Information Validation	Contributes to more reliable customer records and effective communication.
In-House Technology Capabilities	Support greater control over system development, operational improvements and technology-enabled service delivery.

The Company recognises that digital inclusion requires attention to the varying levels of digital literacy and technological accessibility among customers.

Accordingly, technology-enabled processes are complemented by branch-level and field-level human engagement to support customers who require assistance in understanding or accessing financial services.

Digamber also acknowledges that responsible digitalisation must be supported by appropriate information security, data privacy, cybersecurity and operational resilience controls.

Financial Literacy, Customer Education and Financial Empowerment

Promoting Financial Inclusion Through Knowledge and Awareness

At Digamber Capfin Limited, we firmly believe that true financial inclusion is achieved not merely by providing access to credit, but by empowering individuals with the knowledge and confidence to make informed financial decisions.
Recognising the importance of financial awareness, particularly among rural and semi-rural communities, the Company has undertaken financial literacy initiatives aimed at educating borrowers and strengthening their understanding of responsible financial behaviour.

These initiatives reflect the Company's commitment to customer empowerment, responsible lending, financial discipline and sustainable socioeconomic development.

Sayani – Digamber's Financial Literacy Mascot

To make financial education more accessible, engaging and relatable, Digamber developed its own financial literacy mascot, "Sayani" (सयानी).

Sayani was conceptualised as a friendly and recognisable character to communicate important financial messages in a simple and understandable manner, particularly to women borrowers and individuals with limited exposure to formal financial services.

Through this initiative, the Company sought to make financial education more approachable and encourage customers to develop greater awareness of responsible borrowing, savings, financial planning and their rights and responsibilities as users of financial services.

The Company's financial literacy programme featuring Sayani covered its entire borrower base, reflecting its commitment to making financial awareness an integral part of customer engagement rather than treating it as an isolated activity.

The initiative represents an important step towards strengthening financial understanding, encouraging informed decision-making and building long-term relationships based on transparency and trust.

Financial Literacy Programme in Association with Sa-Dhan and the Reserve Bank of India's Depositor Education and Awareness Framework

In addition to its own financial literacy initiatives, Digamber Capfin Limited participated in a wider financial awareness programme in association with Sa-Dhan, its Self-Regulatory Organisation, under the Depositor Education and Awareness (DEA) initiative of the Reserve Bank of India.

Through this collaborative initiative, the Company contributed to financial education and awareness among members of the communities it serves.

The programme reached more than 35,000 individuals, demonstrating the scale of the Company's participation in promoting financial literacy beyond its regular lending activities.

The collaboration reflects the Company's recognition that improving financial awareness requires collective efforts by financial institutions, industry associations and regulatory stakeholders.

By participating in such programmes, Digamber seeks to contribute to broader financial education objectives, promote responsible participation in formal financial systems and strengthen financial awareness among underserved populations.

Financial Literacy Outreach – FY 2025–26

Initiative	Implementation / Collaboration	Reported Outreach	Social and Economic Significance
Sayani Financial Literacy Programme	Digamber Capfin Limited's own financial literacy initiative, supported by its dedicated mascot, Sayani.	Entire borrower base covered under the programme.	Promoting financial awareness, responsible borrowing, customer education and informed financial decisions.
Financial Literacy Programme under the DEA Initiative	Conducted in association with Sa-Dhan, the Company's Self-Regulatory Organisation, under the Reserve Bank of India's Depositor Education and Awareness framework.	More than 35,000 individuals reached.	Extending financial awareness to wider communities and supporting responsible participation in formal financial services.

Financial Literacy as a Driver of Sustainable Financial Inclusion

The Company recognises that financial literacy plays a critical role in strengthening the effectiveness and sustainability of financial inclusion.

Financially informed customers are better positioned to understand loan terms, evaluate repayment obligations, identify inappropriate financial practices, protect their personal information and seek assistance when required.

Financial awareness is particularly important for low-income households, where irregular cash flows and limited financial buffers can increase vulnerability to unexpected economic pressures.
By combining access to formal finance with financial education, Digamber seeks to encourage responsible borrowing behaviour and promote greater financial confidence among its customers.
These initiatives also complement the Company's broader commitments to transparent customer communication, fair lending practices, grievance redressal and responsible business conduct.
Contribution to Indirect Economic and Social Impact

The Company's financial literacy initiatives contribute to its broader social responsibility objectives by expanding access to financial knowledge and encouraging informed participation in the financial system.

Their intended benefits include improved understanding of financial products, greater awareness of customer rights and responsibilities, more informed household financial planning and responsible use of institutional credit.

The Company recognises that the reach of a financial literacy programme is an important measure of outreach, while actual improvements in financial knowledge, behaviour and economic outcomes require separate assessment.

Accordingly, Digamber intends to progressively strengthen the measurement of its financial education initiatives through appropriate feedback, participation records and assessment of learning outcomes.

Our Commitment

Through its Sayani financial literacy initiative and collaboration with Sa-Dhan under the Reserve Bank of India's Depositor Education and Awareness framework, Digamber has demonstrated its commitment to extending financial education alongside financial services.

With its own financial literacy programme covering the borrower base and the collaborative initiative reaching more than 35,000 individuals, the Company continues to recognise financial awareness as an important enabler of responsible financial inclusion.

"At Digamber, we believe that providing credit creates financial opportunities, but providing financial knowledge empowers people to use those opportunities responsibly and confidently."

9. Responsible Lending – Safeguarding the Positive Impact of Financial Inclusion

Ensuring That Access to Credit Does Not Lead to Financial Distress

Digamber recognises that financial inclusion creates sustainable value only when borrowers receive appropriate credit that is consistent with their financial circumstances and repayment capacity.
Access to credit, while potentially beneficial, may also expose financially vulnerable households to risks where borrowing exceeds repayment capacity or where loan terms are not adequately understood.

Accordingly, the Company places importance on responsible credit assessment, transparency, customer awareness and fair lending practices.

Its responsible lending approach encompasses:

Assessment of Repayment Capacity

Evaluating borrower income, existing financial obligations and repayment capacity in accordance with applicable policies and regulatory requirements.

Prevention of Excessive Indebtedness

Considering existing borrower indebtedness and relevant credit information to reduce the risk of unsustainable borrowing.

Transparent Loan Disclosures

Communicating applicable interest rates, charges, repayment schedules and contractual terms through prescribed documentation, including the Key Facts Statement.

Informed Customer Consent

Obtaining customer acceptance of applicable loan terms through prescribed consent and authentication mechanisms.

Fair Customer Treatment

Promoting respectful customer interactions and recovery practices consistent with applicable regulatory requirements and internal standards.

Accessible Grievance Redressal

Providing channels through which customers may raise concerns, seek clarification and obtain appropriate resolution.

Protection of Customer Information

Maintaining appropriate safeguards for personal and financial information collected during the lending relationship.

The Company believes that these safeguards are essential for ensuring that financial inclusion supports customer welfare rather than creating additional financial vulnerability.

10. Financial Inclusion and Long-Term Economic Resilience

Digamber recognises that the indirect economic impacts of financial services may extend beyond individual loan transactions.

When credit is accessed responsibly and utilised productively, it can potentially contribute to livelihood continuity, income diversification, enterprise development and greater participation in formal financial systems.

At the same time, the Company acknowledges that these outcomes are influenced by several external factors, including local economic conditions, market demand, household circumstances, business viability and borrower financial behaviour.

Financial Year 2025–26 highlighted the importance of maintaining this balance.
In response to industry-wide microfinance stress, the Company consciously moderated lending expansion and prioritised portfolio quality, liquidity preservation, recovery management and financial stability.

This approach reflected its recognition that responsible financial inclusion requires not only access to credit but also a financially resilient institution capable of serving customers sustainably over the long term.

The Company considers prudent financial management and responsible lending to be complementary elements of its social and economic sustainability commitments.

11. Measuring Our Indirect Economic Impact

Digamber recognises that loan disbursement volumes, borrower counts and geographical coverage are important indicators of financial outreach, but they do not, by themselves, establish the actual socioeconomic outcomes experienced by customers.

A more comprehensive understanding of indirect economic impact requires consideration of how financial services influence borrower livelihoods, enterprise activities, financial resilience and economic participation.

Accordingly, the Company intends to progressively strengthen its financial inclusion measurement framework.

Impact Measurement Framework

Impact Dimension	FY 2025–26 Available Information	Future Measurement Focus
Access to Formal Finance	32,044 reported active borrowers; ₹198.12 crore in loan disbursements (disbursed during FY 2025-26).	Consistent borrower definitions, unique borrower coverage, first-time formal credit users and financial access indicators.
Women's Financial Inclusion	Approximately 99.82% women borrowers within the reported borrower population.	Women's access to credit, loan utilisation, economic participation and borrower-level outcomes.
Livelihood Support	Lending products support eligible agriculture-related, livestock, trading, service and micro-enterprise activities.	Sector-wise loan utilisation, livelihood continuity and borrower-reported economic outcomes.
Micro-Entrepreneurship	Small Business Loan offerings support eligible entrepreneurs and small enterprises.	Number of enterprise borrowers, business purposes, enterprise continuity and relevant business development indicators.
Geographic Inclusion	200 branches across eight states and union territories.	District-wise outreach, rural and semi-rural coverage and accessibility of services.
Digital Financial Inclusion	Bank-account-based disbursement and technology-enabled customer servicing.	Digital transaction adoption, customer usage of digital services and accessibility indicators.

Impact Dimension	FY 2025–26 Available Information	Future Measurement Focus
Responsible Lending	Credit appraisal, customer disclosures, repayment monitoring and grievance redressal arrangements.	Borrower indebtedness, customer understanding, conduct-related complaints and financial stress indicators.
Customer Outcomes	Financial outreach and portfolio information are available; comprehensive borrower-level socioeconomic outcomes have not been quantified in the supplied data.	Structured customer feedback, livelihood impact studies and appropriately designed outcome assessments.
Financial Literacy and Customer Empowerment	The Company conducted financial literacy programmes through its own mascot, "Sayani" (सयानी), covering its entire borrower base. Additionally, in association with Sa-Dhan, its Self-Regulatory Organisation, the Company conducted financial literacy programmes under the Reserve Bank of India's Depositor Education and Awareness (DEA) initiative, reaching more than 35,000 individuals. These initiatives promoted financial awareness, responsible borrowing and informed financial decision-making.	Measure the number of unique individuals trained, programme coverage, training sessions conducted, participation of women and rural communities, improvement in financial knowledge through pre- and post-training assessments, awareness of customer rights and grievance mechanisms, and behavioural changes relating to responsible borrowing, savings and financial planning.

The Company intends to improve the quality and consistency of financial inclusion data and explore suitable approaches for assessing the socioeconomic outcomes associated with its lending activities.

Such initiatives would enable future sustainability reports to present a more comprehensive assessment of financial inclusion beyond the volume of credit extended.

12. Alignment with the United Nations Sustainable Development Goals

Digamber's financial inclusion activities are aligned with the broader objectives of several United Nations Sustainable Development Goals.

Sustainable Development Goal	Relevance to Digamber's Activities
Goal 1 – No Poverty	Facilitating access to formal finance and supporting livelihood-related economic activities among underserved populations.
Goal 5 – Gender Equality	Promoting women's access to institutional credit and opportunities for economic participation.
Goal 8 – Decent Work and Economic Growth	Supporting micro-entrepreneurship, self-employment, small businesses and local economic activity.
Goal 9 – Industry, Innovation and Infrastructure	Encouraging technology-enabled financial services and supporting the financing needs of small enterprises.
Goal 10 – Reduced Inequalities	Extending financial access to economically underserved individuals and communities.

These linkages reflect the relevance of the Company's activities to the Sustainable Development Goals and should not be interpreted as independently verified measurements of development outcomes.

13. Our Commitment to Inclusive and Sustainable Economic Development

At Digamber Capfin Limited, we believe that responsible financial inclusion can contribute meaningfully to economic participation, livelihood development and community resilience.

Our lending activities seek to address financial access gaps, support women borrowers, encourage entrepreneurship and facilitate participation in formal financial systems.

We recognise that the true value of financial inclusion lies not merely in the number of loans disbursed or the size of the portfolio, but in the extent to which financial services are appropriate, responsibly delivered and capable of supporting sustainable economic opportunities.

Going forward, Digamber intends to strengthen its responsible lending practices, improve customer servicing, enhance technology-enabled accessibility and develop more comprehensive methods for assessing the social and economic outcomes associated with its operations.

Our objective is to ensure that financial inclusion remains aligned with customer welfare, prudent risk management and long-term institutional sustainability.

"At Digamber Capfin Limited, we believe that every responsibly extended loan represents an opportunity—not merely to provide finance, but to support livelihoods, encourage entrepreneurship, strengthen financial participation and contribute to a more inclusive economy."

GRI Reporting Reference

GRI 203 – Indirect Economic Impacts

- **GRI 203-1: Infrastructure Investments and Services Supported** – The Company's financial service delivery infrastructure, including its branch network, bank-account-based disbursement arrangements and digital servicing capabilities, is discussed as part of its financial inclusion model. Applicability and completeness of the specific disclosure requirements should be assessed separately.
- **GRI 203-2: Significant Indirect Economic Impacts** – The Company's lending activities and their potential contributions to financial inclusion, women's economic participation, livelihood development, entrepreneurship and local economic activity are discussed in this section.

07 Responsible Finance & Customer Protection

Building Customer Trust Through Responsible Lending, Transparency, Fair Treatment and Accountability

7.1 Our Commitment to Responsible Finance

At Digamber Capfin Limited, responsible finance and customer protection are fundamental to our business philosophy and sustainability commitments. As a financial institution serving predominantly underserved and economically vulnerable communities, we recognise that access to formal credit must be accompanied by fairness, transparency, affordability, customer dignity and effective safeguards against financial distress.

The Company believes that financial inclusion creates meaningful and sustainable value only when borrowers receive suitable financial products, understand their contractual obligations and have access to reliable customer support throughout their relationship with the institution.

Our approach to responsible finance extends beyond regulatory compliance. It seeks to integrate customer welfare into product development, credit appraisal, loan documentation, disbursement, servicing, collections, grievance resolution and account closure.

The Company's customer protection framework is guided by the following principles:

1. **Responsible and affordable lending:** Extending credit based on customer eligibility, legitimate financial requirements, existing indebtedness and repayment capacity.
2. **Transparency and informed consent:** Communicating applicable interest rates, charges, repayment obligations and contractual conditions in a clear and understandable manner.
3. **Fair and respectful treatment:** Maintaining customer dignity and avoiding misleading representations, coercive practices or inappropriate recovery behaviour.
4. **Protection of customer information:** Safeguarding personal and financial information through appropriate data protection and information security controls.
5. **Accessible grievance redressal:** Providing customers with channels to raise concerns and obtain timely, fair and accountable resolution.
6. **Continuous improvement:** Strengthening products, processes, staff capabilities and internal controls through periodic reviews, customer feedback and supervisory oversight.

These principles are intended to ensure that business growth remains aligned with customer interests, responsible conduct and long-term financial sustainability.

7.2 Responsible Lending Across the Customer Lifecycle

The Company recognises that responsible lending is a continuous obligation extending across the entire customer relationship.

Customer protection begins at the stage of product conceptualisation and continues through onboarding, credit assessment, sanction, disclosure, disbursement, servicing, recovery and loan closure.

Each stage involves specific responsibilities and controls designed to promote fairness, reduce operational risks and safeguard customer interests.

Customer Lifecycle and Responsible Lending Controls

Customer Lifecycle Stage	Core Customer Protection Measures	Intended Outcome
Product Design and Approval	Identification of target customer segments, suitability criteria, pricing, affordability, risk assessment and regulatory requirements.	Financial products aligned with customer needs and responsible lending principles.
Customer Onboarding and Identification	Customer identification, Know Your Customer verification, required documentation, consent and prescribed verification processes.	Reliable customer identification and protection against identity-related risks.
Credit Assessment and Underwriting	Evaluation of household or business income, existing financial obligations, credit information and repayment capacity.	Reduction in unsuitable lending and borrower over-indebtedness.
Loan Sanction and Disclosure	Communication of sanctioned amount, interest rate, processing charges, insurance-related information where applicable, repayment schedule and contractual obligations.	Transparent and informed borrowing decisions.
Customer Consent and Acceptance	Provision of applicable documentation and obtaining prescribed customer acceptance through electronic signatures or One-Time Password authentication, as applicable.	Documented and informed acceptance of loan terms.
Loan Disbursement	Controlled disbursement through the customer's bank account and appropriate transaction records.	Traceability, transparency and reduction in cash-handling risks.
Loan Servicing	Access to account information, repayment schedules, payment acknowledgements and customer assistance.	Reliable servicing and improved customer awareness.
Collections and Recovery	Fair, respectful and monitored recovery practices, with appropriate escalation and supervisory controls.	Recovery of legitimate dues while protecting customer dignity.
Loan Closure	Account reconciliation, closure confirmation, updating of relevant records and issuance of applicable customer documents.	Transparent completion of the lending relationship.
Customer Grievance Redressal	Accessible complaint channels, documented investigation, escalation, resolution and customer communication.	Timely resolution, accountability and customer confidence.

The Company supports these measures through internal policies, operating procedures, technology-enabled controls, employee training, supervisory review and customer feedback mechanisms.

7.2.1 Responsible Product Design and Customer Suitability

The Company recognises that product responsibility begins before a loan is offered to a customer.

During the design and review of lending products, relevant business, credit, risk, operations and compliance considerations are taken into account to assess whether the product is appropriate for its intended customer segment.

The Company's product review approach considers factors such as customer eligibility, loan purpose, tenure, pricing, repayment structure, operational requirements and potential customer risks.

Particular importance is placed on ensuring that product features do not create avoidable financial stress or expose customers to unsuitable repayment obligations.

Product-related customer impact assessments are undertaken annually and whenever material changes are proposed to a product.

These reviews are intended to support appropriate product design, transparent communication and alignment with applicable regulatory requirements.

7.2.2 Customer Identification and Know Your Customer Compliance

Accurate customer identification is essential for responsible lending, fraud prevention and protection of customer information.

Digamber follows prescribed Know Your Customer processes to establish and verify customer identity and obtain the necessary documentation and consent.

Customer onboarding involves applicable identification checks, documentation verification and prescribed authentication procedures.

Technology-enabled verification processes are used, where applicable, to support operational efficiency and maintain appropriate records.

The Company recognises that customer identification processes must be implemented in a manner that respects customer privacy, safeguards personal information and provides appropriate assistance to individuals facing digital or documentation-related difficulties.

7.2.3 Credit Assessment and Prevention of Over-Indebtedness

Responsible credit assessment forms a central component of Digamber's customer protection framework.

Before extending credit, the Company undertakes structured assessments of borrower income, existing indebtedness, repayment obligations and financial capacity.

For household borrowers, field-level assessments consider relevant sources of income, household financial circumstances, existing repayment commitments and the sustainability of proposed instalments.

For small business borrowers, assessments may include the nature of business activity, customer footfall, daily sales, inventory, operating expenses, estimated revenue, cash-flow patterns and business continuity.

These assessments are supported by credit information, documentation verification and applicable underwriting criteria.

The Company recognises that lending beyond a borrower's reasonable repayment capacity can adversely affect household welfare, financial stability and portfolio quality.

Accordingly, its credit assessment processes are intended to mitigate excessive indebtedness and support informed, prudent lending decisions.

7.2.4 Transparency in Pricing, Charges and Loan Conditions

Digamber places significant importance on transparent disclosure of financial product terms.

During Financial Year 2025–26, the Company communicated relevant loan information through the Key Facts Statement, sanction letters, loan agreements and applicable terms and conditions.

These disclosures covered the sanctioned loan amount, interest rate, applicable processing fees, insurance-related charges where relevant, repayment obligations and other contractual conditions.

Based on the information reported by the Company, no fees or charges were levied beyond those communicated in the applicable loan documentation, except for risk-based charges associated with Small Business Loans.

The Company recognises that all applicable charges, including risk-based charges, must be appropriately disclosed to customers in accordance with applicable regulatory requirements.

The objective is to enable borrowers to understand the financial implications of borrowing and make informed decisions before accepting a loan.

7.2.5 Informed Consent and Customer Understanding

The Company recognises that customer consent should represent a meaningful acceptance of financial obligations rather than merely the completion of a procedural requirement.

Under the reported lending process, the Key Facts Statement is provided after determination of the sanctioned loan amount and before completion of the loan acceptance process.

Relevant documentation is communicated through prescribed channels, including digital links sent to registered mobile numbers.

Customer acceptance is obtained through applicable electronic signatures and One-Time Password-based authentication mechanisms.

Field personnel also explain important loan features, applicable charges, repayment schedules and customer obligations in simple and understandable language.

This support is particularly relevant for customers who may have limited financial or digital literacy.

The Company recognises the importance of ensuring that borrowers are provided with a genuine opportunity and sufficient time to review, understand and, where relevant, compare loan terms before acceptance.

Accordingly, the practical effectiveness of disclosure and consent processes remains an important area for ongoing operational review and improvement.

7.2.6 Transparent and Traceable Loan Disbursement

The Company follows bank-account-based disbursement arrangements to promote transparency, traceability and operational control.

The use of formal banking channels supports documented transfer of loan proceeds and reduces risks associated with cash-based disbursement.

Disbursement processes are supported by applicable authorisation, verification and transaction-record requirements.

During the reporting period, the average turnaround time for loan disbursement under Joint Liability Group and Small Business Loan products was approximately seven days.

The Company seeks to balance timely service delivery with the need to complete appropriate customer verification, credit assessment, documentation and approval procedures.

7.2.7 Customer Servicing and Ongoing Communication

Responsible customer treatment continues after loan disbursement.

Digamber maintains communication with customers through Short Message Service notifications, telephone calls, digital channels and personal interactions.

Customer communications may cover loan application status, documentation requirements, disbursement confirmation, instalment due dates, payment acknowledgements, overdue obligations and account closure.

The Company's Loan Mitra application provides access to relevant loan information, including outstanding balances, repayment schedules and digital repayment facilities.

The Company recognises that timely and accurate account information contributes to customer confidence and reduces the risk of misunderstandings or disputes.

7.2.8 Fair and Responsible Collections

The Company recognises that recovery of legitimate dues must be conducted in a manner consistent with customer dignity, applicable regulatory requirements and responsible business conduct.

Its collection approach is intended to promote respectful communication, appropriate repayment follow-up, accurate recordkeeping and supervisory oversight.

Customers facing repayment difficulties may require clarification of outstanding obligations or information regarding applicable resolution mechanisms.

The Company seeks to ensure that collection personnel understand prescribed conduct standards and that recovery-related activities remain subject to appropriate monitoring and accountability.

Fair collection practices are essential for protecting customer welfare and maintaining trust in formal financial institutions.

7.2.9 Loan Closure and Post-Closure Customer Protection

The completion of a loan relationship is an important stage of customer protection.

The Company recognises the importance of accurate account reconciliation, timely updating of repayment and closure records, appropriate communication with the customer and issuance of applicable closure-related documents.

Where required, closure information must also be appropriately reflected in credit reporting systems.

These measures are intended to reduce post-closure disputes, protect customers' credit records and ensure transparency in the completion of financial obligations.

7.3 Customer Grievance Redressal and Complaint Management

7.3.1 Our Approach to Customer Grievances

Digamber recognises that an accessible, fair and effective grievance redressal mechanism is essential for responsible financial services.

Customer complaints provide important information about service quality, communication gaps, operational issues and potential customer protection risks.

The Company therefore considers grievance redressal not merely a mechanism for resolving individual complaints but also an important source of feedback for strengthening products, processes, internal controls and employee conduct.

The Company's grievance management framework is designed to provide customers with accessible complaint channels, documented handling procedures, defined escalation responsibilities and appropriate supervisory oversight.

Complaints are tracked for receipt, examination, resolution and communication to the customer, with escalation based on prescribed timelines and the nature of the matter.

7.3.2 Three-Tier Grievance Escalation Framework

The Company follows a structured grievance escalation mechanism involving the Grievance Redressal Team, Grievance Redressal Officer and Principal Nodal Officer.

Escalation Level	Responsibility	Prescribed Internal Timeline
Level 1 – Grievance Redressal Team	Initial complaint registration, examination, coordination with concerned departments and operational resolution.	Day 0 to Day 7
Level 2 – Grievance Redressal Officer	Supervisory examination of unresolved matters, coordination for corrective action and monitoring of complaint resolution.	Day 8 to Day 15
Level 3 – Principal Nodal Officer	Senior-level review of unresolved or escalated grievances, examination of resolution adequacy and oversight of final response.	Day 16 to Day 30

The internal escalation framework is intended to ensure that complaints receive appropriate attention and are resolved within the overall prescribed timeline.

Customers also retain their applicable rights to approach external grievance redressal mechanisms, including the Reserve Bank of India's Ombudsman framework, in accordance with the relevant eligibility conditions and regulatory provisions.

7.3.3 Customer Complaint Channels

The Company provides channels through which customers may communicate grievances, seek clarification or report service-related concerns.

These include customer support communication facilities, designated grievance contact points, branch-level interactions, written correspondence, digital communication channels and applicable regulatory complaint mechanisms.

The availability of multiple channels is particularly important for customers with different levels of digital access, literacy and familiarity with formal complaint procedures.

The Company seeks to ensure that grievances received through different channels are appropriately recorded, examined and monitored.

7.3.4 Complaint Investigation and Resolution

The grievance handling process is intended to ensure that each complaint receives an appropriate examination based on its nature and circumstances.

This may involve verification of loan records, repayment information, customer communication, staff interactions, credit reporting information or other relevant documentation.

Where a complaint requires coordination across departments, the concerned functions are expected to provide the information and assistance necessary for resolution.

Complaint closure is supported by appropriate documentation and communication of the outcome to the customer.

The Company recognises the importance of maintaining reliable complaint records and ensuring that unresolved matters receive timely escalation.

7.3.5 Governance and Management Oversight

Customer grievance information is subject to management review and relevant governance oversight.

The Company's grievance review arrangements include the Grievance Redressal Team, Grievance Redressal Officer, Principal Nodal Officer and the Client Grievance Redressal Committee.

Complaint information and emerging trends are intended to support the identification of recurring operational issues, service deficiencies and potential customer conduct risks.

The Company recognises that effective grievance governance requires attention not only to the number of complaints resolved but also to the quality of resolution, root causes, customer communication and preventive corrective measures.

7.4 Customer Complaint Performance – Financial Year 2025–26

7.4.1 Summary of Complaints Received and Disposed Of

The Company maintained records of customer complaints and complaints received through the Offices of the Reserve Bank of India Ombudsman during the reporting period.

The following table presents the complaint information for Financial Years 2025–26 and 2024–25.

Particulars	FY 2025–26	FY 2024–25
Complaints Received Directly or Through Applicable Channels		
Complaints pending at the beginning of the year	0	0
Complaints received during the year	**82**	**33**
Complaints disposed of during the year	**81**	**33**
Complaints rejected by the Company	0	0
Complaints pending at the end of the year	**1**	**0**
Maintainable Complaints Received from the Office of the Ombudsman		
Maintainable complaints included in the total complaints received	**13**	**4**
Complaints resolved in favour of the Company by the Office of the Ombudsman	13	4
Complaints resolved through conciliation, mediation or advisories	0	0
Complaints resolved through Awards against the Company	0	0
Awards remaining unimplemented within the stipulated period, excluding appeals	0	0

7.4.2 Complaint Resolution Performance

During Financial Year 2025–26, the Company received 82 complaints, compared with 33 complaints during Financial Year 2024–25.

Of the 82 complaints received during the reporting year, 81 were disposed of, while one complaint remained pending as at 31 March 2026.

This represents a reported complaint disposal rate of approximately 98.78% for Financial Year 2025–26.

The Company recognises that complaint volumes must be assessed in the context of the nature of complaints, reporting channels, customer awareness, credit reporting matters and the quality of complaint handling.

The increase in reported complaints should therefore not be interpreted in isolation as an equivalent increase in service failures.

7.4.3 Credit Information Company-Related Complaints

Of the 82 complaints received during Financial Year 2025–26, 50 related to Credit Information Company matters.

These complaints accounted for approximately 60.98% of the total complaints received during the year.

Credit reporting-related concerns may involve customer requests for clarification or correction of information associated with their credit records.

The Company recognises that accurate and timely credit information is important for customers because inaccuracies or delays can affect their access to financial services and their financial reputation.

Accordingly, credit information-related grievances constitute an important area of customer protection and operational monitoring.

The inclusion of these complaints in the reported total reflects the Company's approach to presenting a comprehensive view of customer grievances received during the reporting period.

7.4.4 Complaints Received Through the Ombudsman Framework

During Financial Year 2025–26, 19 complaints were received from the Offices of the Ombudsman, of which 13 were classified as maintainable.

All 13 maintainable complaints were reported as resolved in favour of the Company.

No complaints were reported as resolved through conciliation, mediation or advisories, and no Awards were reported against the Company during the year.

The Company also reported no Awards remaining unimplemented within the prescribed period.

These disclosures reflect the reported outcomes under the Ombudsman framework and are distinct from the Company's internal grievance resolution statistics.

7.4.5 Comparative Complaint Information

For Financial Year 2024–25, the Company reported 33 complaints, comprising 23 customer complaints and 10 Credit Information Company-related complaints.

During that year, eight complaints were received through the Offices of the Ombudsman, of which four were maintainable.

The comparative figures are presented on a consistent reporting basis to facilitate meaningful interpretation of the complaint information.

The clarification regarding the inclusion of Credit Information Company-related complaints does not result in any change in the Company's audited financial statements or its reported financial position and performance.

7.4.6 Continuous Improvement in Grievance Management

The Company recognises that complaint statistics represent only one dimension of customer protection.

A comprehensive grievance management framework must also consider the causes of complaints, time taken for resolution, repeat grievances, adequacy of customer communication and effectiveness of corrective actions.

Going forward, Digamber intends to strengthen grievance monitoring through improved management information, complaint categorisation, escalation tracking, root-cause analysis and periodic review of recurring customer concerns.

Particular attention will continue to be placed on credit information accuracy, repayment-related disputes, customer communication and the quality of complaint resolution.

7.5 GRI 416 – Customer Health and Safety: Product Responsibility and Customer Impact

7.5.1 Assessing the Impact of Financial Products on Customers

For a financial services institution, customer health and safety considerations extend to the potential financial and social consequences of lending products.

Unsuitable loan structures, inadequate affordability assessment, unclear terms or inappropriate recovery practices may expose customers to financial distress and adversely affect household welfare.

Digamber recognises these risks and seeks to incorporate customer protection considerations into its product design, underwriting, servicing and review processes.

During Financial Year 2025–26, the Company reported that **100% of its significant loan-product and service categories were assessed for customer impact**.

These assessments were integrated into product design and review arrangements, with consideration of relevant customer protection factors.

7.5.2 Product Impact Assessment Parameters

The Company's product impact assessment approach considers the following areas:

Assessment Parameter	Customer Protection Consideration
Target Customer Segment	Suitability of the product for the intended borrower category.
Loan Eligibility	Appropriate eligibility criteria and documentation requirements.
Affordability and Repayment Capacity	Assessment of income, existing indebtedness and repayment obligations.
Pricing and Charges	Transparency and appropriateness of applicable interest rates, fees and charges.
Loan Tenure and Repayment Structure	Alignment of repayment obligations with the product and customer profile.
Customer Disclosures	Adequacy and clarity of the Key Facts Statement, sanction terms and contractual documentation.
Customer Consent	Appropriate communication and acceptance of applicable loan terms.
Operational Risks	Identification of process, documentation, technology and servicing risks.
Customer Grievances	Consideration of customer feedback and complaints relating to the product.
Regulatory Compliance	Alignment with applicable Reserve Bank of India requirements and internal policies.

The Company reports that product impact studies are undertaken annually and whenever material changes are made to the relevant products.

These reviews support the identification of potential customer risks and opportunities to strengthen product features, disclosures and operational safeguards.

7.5.3 Reported Product Responsibility Performance

GRI-Related Indicator	FY 2025–26
Significant product and service categories assessed for customer impact	100%
Material non-compliance concerning loan-product information	None reported
Material non-compliance concerning marketing communications	None reported
Material corrective actions relating to reported product or service non-compliance	None required on the basis of the reported findings
Product impact review frequency	Annually and whenever a material product change occurs

The Company reported no material non-compliance concerning loan-product information during Financial Year 2025–26.

No material corrective action was reported as necessary in relation to product or service non-compliance identified through the Company's assessment process.

These statements relate to the reported product responsibility findings and should not be interpreted as eliminating the need for continuous regulatory compliance monitoring, customer feedback review or process improvement.

7.6 GRI 417 – Transparent Product Information, Labelling and Marketing Communications

7.6.1 Transparency as a Foundation of Customer Trust

The Company recognises that transparent product information is essential for enabling customers to understand financial commitments and make informed borrowing decisions.

This responsibility is particularly significant when serving borrowers who may have limited familiarity with formal credit products or financial terminology.

Digamber seeks to ensure that customers receive relevant information regarding the cost, tenure, repayment obligations and contractual conditions associated with their loans.

Information is communicated through prescribed loan documentation, digital channels and customer-facing personnel.

7.6.2 Key Facts Statement and Loan Documentation

The Key Facts Statement forms an important component of the Company's loan disclosure framework.

It is intended to communicate key financial and contractual information in a structured manner.

The Company also provides applicable sanction letters, loan agreements and relevant terms and conditions.

During the reporting year, the Company reported that information concerning interest rates, processing fees, insurance-related charges and repayment obligations was communicated through these documents.

The Company recognises that disclosures must be accurate, complete, understandable and consistent across customer communication channels.

7.6.3 Digital Communication and Customer Acceptance

Relevant loan documentation is communicated through prescribed digital channels, including links sent to customers' registered mobile numbers.

The Company obtains applicable customer acceptance through electronic signatures and One-Time Password-based authentication mechanisms.

These processes support documentation of customer consent and traceability of loan acceptance.

At the same time, the Company recognises that digital acceptance alone does not necessarily establish that every customer has fully understood the contractual terms.

Accordingly, field-level explanation, customer assistance and practical opportunities to review the documentation remain important safeguards.

7.6.4 Fair Marketing and Prevention of Misleading Commitments

Digamber follows a policy of avoiding misleading assurances regarding loan approval, sanctioned amounts, interest rates or other material conditions.

Customers are informed that loan applications remain subject to prescribed documentation, verification, credit assessment and approval by the competent authority.

Field personnel are not expected to provide unconditional assurances of loan sanction before completion of the applicable approval process.

During Financial Year 2025–26, the Company reported no complaints from applicants alleging false promises by field personnel in relation to rejected loan applications.

The Company also reported no non-compliance concerning marketing communications during the year.

7.6.5 Loan Rejection and Customer Communication

Loan applications may be declined for reasons including documentation discrepancies, adverse credit information, inadequate income, excessive indebtedness or non-fulfilment of applicable eligibility requirements.

Applications may also remain unaccepted where customers do not agree with the sanctioned amount, applicable pricing or other disclosed conditions.

Based on the information reported by the relevant business functions, no instances of loan rejection following completion of electronic Know Your Customer verification and issuance of the Key Facts Statement were recorded during Financial Year 2025–26.

The Company recognises the importance of maintaining transparent communication and appropriate records throughout the application and approval process.

7.7 Customer Communication and Financial Awareness

Digamber recognises that effective customer protection requires financial information to be communicated in a manner that customers can understand and use.

The Company's customer engagement approach combines formal disclosures with field-level communication and technology-enabled servicing.

Customer-facing personnel explain relevant product features, repayment obligations and applicable charges, particularly where customers may require assistance due to financial literacy, language or digital accessibility considerations.

The Company's broader financial literacy initiatives, including its **Sayani financial literacy programme**, complement these customer protection measures.

The Sayani initiative covered the Company's borrower base, while the financial literacy programme undertaken in association with Sa-Dhan under the Reserve Bank of India's Depositor Education and Awareness initiative reached more than 35,000 individuals, as reported by the Company.

These programmes support the Company's objective of promoting informed financial decisions, responsible borrowing and greater awareness of financial rights and obligations.

Further details of the financial literacy initiatives are presented under **GRI 203 – Financial Inclusion and Indirect Economic Impacts**.

7.8 Governance, Monitoring and Accountability for Customer Protection

The Company recognises that responsible finance requires effective governance arrangements and clearly defined accountability across business functions.

Customer protection considerations are relevant to product management, credit, operations, compliance, risk management, technology, internal audit, customer service and recovery functions.

The Company's internal control framework is intended to support adherence to approved policies, applicable regulatory requirements and prescribed customer conduct standards.

Key Governance Responsibilities

Function / Governance Forum	Customer Protection Responsibilities
Board of Directors	Overall governance oversight and review of significant customer protection matters through applicable reporting arrangements.
Senior Management	Implementation of approved policies, operational accountability and corrective action on material issues.
Risk Management Function and Risk Management Committee	Oversight of relevant credit, operational, conduct and emerging risks through applicable risk governance processes.
Compliance Function	Regulatory interpretation, compliance monitoring, dissemination of applicable requirements and identification of compliance gaps.
Credit Function	Responsible underwriting, repayment-capacity assessment, credit eligibility and portfolio monitoring.
Operations and Customer Service	Customer documentation, loan servicing, communication, account records and operational grievance handling.
Internal Audit	Independent assessment of relevant controls, processes and compliance with prescribed procedures.
Grievance Redressal Officer and Principal Nodal Officer	Escalation, examination and resolution oversight for customer grievances.
Client Grievance Redressal Committee	Review of grievance trends, significant matters and opportunities for process improvement.
Human Resources and Training	Employee awareness, training and reinforcement of appropriate customer conduct expectations.

The Company seeks to strengthen customer protection through periodic monitoring, internal reviews, complaint analysis and appropriate escalation of identified issues.

7.9 Responsible Finance and Sustainable Development

The Company's responsible finance initiatives are aligned with the broader objectives of sustainable development.

Appropriate access to credit, transparent lending practices, fair customer treatment and effective grievance mechanisms can contribute to financial confidence, livelihood stability and greater participation in formal financial systems.

These activities are relevant to the following United Nations Sustainable Development Goals:

Sustainable Development Goal	Relevance
Goal 1 – No Poverty	Responsible financial access that may support livelihoods and household economic resilience.
Goal 4 - Quality Education	Development of practical financial knowledge, responsible borrowing skills and informed financial decision-making.
Goal 5 – Gender Equality	Customer protection and financial access for women borrowers.
Goal 8 – Decent Work and Economic Growth	Responsible financing of eligible micro-enterprises and livelihood activities.
Goal 10 – Reduced Inequalities	Fair and accessible financial services for underserved customer segments.
Goal 16 – Peace, Justice and Strong Institutions	Transparent practices, grievance redressal, accountability and responsible governance.

The Company recognises that these linkages represent areas of contribution rather than independently verified measurements of development outcomes.

7.10 Our Priorities for Strengthening Customer Protection

Digamber remains committed to continuously improving its responsible lending and customer protection framework.

Its future priorities include:

Priority Area	Intended Improvement
Responsible Credit Assessment	Strengthen borrower repayment-capacity assessment and monitoring of existing indebtedness.
Customer Disclosures and Consent	Improve the practical effectiveness of disclosures, customer understanding and informed acceptance.
Fair Collection Practices	Reinforce employee conduct expectations, monitoring and accountability in recovery activities.
Customer Grievance Management	Strengthen complaint categorisation, escalation monitoring, root-cause analysis and resolution quality.
Credit Information Accuracy	Improve monitoring and resolution of credit reporting-related customer concerns.
Digital Customer Protection	Enhance data protection, information security and controls within technology-enabled customer journeys.
Employee Training	Strengthen awareness of responsible lending, customer dignity, communication standards and regulatory obligations.
Customer Impact Assessment	Continue periodic product reviews and improve the use of customer feedback in product and process improvements.
Customer Awareness	Continue promoting financial literacy, responsible borrowing and awareness of customer rights.

These priorities reflect the Company's intention to integrate customer welfare, operational discipline and responsible conduct into its long-term business strategy.

7.11 Our Commitment to Fair and Responsible Financial Services

At Digamber Capfin Limited, we believe that customer trust is earned through consistent transparency, fair treatment, responsible lending and accountability.

Our commitment to financial inclusion extends beyond the provision of credit. It encompasses the responsibility to ensure that financial products are suitable, loan terms are communicated clearly, repayment obligations are assessed prudently and customers are treated with dignity throughout their relationship with the Company.

The Company's customer grievance mechanism, product impact assessments, financial literacy initiatives and operational control arrangements support this commitment.

During Financial Year 2025–26, Digamber continued to strengthen its customer protection practices while navigating a challenging operating environment.

The Company remains focused on improving customer communication, strengthening responsible underwriting, maintaining fair recovery practices, enhancing grievance management and reinforcing compliance with applicable regulatory requirements.

“At Digamber Capfin Limited, responsible finance means more than lending responsibly. It means protecting customer interests at every stage, ensuring transparency in every interaction and building financial relationships founded on fairness, dignity and trust.”

GRI Reporting References

GRI 416 – Customer Health and Safety

- **GRI 416-1:** Assessment of the health and safety impacts of product and service categories. The Company reports assessment of 100% of significant loan-product and service categories for customer impact.
- **GRI 416-2:** Incidents of non-compliance concerning the health and safety impacts of products and services. The Company reports no material product-related non-compliance during the reporting period, subject to the scope of its underlying assessment.

GRI 417 – Marketing and Labelling

- **GRI 417-1:** Requirements for product and service information and labelling. The Company's customer disclosure arrangements are described in this section.
- **GRI 417-2:** Incidents of non-compliance concerning product and service information and labelling. No material non-compliance was reported.
- **GRI 417-3:** Incidents of non-compliance concerning marketing communications. No non-compliance was reported during Financial Year 2025–26.

Related Disclosures

- **GRI 203-2:** Significant Indirect Economic Impacts – Financial inclusion and customer education.
- **GRI 418-1:** Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data.
- **GRI 2-25 and GRI 2-26:** Processes to remediate negative impacts and mechanisms for seeking advice and raising concerns, as applicable.

08 People & Workplace

Empowering Our People, Promoting Workplace Dignity and Building a Responsible Workforce

8.1 Our People – The Foundation of Responsible Financial Inclusion

At Digamber Capfin Limited, our employees are the foundation of our business operations, customer relationships and commitment to responsible financial inclusion. We recognise that the sustainability of a financial institution depends not only on its financial performance and operational infrastructure but also on the capabilities, integrity, well-being and commitment of its people.

As an organisation operating across rural, semi-rural and urban markets, Digamber relies on its workforce to connect underserved communities with formal financial services. Our employees perform an important role in customer identification, financial assessment, loan origination, borrower education, customer servicing, repayment monitoring, grievance resolution and compliance with regulatory requirements.

The quality of these interactions directly influences customer confidence, responsible lending outcomes and the Company's reputation.

We therefore regard human resource management as an essential component of our environmental, social and governance framework.

Our people-related approach seeks to promote:

- Fair and transparent employment practices.
- Equal opportunity and non-discrimination.
- Employee learning, development and professional growth.
- Ethical conduct and accountability.
- Occupational health, safety and employee well-being.
- Respectful workplace relationships and prevention of harassment.
- Performance management and constructive employee feedback.
- Employee engagement, communication and organisational collaboration.

The Company recognises that employees are not merely responsible for executing business processes; they also represent the values and ethical standards of the institution in their daily interactions with customers and other stakeholders.

Accordingly, Digamber seeks to foster a workplace culture built on integrity, respect, learning, collaboration, accountability and continuous improvement.

8.2 Human Capital and Sustainable Business Performance

Human capital development is particularly important in the microfinance and small business lending sectors, where operational effectiveness depends significantly on field-level judgement, customer engagement and adherence to prescribed processes.

Employees must understand the financial products offered by the Company, evaluate borrower repayment capacity, communicate loan terms accurately and ensure that customer interactions remain consistent with responsible business conduct.

The Company recognises that inadequate training, excessive operational pressure, ineffective supervision or inappropriate employee conduct may expose customers and the institution to financial, operational, reputational and regulatory risks.

Therefore, employee development and workplace governance are closely linked to the Company's broader sustainability objectives.

Digamber seeks to strengthen organisational capabilities through structured induction, periodic training, supervisory guidance, internal communication and performance evaluation.

In addition, the Company recognises the importance of building a collaborative work environment in which experienced employees support new team members, managers encourage professional development and employees are equipped to discharge their responsibilities effectively.

These initiatives are intended to support business continuity, employee productivity, customer protection and long-term institutional resilience.

8.3 GRI 401 – Employment

8.3.1 Employment Generation and Workforce Composition

Employment generation is an important dimension of the Company's social and economic contribution.

Through its geographically distributed operations, Digamber provides employment opportunities across branch operations, field services, credit, collections, customer support, technology, finance, compliance, risk management, internal audit, human resources and other functions.

As at 31 March 2026, the Company reported 1,171 active employees, comprising 865 confirmed employees and 306 employees serving their probationary period.

The workforce included 1,107 male employees and 64 female employees.

Workforce Profile – Financial Year 2025–26

Employment Indicator	FY 2025–26
Total Active Employees as at 31 March 2026	**1,171**
Confirmed Employees	865
Employees on Probation	306
Male Employees	1,107
Female Employees	64
New Hires Reported	598
Employee Turnover Rate	6.60%
Parental Leave – Eligible / Availed / Returned	0, as reported

Employment Composition

Employment Category	Number	Percentage of Total Workforce
Confirmed Employees	865	73.87%
Employees on Probation	306	26.13%
Total	**1,171**	**100.00%**

The Company's employment structure reflects the requirements of its operating model, including the need for customer-facing personnel and specialised employees supporting governance, technology, operations and business functions.

The Company recognises that workforce stability, employee capability and effective supervision are important for maintaining operational consistency and customer service quality.

8.3.2 Recruitment and Employment Opportunities

Digamber seeks to adopt recruitment practices based on organisational requirements, professional competence, role suitability and applicable employment standards.

Recruitment is intended to support the availability of employees with the necessary technical knowledge, communication skills, ethical orientation and customer service capabilities.

For customer-facing positions, the Company recognises the importance of local market understanding, interpersonal skills, responsible conduct and familiarity with the economic circumstances of borrowers.

For specialised positions, professional expertise in credit, risk management, finance, technology, compliance, internal audit, legal affairs and human resources contributes to the strengthening of institutional capabilities.

During Financial Year 2025–26, the Company reported four new hires under the supplied employment indicator.

The Company intends to maintain appropriate recruitment documentation and progressively strengthen workforce data reporting, including employee-category, gender and age-wise recruitment information.

8.3.3 Employee Retention and Workforce Stability

The Company reported an employee turnover rate of 6.60% during Financial Year 2025–26.

Employee retention is an important consideration in a financial services business because continuity of experienced personnel supports customer relationships, operational knowledge, process consistency and effective supervision.

Frequent employee changes may result in additional recruitment and training requirements, disruption of customer servicing and loss of institutional knowledge.

Digamber recognises the importance of maintaining a supportive working environment, encouraging employee engagement, providing appropriate learning opportunities and addressing workplace concerns.

The Company seeks to promote employee retention through constructive management practices, professional development and a culture of accountability and mutual respect.

8.3.4 Employee Benefits and Social Protection

The Company recognises that employee welfare and social protection are important components of responsible employment practices.

Employee benefits are intended to support financial security, health and well-being in accordance with applicable statutory requirements and the Company's approved employment policies.

The Company provides group accident insurance coverage to employees, which represents an important financial protection measure in view of the travel and field-related risks associated with its operations.

Other employee benefits and statutory entitlements are governed by applicable laws, employment conditions and approved Company policies.

The Company recognises the importance of communicating employee benefits clearly and maintaining appropriate records relating to eligibility, claims and settlement.

8.3.5 Parental Leave and Family Responsibilities

The Company recognises the importance of supporting employees in balancing professional responsibilities with family-related needs.

Applicable maternity, parental and other statutory leave entitlements are to be administered in accordance with relevant legal requirements and approved employment policies.

For future reporting, Digamber intends to strengthen the separate tracking of employees eligible for parental leave, employees availing leave, employees returning to work and employees retained after returning from leave.

Such information will support more meaningful evaluation of workforce inclusion and employee welfare.

8.4 GRI 404 – Training and Education

8.4.1 Learning and Development as a Strategic Priority

Employee learning and development are essential to Digamber's operational effectiveness and responsible lending commitments.

The Company operates in a regulated financial services environment where employees must understand evolving regulatory requirements, financial products, operational procedures, customer protection standards and technology-enabled processes.

In a field-intensive lending business, employee decisions can directly affect borrower assessment, loan suitability, repayment capacity evaluation, customer communication and recovery practices.

Accordingly, Digamber regards training not merely as an employee development activity but also as an important mechanism for operational risk mitigation, regulatory compliance and customer protection.

The Company's training approach seeks to strengthen employee knowledge, professional competence, ethical awareness and practical decision-making capabilities.

Training activities encompass induction, product knowledge, customer identification, credit appraisal, responsible lending, collections, grievance redressal, compliance awareness and operational controls.

8.4.2 Employee Training Performance – Financial Year 2025–26

During the reporting year, the Company reported 24,631 hours and 35 minutes of employee training.

The reported average training duration was 21.04 hours per employee.

Training and Development Indicators

Indicator	FY 2025–26
Total Training Hours	24,631 hours and 35 minutes
Reported Average Training Hours per Employee	21.04 hours
Average Training Hours – Male Employees	10.57 hours
Average Training Hours – Female Employees	6.46 hours
Employees Receiving Performance / Career Development Reviews	71.74%
Induction and Reorientation Programme – Reported Figure	225

8.4.3 Key Areas of Employee Training

The Company's learning and development activities are intended to address both technical and behavioural competencies.

Principal Training Areas

Training Area	Focus and Intended Outcome
Induction and Organisational Orientation	Familiarisation with the Company's values, business model, employment expectations, policies and operational responsibilities.
Financial Products and Processes	Understanding product eligibility, loan features, pricing, documentation, approval processes and customer obligations.
Customer Identification and Verification	Awareness of Know Your Customer requirements, documentation standards, identity verification and fraud prevention.
Credit Assessment and Underwriting	Assessment of borrower income, indebtedness, repayment capacity and relevant business or household financial circumstances.
Responsible Lending and Customer Protection	Promotion of fair lending, transparency, informed consent, customer dignity and prevention of over-indebtedness.
Collections and Recovery Conduct	Appropriate repayment communication, fair recovery practices, customer engagement and escalation procedures.
Grievance Redressal	Complaint identification, registration, investigation, escalation and resolution responsibilities.
Regulatory Compliance and Ethics	Awareness of applicable regulatory requirements, internal policies, ethical conduct and accountability.
Information Security and Data Protection	Responsible handling of customer information, cybersecurity awareness and protection of confidential data.
Technology and Digital Processes	Effective use of loan origination systems, customer servicing applications and relevant operational technology.
Workplace Conduct and Safety	Respectful workplace behaviour, prevention of harassment, occupational safety and emergency awareness.

The Company recognises that the effectiveness of training depends not only on the number of hours delivered but also on employees' ability to apply the learning in their daily responsibilities.

Accordingly, practical demonstrations, supervisory guidance, field-level reinforcement and periodic assessments are important elements of continuous capability development.

8.4.4 Induction and Reorientation

Induction and reorientation programmes are important for familiarising employees with the Company's organisational values, policies, products, processes and conduct expectations.

During Financial Year 2025–26, the Company reported a figure of 225 under its induction and reorientation programme indicator.

These programmes are intended to provide employees with a foundation for understanding their roles and responsibilities and the standards expected in customer-facing and internal activities.

Induction also supports consistency in operational practices across branches and departments.

The Company recognises that effective induction is particularly important for employees entering field roles, where customer communication, repayment-capacity assessment and adherence to prescribed procedures require practical understanding.

8.4.5 Training Access and Gender Considerations

The Company reported average training hours of 10.57 hours for male employees and 6.46 hours for female employees.

The difference is attributed by the Company primarily to the relatively lower representation of women in field-based roles, which account for a significant portion of operational training activity.

Digamber maintains a non-discrimination policy and states that training and development opportunities are not restricted on the basis of employee gender.

The Company recognises, however, that equitable training access requires consideration of job roles, development needs, employee categories and opportunities for professional advancement.

Accordingly, it intends to strengthen training data analysis by gender, employee category and functional responsibility to support the identification of any unintended gaps in development opportunities.

8.4.6 Performance Evaluation and Career Development

During Financial Year 2025–26, 71.74% of employees were reported to have received performance or career development reviews.

Performance evaluation provides an opportunity to assess employee contributions, identify development requirements, communicate expectations and support professional growth.

The Company recognises that effective performance management should be transparent, constructive and aligned with organisational values.

In a responsible financial services institution, performance assessment should consider not only business outcomes but also process adherence, ethical conduct, customer treatment, teamwork and compliance with prescribed requirements.

Digamber seeks to strengthen its performance management framework by encouraging regular feedback, objective evaluation and appropriate employee development planning.

8.5 GRI 405 – Diversity and Equal Opportunity

8.5.1 Our Commitment to an Inclusive Workplace

Digamber believes that diversity, equal opportunity and respectful workplace relationships contribute to organisational effectiveness and long-term sustainability.

The Company seeks to provide a professional environment in which employees are treated fairly and are able to contribute according to their skills, qualifications, experience and performance.

Its approach is supported by policies addressing equal opportunity, prevention of discrimination, workplace harassment and appropriate employee conduct.

The Company recognises that diversity should be assessed not only through workforce representation but also through recruitment, retention, remuneration, learning opportunities and participation in management and leadership positions.

8.5.2 Gender Diversity – Financial Year 2025–26

As at 31 March 2026, the Company employed 1,107 male employees and 64 female employees.

Women represented approximately 5.47% of the total workforce, while male employees represented approximately 94.53%.

Gender Diversity Indicators

Indicator	As at 31 March 2026
Total Employees	**1,171**
Male Employees	1,107
Female Employees	64
Female Representation in Workforce	5.47%
Male Representation in Workforce	94.53%
Women on the Board of Directors	1
Women in Management	9

The Company's workforce composition reflects a substantial predominance of male employees, particularly in field-oriented operational roles.

Digamber recognises that improving workforce diversity requires consideration of recruitment practices, role requirements, workplace safety, career development and the availability of suitable opportunities.

The Company seeks to provide equal employment opportunities and progressively strengthen its understanding of factors affecting female participation across different employee categories.

8.5.3 Women in Management and Governance

As at 31 March 2026, the Company reported nine women in management positions.

The Board of Directors included one woman director, representing 12.50% of the eight-member Board.

Women's participation in management and governance contributes to diversity of perspectives and can support more inclusive organisational decision-making.

The Company recognises the importance of providing fair opportunities for professional development and leadership progression.

Future diversity assessments may include more detailed analysis of gender representation across senior management, middle management, supervisory and operational positions.

8.5.4 Gender and Remuneration

The Company reported the following average employee salary information for Financial Year 2025–26.

Indicator	Reported Average Salary
Male Employees – All Positions	₹34,036
Female Employees – All Positions	₹40,800

Based on the reported figures, the overall average salary of female employees was approximately 19.87% higher than that of male employees.

However, the Company recognises that organisation-wide average salaries may be influenced by differences in employee roles, seniority, experience, qualifications, functional responsibilities and workforce composition.

Accordingly, these figures should not be interpreted independently as establishing equal pay for equivalent work or the absence of gender-related remuneration differences.

A more meaningful assessment requires comparison of remuneration within comparable employee categories and roles.

The Company remains committed to fair employment practices and intends to progressively strengthen remuneration analysis to support transparency and equitable treatment.

8.6 GRI 406 – Non-Discrimination and Respectful Workplace Conduct

8.6.1 Promoting Dignity and Respect

Digamber is committed to maintaining a workplace environment based on mutual respect, fairness, dignity and professional conduct.

The Company recognises that discrimination, harassment, intimidation or unfair treatment can adversely affect employee well-being, morale, productivity and organisational trust.

Its governance framework includes policies addressing non-discrimination, prevention of harassment and equal opportunity.

Employees are expected to conduct themselves professionally and treat colleagues, customers and other stakeholders with respect.

The Company recognises the importance of maintaining appropriate mechanisms for employees to raise workplace concerns and seek resolution without fear of inappropriate retaliation.

8.6.2 Reported Discrimination Indicators

Indicator	FY 2025–26
Reported Incidents of Discrimination	0
Cases Reviewed and Closed	0

During Financial Year 2025–26, the Company reported no incidents of discrimination and consequently no discrimination cases requiring review and closure.

The Company considers the prevention of discrimination an ongoing responsibility and recognises that the absence of reported incidents does not eliminate the need for employee awareness, accessible reporting mechanisms and effective management oversight.

8.6.3 Prevention of Sexual Harassment

The Company recognises that a safe and respectful workplace requires appropriate measures to prevent sexual harassment and address related concerns.

Its workplace governance framework includes policies relating to prevention of sexual harassment and employee conduct.

The Company seeks to maintain awareness of acceptable workplace behaviour, reporting arrangements and applicable legal requirements.

The prevention of sexual harassment is regarded as an important component of employee dignity, workplace safety and responsible organisational culture.

8.6.4 Strengthening Workplace Inclusion

Digamber recognises that an inclusive workplace is developed through consistent management behaviour, fair opportunities, transparent communication and appropriate handling of employee concerns.

The Company seeks to encourage a culture in which employees are treated respectfully, professional contributions are recognised and differences in background or personal circumstances do not result in unfair treatment.

Particular importance is placed on the responsibility of managers and supervisors to demonstrate appropriate conduct and promote constructive relationships within their teams.

8.7 GRI 403 – Occupational Health and Safety

8.7.1 Our Commitment to Employee Health, Safety and Well-Being

The health and safety of employees are important components of Digamber's social responsibility and workplace sustainability commitments.

As a financial institution with extensive field operations, the Company recognises that occupational risks are not confined to office premises.

Employees may be required to travel between branches, visit customers, undertake field verification, conduct collection-related activities and work in diverse geographical and environmental conditions.

These activities can expose employees to road safety risks, travel-related hazards, adverse weather, fatigue, ergonomic concerns and other workplace risks.

The Company recognises its responsibility to identify relevant hazards, promote preventive measures and support employees in carrying out their duties safely.

Its approach to occupational health and safety seeks to combine employee awareness, preventive controls, appropriate insurance protection and incident reporting.

8.7.2 Occupational Health and Safety Performance – Financial Year 2025–26

The following table presents the occupational health and safety information reported by the Company.

Occupational Health and Safety Indicator	FY 2025–26
Work-Related Fatalities, as Classified by the Company	Nil
Total Reported Accidents (not attributable to unsafe workplace premises)	52
Employees Availing Leave Due to Accident-Related Injuries	24
Reported Work-Related Ill-Health Cases	0
Employees / Workers Covered by the Company's Occupational Health and Safety Arrangements	100%, as reported
Fire / Emergency Drills Conducted	1
Month of Fire / Emergency Drill	November 2025
Fatal Accidents Involving Employees While on Duty	1, classified by the Company as non-work-related

Clarification Regarding Reported Accidents – Financial Year 2025–26

During Financial Year 2025–26, the Company reported 52 accidents involving employees, primarily comprising road accidents occurring during travel undertaken by Field Officers and other employees for customer visits, field operations and other official responsibilities. These incidents occurred on public roads while employees were travelling on vehicles and were not attributable to unsafe conditions within the Company's offices, branches or other workplace premises.

Considering the field-intensive nature of the Company's operations and the extensive travel undertaken by employees across rural and semi-rural locations, road safety represents an important occupational risk requiring continued attention. Accordingly, although these accidents were not associated with physical workplace conditions, the Company recognises the importance of promoting safe travel practices, employee awareness and preventive measures to minimise road-related risks.

For occupational health and safety reporting purposes, accidents occurring during travel undertaken as part of official duties will be assessed in accordance with the applicable definitions of work-related injuries under GRI 403, irrespective of whether they occurred within Company premises.

8.7.3 Accident Reporting and Workplace Safety

During Financial Year 2025–26, the Company reported 52 accidents involving employees. Of these, 24 employees availed leave due to injuries sustained in accidents.

The Company recognises that accident reporting provides important information for identifying potential safety risks and strengthening preventive measures.

For an organisation with significant field-level operations, travel and road safety are particularly relevant.

The Company seeks to promote employee awareness of safe travel practices, responsible conduct during field visits and the importance of promptly reporting accidents or safety concerns.

Accident information also provides an opportunity to review operational practices and identify areas requiring additional employee guidance or supervisory attention.

8.7.4 Disclosure of Fatal Accident Involving an Employee

During Financial Year 2025–26, the Company experienced a tragic incident in which an employee met with a fatal accident while on duty.

The Company reported that the incident was not classified as a work-related fatality under its internal reporting assessment.

The Company recognises the seriousness of the incident and the importance of providing appropriate support to the affected employee's family.

The employee was covered under the Company's group accident insurance policy, and the Company reported that the applicable insurance benefits were provided to the deceased employee's beneficiaries.

The incident highlights the importance of maintaining awareness of travel-related risks and continuously strengthening employee safety arrangements.

Digamber recognises that every serious accident requires appropriate attention, documentation and consideration of preventive measures, irrespective of its final classification for occupational health and safety reporting.

8.7.5 Group Accident Insurance and Employee Protection

The Company provides group accident insurance coverage as part of its employee protection arrangements.

Such coverage is particularly relevant for employees whose responsibilities involve travel, customer visits and field-level operations.

Group accident insurance provides an important financial protection mechanism for eligible employees and their beneficiaries in the event of covered accidents.

During the reporting year, the Company reported settlement of applicable benefits in connection with the fatal accident involving an employee.

The Company recognises that insurance protection complements, but does not replace, the importance of preventive safety measures and effective incident management.

8.7.6 Occupational Safety Coverage

The Company reported 100% coverage of employees and workers under its occupational health and safety arrangements during Financial Year 2025–26.

The Company recognises that effective occupational health and safety management requires awareness of workplace hazards, clear responsibilities, reporting mechanisms and appropriate preventive controls.

The scope and nature of occupational health and safety coverage should be interpreted with reference to the Company's underlying policies, employee population and implemented safety arrangements.

8.7.7 Fire Safety and Emergency Preparedness

During Financial Year 2025–26, the Company conducted one fire and emergency preparedness drill in November 2025.

Emergency preparedness activities are important for familiarising employees with evacuation procedures, emergency communication and appropriate responses to workplace incidents.

The Company recognises the importance of maintaining suitable emergency arrangements at its offices and branches, taking into account the nature of operations and applicable requirements.

Future efforts will focus on strengthening emergency awareness and ensuring that relevant employees understand their responsibilities during emergency situations.

8.7.8 Field Travel and Road Safety

Field travel represents an important operational requirement for Digamber's business model. Employees may travel for customer onboarding, loan verification, business assessment, customer servicing, recovery-related activities and branch supervision.

The Company recognises that travel-related risks require particular attention because road conditions, traffic, weather, fatigue and other external factors can affect employee safety.

Accordingly, Digamber intends to progressively strengthen field travel safety through:

- Employee awareness of road safety and responsible travel behaviour.
- Communication of appropriate safety precautions during field visits.
- Review of travel-related accidents and significant safety incidents.

- Supervisory attention to travel arrangements and operational requirements.
- Reinforcement of applicable emergency reporting and assistance procedures.
- Periodic review of opportunities to improve employee safety.

These measures are intended to support a more preventive and safety-conscious organisational culture.

8.8 Employee Engagement, Workplace Culture and Organisational Development

8.8.1 Building a Culture of Collaboration and Accountability

Digamber recognises that employee engagement and workplace culture are important drivers of organisational effectiveness.

A geographically distributed organisation requires effective coordination between branches, regional offices and Head Office functions.

Employees must be able to seek guidance, share operational information, resolve problems and work collaboratively across departments.

The Company seeks to promote a culture in which teamwork, knowledge sharing, mutual respect and accountability are encouraged.

Managers and supervisors have an important responsibility to support employees, provide constructive feedback and ensure that operational expectations are communicated clearly.

8.8.2 Ethical Conduct and Employee Responsibility

The Company's workforce plays an important role in maintaining ethical business practices and protecting customer interests.

Employees are expected to act with integrity, follow applicable policies, safeguard confidential information and avoid conduct that could adversely affect customers or the institution.

Ethical behaviour is particularly important in credit assessment, customer communication, collections, grievance handling and financial transactions.

The Company seeks to reinforce these expectations through employee awareness, supervisory oversight and appropriate internal accountability arrangements.

8.8.3 Employee Communication and Feedback

Effective internal communication supports employee engagement, operational consistency and organisational learning.

The Company recognises the importance of providing employees with opportunities to seek clarification, communicate concerns and obtain guidance on work-related matters.

Constructive employee feedback can help identify process gaps, training requirements, workplace challenges and opportunities for improvement.

Digamber seeks to encourage professional communication and appropriate escalation of operational or workplace concerns.

8.8.4 Employee Well-Being and Work Environment

Employee well-being encompasses physical safety, psychological comfort, workplace dignity, financial security and a supportive professional environment.

The Company recognises that employees working in customer-facing and field roles may experience operational pressure, travel demands and challenging customer situations.

A supportive work environment can contribute to employee morale, productivity, ethical conduct and retention.

Accordingly, the Company considers respectful supervision, appropriate training, employee welfare arrangements and workplace safety to be important elements of its people management approach.

8.9 Human Capital Development and Responsible Business Conduct

Digamber recognises that human capital management has a direct connection with the quality and sustainability of its lending operations.

Well-trained and ethically responsible employees are better positioned to:

- Assess borrower eligibility and repayment capacity accurately.
- Communicate financial products and contractual obligations clearly.
- Protect customer information and maintain confidentiality.
- Avoid inappropriate lending or recovery practices.
- Identify and escalate operational and compliance concerns.
- Provide effective customer service and grievance support.
- Contribute to stronger portfolio quality and institutional resilience.

The Company therefore considers employee capability development an important component of its responsible business conduct framework.

Training, supervision, performance evaluation and employee accountability are intended to reinforce consistent standards across its operations.

8.10 Our People and Workplace Performance at a Glance

Sustainability Dimension	Key FY 2025–26 Indicator	Significance
Employment	1,171 active employees	Demonstrates the scale of the Company's workforce and employment contribution.
Employment Stability	865 confirmed employees	Reflects the reported composition of the workforce.
Gender Diversity	64 female employees	Provides a baseline for monitoring female workforce representation.
Women in Leadership	9 women in management; 1 woman director	Indicates female participation in management and governance.
Employee Turnover	6.60%	Supports monitoring of workforce stability and retention.
Training and Development	24,631 hours and 35 minutes of reported training	Reflects the scale of learning activities,
Induction and	Reported figure of 225	Indicates induction and reorientation activity

Sustainability Dimension	Key FY 2025–26 Indicator	Significance
Reorientation		
Performance Reviews	71.74% of employees	Reflects the reported coverage of performance and career development reviews.
Non-Discrimination	Zero reported incidents	Indicates no discrimination incidents recorded during the reporting period.
Accident Reporting	52 reported accidents	Highlights the importance of preventive safety measures and incident monitoring.
Accident-Related Leave	24 employees	Reflects reported employee absence due to accident-related injuries.
Fatal Accident Disclosure	One fatal accident involving an employee while on duty	Requires transparent disclosure and confirmation of occupational classification.
Employee Insurance Protection	Group accident insurance coverage	Supports financial protection for eligible employees and beneficiaries.
Emergency Preparedness	One fire/emergency drill	Reflects emergency preparedness activity during the reporting period.

8.11 Alignment with the United Nations Sustainable Development Goals

The Company's people and workplace initiatives are relevant to several United Nations Sustainable Development Goals.

Sustainable Development Goal	Relevance to Digamber's People and Workplace Initiatives
SDG 3 – Good Health and Well-Being	Occupational safety, employee well-being, accident protection and emergency preparedness.
SDG 4 – Quality Education	Employee induction, professional training, skills development and continuous learning.
SDG 5 – Gender Equality	Equal employment opportunities, women's participation, prevention of discrimination and workplace dignity.
SDG 8 – Decent Work and Economic Growth	Employment generation, employee welfare, professional development and safe working conditions.
SDG 10 – Reduced Inequalities	Fair treatment, non-discrimination and equitable access to workplace opportunities.
SDG 16 – Peace, Justice and Strong Institutions	Ethical conduct, accountability, grievance mechanisms and responsible governance.

These linkages demonstrate the relevance of the Company's human capital practices to broader sustainability objectives and should not be interpreted as independently verified achievement of the corresponding Sustainable Development Goal targets.

8.12 Our Priorities for Financial Year 2026–27

Strengthening Human Capital, Workplace Safety and Organisational Resilience

Digamber recognises that continued investment in its workforce is essential for strengthening responsible lending practices, operational performance and long-term sustainability.

The Company intends to focus on the following priorities:

Priority Area	Intended Improvement
Employee Learning and Development	Strengthen structured training, role-specific capability development and assessment of training effectiveness.
Responsible Business Conduct	Reinforce customer protection, ethical behaviour, regulatory compliance and accountability through employee awareness.

Priority Area	Intended Improvement
Workforce Diversity	Improve monitoring of gender representation across employee categories and management levels.
Equal Opportunity	Continue promoting fair recruitment, development and career progression opportunities.
Performance Management	Strengthen constructive feedback, employee development planning and performance review coverage.
Employee Engagement	Encourage collaboration, knowledge sharing, communication and supportive management practices.
Occupational Safety	Improve accident monitoring, field travel safety awareness and preventive safety controls.
Emergency Preparedness	Strengthen workplace emergency awareness and review the coverage of safety drills.
Employee Welfare	Maintain appropriate employee protection arrangements and strengthen awareness of available benefits.
Human Capital Reporting	Improve consistency of workforce, training, diversity, remuneration and occupational safety data.

The Company intends to integrate these priorities into its broader human resource management and sustainability improvement initiatives.

8.13 Our Commitment to People-Centric and Sustainable Growth

At Digamber Capfin Limited, we believe that sustainable business performance begins with the well-being, competence and integrity of our people.

Our employees connect the institution with the communities it serves, translate policies into responsible business practices and contribute to the trust that underpins long-term customer relationships.

During Financial Year 2025–26, the Company continued to invest in employee learning, maintain employment and welfare arrangements, support professional development and promote a workplace culture based on fairness and accountability.

The Company also recognises the importance of addressing workplace safety risks, improving workforce diversity and strengthening the quality of human capital reporting.

As Digamber progresses towards its long-term sustainability objectives, it remains committed to creating an environment where employees are respected, supported, encouraged to develop their capabilities and empowered to contribute responsibly to organisational success.

"Our people are not merely the strength behind our operations; they are the foundation of our values, the guardians of customer trust and the driving force behind responsible financial inclusion."

GRI Reporting References

This section addresses the following GRI disclosures:

GRI 401 – Employment

- GRI 401-1: New employee hires and employee turnover.
- GRI 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees, where applicable.
- GRI 401-3: Parental leave.

GRI 403 – Occupational Health and Safety

- GRI 403-1: Occupational health and safety management system.
- GRI 403-2: Hazard identification, risk assessment and incident investigation.
- GRI 403-5: Worker training on occupational health and safety.
- GRI 403-8: Workers covered by an occupational health and safety management system.
- GRI 403-9: Work-related injuries.
- GRI 403-10: Work-related ill health.

GRI 404 – Training and Education

- GRI 404-1: Average hours of training per year per employee.
- GRI 404-2: Programmes for upgrading employee skills and transition assistance programmes, as applicable.
- GRI 404-3: Percentage of employees receiving regular performance and career development reviews.

GRI 405 – Diversity and Equal Opportunity

- GRI 405-1: Diversity of governance bodies and employees.
- GRI 405-2: Ratio of basic salary and remuneration of women to men, subject to availability of comparable employee-category information.

GRI 406 – Non-Discrimination

- GRI 406-1: Incidents of discrimination and corrective actions taken.

09 Environmental Stewardship

Responsible Resource Management, Environmental Awareness and Sustainable Operations

9.1 Our Commitment to Environmental Stewardship

At Digamber Capfin Limited, we recognise that environmental responsibility is an important component of sustainable business development and responsible corporate governance. Although the Company's principal activities relate to financial services rather than manufacturing or industrial production, its operations involve the consumption of energy, fuel, paper, water and other resources, together with the generation of waste and greenhouse gas emissions.

The Company operates through a geographically distributed branch network, supported by its Head Office, technology infrastructure and field personnel. This operating model requires electricity for offices and branches, travel for customer visits and business activities, information technology equipment, office stationery and other administrative resources.

While the environmental impact of an individual branch may be relatively modest, the cumulative consumption across the Company's operations warrants systematic monitoring and responsible management.

Digamber believes that environmental stewardship requires the integration of resource efficiency, operational discipline, employee awareness, technology adoption and reliable environmental data into everyday business practices.

The Company's environmental approach is guided by the following objectives:

- Promoting efficient and responsible use of electricity and fuel.
- Reducing avoidable consumption of paper and other office resources.
- Encouraging water conservation across offices and branches.
- Supporting responsible segregation, handling and disposal of waste.
- Ensuring appropriate management of electronic waste.
- Promoting environmental awareness among employees.
- Using digital technologies to reduce dependence on physical documentation.
- Progressively strengthening the measurement and reporting of environmental performance.

During Financial Year 2025–26, the Company initiated the systematic compilation of information relating to environmental resource consumption and associated impacts.

As this represents the initial phase of structured environmental reporting, certain figures have been estimated using available financial, operational and administrative records.

The Company recognises the importance of improving the accuracy, completeness and comparability of these indicators.

Accordingly, with effect from 1 April 2026, Digamber has initiated more detailed source-level recording of relevant environmental information to strengthen future sustainability reporting and facilitate more effective resource management.

9.2 Environmental Footprint of Our Operations

The Company's direct operational environmental footprint is primarily associated with electricity consumption, fuel use, employee travel, water consumption, paper usage and office waste.

The principal sources of environmental impact are summarised below.

Environmental Aspect	Principal Sources Within the Company	Environmental Considerations
Electricity Consumption	Head Office, branches, lighting, air-conditioning, computers, servers and office equipment.	Energy consumption and associated indirect greenhouse gas emissions.
Fuel Consumption	Generator operations, Company-controlled vehicles where applicable and other fuel-consuming activities.	Fossil fuel consumption and direct greenhouse gas emissions.
Employee and Business Travel	Field Officers' customer visits, branch supervision, business meetings and other official travel.	Transportation-related emissions and fuel consumption.
Paper Consumption	Administrative documentation, internal records, correspondence, reports and residual physical loan-related documentation.	Consumption of paper and associated natural resources.
Water Consumption	Drinking water, sanitation and routine office and branch requirements.	Freshwater consumption and opportunities for conservation.
General Waste	Office consumables, paper waste, packaging and routine administrative waste.	Waste segregation, recycling and responsible disposal.
Electronic Waste	Computers, printers, networking equipment, batteries and other electronic devices.	Safe handling, recycling and disposal through authorised channels.
Digital Infrastructure	Loan origination systems, customer servicing applications and information technology equipment.	Reduced physical documentation alongside electricity use and electronic equipment lifecycle impacts.

The Company recognises that environmental impacts may arise both from activities under its operational control and from activities undertaken through its wider value chain.

For example, travel undertaken by employees in personally owned vehicles may contribute to the Company's broader emissions footprint, even where the related fuel is not purchased directly by the Company.

Digamber intends to progressively improve the classification and measurement of these activities as its environmental data collection framework develops.

9.3 GRI 302 – Energy

9.3.1 Energy Management Approach

Energy consumption represents one of the principal environmental considerations associated with Digamber's operations.

Electricity is required for lighting, cooling, computers, communication systems, security equipment and other infrastructure necessary for daily business activities.

The Company's branch network also requires energy for customer servicing, documentation, data processing and administrative operations.

In addition to purchased electricity, fuel consumption may arise from generator operations, Company-controlled vehicles and other relevant activities.

Digamber recognises that efficient energy management can contribute to environmental protection, operational cost management and improved resource productivity.

The Company therefore seeks to encourage responsible electricity consumption, use energy-efficient equipment and promote awareness among employees regarding avoidable energy use.

9.3.2 Energy Consumption – Financial Year 2025–26

The Company compiled its energy consumption information for Financial Year 2025–26 using available operational and financial records.

Reported Energy Performance

Energy Indicator	FY 2025–26
Purchased Electricity	630,677 kilowatt-hours
Purchased Electricity in Gigajoules	2,270.44 gigajoules
Fuel Consumption – Generators and Applicable Vehicles	4,61,241 litres
Fuel Consumption – Generators and Applicable Vehicles (in Gigajoules)	14,279.89 gigajoules
Renewable Energy Consumed	0 kilowatt-hours
Reported Total Energy Consumption	16,550.73 gigajoules
Reported Energy Intensity	13.16 gigajoules per employee
Basis of Data Collection	Available electricity expenses, estimated unit rates, fuel and conveyance claims, and other relevant records

The reported electricity consumption of 630,677 kilowatt-hours is equivalent to approximately 2,270.44 gigajoules.

The Company recognises that reliable energy reporting requires consistent classification of purchased electricity, directly consumed fuels and energy associated with other operational activities.

For Financial Year 2025–26, certain consumption quantities were derived through estimation methods rather than direct measurement at every location.

The reported energy figures should therefore be regarded as the Company's initial environmental reporting baseline.

9.3.3 Basis of Energy Data Collection

During Financial Year 2025–26, Digamber commenced systematic compilation of energy-related information.

The information was derived from available records, including:

- Electricity expenses incurred at branches and offices.
- Estimated electricity units based on applicable average tariffs.
- Fuel-related expenditure and supporting records.
- Employee conveyance and travel claims.
- Other relevant administrative and financial information.

Where actual electricity consumption units were not available, the Company estimated consumption using the electricity expenditure and average applicable unit prices.

Similarly, available fuel and conveyance records formed part of the initial exercise to understand the energy implications of business operations.

The Company recognises that expenditure-based estimation provides a useful starting point but may be affected by variations in tariffs, fuel prices, reimbursement arrangements and the nature of travel undertaken.

Accordingly, the baseline information is being used to identify areas where direct activity data and more consistent calculation methods are required.

9.3.4 Strengthening Energy Data Accuracy from April 2026

With effect from 1 April 2026, the Company has initiated more accurate recording of environmental resource consumption.

This initiative is intended to improve the availability of actual electricity units, relevant fuel consumption quantities and other source-level information.

Improved data recording is expected to support:

1. More reliable measurement of energy consumption.
2. Comparison of consumption across branches and offices.
3. Identification of unusual or avoidable energy usage.
4. Better evaluation of energy conservation measures.
5. More accurate calculation of greenhouse gas emissions.
6. Improved year-on-year environmental performance reporting.

The Company intends to progressively strengthen its energy management information so that future assessments can rely more extensively on measured consumption rather than estimates derived from expenditure.

9.3.5 Energy Efficiency Initiatives

During Financial Year 2025–26, the Company continued using energy-efficient lighting and equipment, including light-emitting diode lamps and energy-efficient air-conditioning equipment.

The use of such equipment is intended to reduce avoidable electricity consumption and improve operational efficiency.

The Company also maintains an energy-saving policy and seeks to promote responsible energy use through employee awareness and operational discipline.

Energy conservation measures include encouraging employees to switch off lights, air-conditioning and other equipment when not required and to use available resources responsibly.

The Company recognises that consistent employee participation is essential for translating energy conservation policies into measurable operational outcomes.

9.3.6 Renewable Energy

During Financial Year 2025–26, the Company reported no renewable energy consumption.

Accordingly, renewable energy did not form a separately reported component of the Company's energy consumption mix during the reporting period.

The Company recognises that renewable energy may present opportunities for reducing emissions associated with electricity consumption.

Any future evaluation of renewable energy arrangements will need to consider operational feasibility, infrastructure requirements, cost implications and the Company's broader environmental priorities.

9.3.7 Energy Intensity and Performance Monitoring

Energy intensity is an important indicator for evaluating the relationship between resource consumption and organisational activity.

For a geographically distributed financial institution, energy consumption per branch may provide a useful operational benchmark.

The Company reported an energy intensity of 13.16 gigajoules per Employee for Financial Year 2025–26.

Energy intensity reporting will be strengthened through consistent definitions, reliable energy consumption records and appropriate operational denominators.

9.4 GRI 305 – Greenhouse Gas Emissions

9.4.1 Our Approach to Greenhouse Gas Emissions

Digamber recognises that greenhouse gas emissions contribute to climate change and that businesses have a responsibility to understand and manage emissions associated with their operations.

Although the Company does not undertake energy-intensive manufacturing activities, its electricity consumption, fuel use, business travel and supporting infrastructure generate greenhouse gas emissions.

The Company's approach is to progressively establish an emissions inventory, improve the quality of underlying activity data and identify practical opportunities to reduce avoidable emissions.

The development of a greenhouse gas inventory is an important step towards more systematic climate-related performance monitoring.

9.4.2 Understanding the Sources of Emissions

Greenhouse gas emissions are commonly classified into three scopes.

Emission Category	Description	Relevance to Digamber
Scope 1 – Direct Emissions	Emissions from sources owned or controlled by the organisation.	Fuel combustion in generators and Company-controlled vehicles, where applicable, and other relevant direct sources.
Scope 2 – Energy Indirect Emissions	Emissions associated with the generation of purchased electricity, steam, heating or cooling consumed by the organisation.	Electricity purchased for the Head Office, branches and other applicable facilities.
Scope 3 – Other Indirect Emissions	Other indirect emissions arising from activities in the organisation's value chain.	Relevant employee travel, commuting, purchased goods and services, electronic equipment, waste and other applicable activities.

For a financial services company, employee travel and business-related transportation can represent relevant sources of emissions.

However, the appropriate classification depends on the ownership or control of vehicles, the source of fuel and the nature of the activity.

Digamber recognises the importance of applying consistent organisational boundaries, activity data and emission factors when compiling its greenhouse gas inventory.

9.4.3 Greenhouse Gas Emissions – Financial Year 2025–26

The Company undertook an initial compilation of greenhouse gas emissions information for the reporting period.

The following figures were reported in the Company's source information.

Initial Greenhouse Gas Reporting Information

Indicator	FY 2025–26 Reported Information
Scope 1 Greenhouse Gas Emissions	1065.47 – reported as tonnes of carbon dioxide equivalent; unit and methodology
Scope 2 Greenhouse Gas Emissions	517.16 – reported as tonnes of carbon dioxide equivalent; unit and methodology
Scope 3 Greenhouse Gas Emissions	Not yet quantified
Reported Greenhouse Gas Emissions Intensity	1.26 tonnes of carbon dioxide equivalent per employee;

The Company intends to strengthen its greenhouse gas accounting processes using improved source-level environmental records.

9.4.4 Scope 1 – Direct Emissions

Scope 1 emissions arise from direct greenhouse gas emission sources owned or controlled by the Company.

Potential sources include fuel combustion in generators and Company-controlled vehicles, where applicable.

The Company's initial compilation considered available fuel-related information.

However, accurate reporting requires the identification of actual fuel quantities, fuel types and relevant operational boundaries.

The Company recognises that fuel reimbursements relating to personally owned vehicles should not automatically be classified as Scope 1 emissions.

Such emissions must be assessed in accordance with the applicable greenhouse gas accounting methodology.

The Company intends to improve the identification and classification of direct fuel consumption to strengthen future Scope 1 reporting.

9.4.5 Scope 2 – Purchased Electricity Emissions

Scope 2 emissions arise from electricity purchased and consumed by the Company.

During Financial Year 2025–26, Digamber reported purchased electricity consumption of 630,677 kilowatt-hours.

The associated greenhouse gas emissions depend on the relevant electricity emission factors and the accounting methodology applied.

As electricity represents a significant source of operational energy consumption, the Company recognises the importance of improving the accuracy of branch-level electricity records.

The strengthening of electricity data collection from April 2026 is expected to support more reliable Scope 2 calculations and future performance comparisons.

9.4.6 Scope 3 – Other Indirect Emissions

The Company did not quantify Scope 3 emissions during Financial Year 2025–26.

Potentially relevant categories include:

- Business travel undertaken using vehicles not owned or controlled by the Company.
- Employee commuting.
- Purchased goods and services.
- Paper and office consumables.
- Waste generated in operations.
- Information technology equipment and related lifecycle impacts.
- Other relevant value-chain activities.

The Company recognises that Scope 3 emissions may be relevant to its operating model, particularly because field personnel undertake substantial travel for customer servicing and business activities.

The identification and quantification of material Scope 3 categories will require appropriate data availability, defined boundaries and consistent calculation methods.

The Company intends to evaluate these requirements as its environmental reporting framework matures.

9.4.7 Improving the Reliability of Emissions Reporting

The Company's initial emissions reporting exercise has highlighted the importance of reliable source information.

From 1 April 2026, the Company has initiated improvements in environmental data collection, including more accurate recording of energy-related activity information.

These improvements are intended to facilitate:

- Consistent identification of emission sources.
- Appropriate classification of Scope 1, Scope 2 and relevant Scope 3 emissions.
- Use of suitable emission factors.
- Documentation of assumptions and calculation methodologies.
- More reliable greenhouse gas emissions intensity indicators.
- Improved comparability across reporting periods.

The Company recognises that the development of a credible emissions inventory is a progressive process requiring coordination among administrative, finance, technology, operations and sustainability-related functions.

9.5 Resource Efficiency and Digitisation

9.5.1 Technology-Enabled Operations and Environmental Efficiency

Digamber recognises that digital transformation can contribute to resource efficiency by reducing dependence on physical documentation, improving information accessibility and streamlining administrative processes.

Over the years, the Company has adopted technology-enabled processes in loan origination, customer onboarding, disbursement and servicing.

Its primary customer onboarding process is paperless, while certain administrative and back-office activities continue to require physical documentation.

Digital processes support more efficient record management, improved transaction traceability and reduced dependence on paper-based workflows.

The Company's technology-enabled approach includes electronic documentation, bank-account-based disbursement and digital customer servicing arrangements.

However, the Company recognises that digital technologies also have environmental implications, including electricity consumption, electronic equipment replacement and electronic waste generation.

Accordingly, Digamber seeks to consider both the resource-efficiency benefits and the associated environmental responsibilities of digital operations.

9.6 Paper Consumption and Responsible Paper Management

9.6.1 Paper Consumption – Financial Year 2025–26

Paper is an important administrative resource used in office operations, internal correspondence, reporting, documentation and other business processes.

Although the Company's primary customer onboarding process is paperless, certain secondary administrative and back-office activities continue to use physical documents.

During Financial Year 2025–26, the Company reported paper consumption of 2,014 reams.

Paper Consumption Indicator

Indicator	FY 2025–26
Reported Paper Consumption	2,014 reams
Primary Customer Onboarding	Paperless
Residual Paper Usage	Administrative and back-office documentation
Paper Reduction Objective	5% reduction in back-office paper consumption
Measurement Improvement	Strengthening of paper consumption monitoring

Justification for Paper Consumption During Financial Year 2025–26

During Financial Year 2025–26, Digamber Capfin Limited reported consumption of 2,014 reams of paper, primarily attributable to essential back-office and legal documentation requirements rather than routine customer onboarding or loan processing activities. The Company's primary loan onboarding process is paperless, reflecting its continued commitment to digitalisation and responsible resource utilisation.

A significant portion of the reported paper consumption was associated with the Legal Department's extensive recovery and resolution initiatives, including the issuance of legal notices, preparation of documentation for Lok Adalat proceedings and other lawful recovery measures. Given the volume of delinquent loan accounts requiring legal intervention during the reporting period, substantial physical documentation was necessary to

support statutory procedures, formal communications, case records and proceedings before the relevant legal forums.

These activities formed part of the Company's efforts to address stressed loan accounts, facilitate lawful recovery and protect the financial interests of the institution and its stakeholders. The legal recovery initiatives also contributed to tangible financial outcomes, including recoveries of ₹9.39 crore through Lok Adalat proceedings during the reporting period.

Accordingly, the paper consumption during Financial Year 2025–26 should be viewed in the context of exceptional legal and recovery-related documentation requirements, rather than as an indication of increased dependence on paper-based routine business processes.

The Company nevertheless recognises the environmental implications of paper consumption and remains committed to minimising avoidable usage. It is progressively strengthening digital back-office documentation, electronic record management, responsible printing practices and paper consumption monitoring, while ensuring that statutory, legal and evidentiary requirements are appropriately fulfilled.

As part of its environmental stewardship initiatives, the Company has identified a 5% reduction in back-office paper consumption as an improvement objective, subject to operational and legal documentation requirements.

The Company's approach seeks to balance environmental responsibility with regulatory compliance, lawful recovery obligations, operational efficiency and prudent protection of stakeholder interests.

The Company recognises that paper consumption is associated with the use of natural resources, energy, water and waste generation.

Accordingly, reducing avoidable paper use represents an important opportunity for improving environmental performance.

9.6.2 Paperless Customer Onboarding

The Company's primary customer onboarding process is designed to operate without physical paper documentation.

Digital onboarding supports electronic collection and processing of relevant customer information and reduces the requirement for printing, physical storage and manual handling of documents.

This approach also supports operational efficiency, document traceability and accessibility of customer records.

The Company recognises that the environmental benefits of paperless processes depend on the extent to which physical documentation is actually replaced and the associated use of digital infrastructure.

9.6.3 Paper Reduction Initiative

The Company has identified the reduction of back-office paper consumption as an area for improvement.

It is implementing measures aimed at achieving a 5% reduction in back-office paper consumption.

These measures are intended to encourage responsible printing practices, greater use of electronic records and improved awareness among employees.

The Company seeks to reduce avoidable printing, duplication of documents and unnecessary consumption of office stationery.

Paper consumption data will provide a basis for monitoring the effectiveness of these initiatives.

9.6.4 Future Paper Management Priorities

The Company intends to strengthen paper management through:

1. Improved recording of paper procurement and consumption.
2. Greater use of electronic internal communication and documentation.
3. Reduction in avoidable printing and photocopying.

4. Encouragement of double-sided printing wherever appropriate.
5. Responsible handling and disposal of used paper.
6. Periodic monitoring of paper consumption trends.

These initiatives are intended to improve resource efficiency while maintaining necessary documentation, record retention and regulatory compliance requirements.

9.7 GRI 303 – Water and Effluents

9.7.1 Responsible Water Consumption

Water is an essential natural resource, and Digamber recognises the importance of its responsible use.

The Company's water consumption primarily arises from routine office and branch requirements, including drinking water, sanitation and general facility use.

Although financial services operations are not ordinarily water-intensive, the Company's distributed branch network creates a cumulative requirement for water resources.

The Company recognises that water conservation is particularly relevant in locations where water availability may be constrained.

Accordingly, it seeks to promote responsible consumption and employee awareness across its facilities.

9.7.2 Water Consumption – Financial Year 2025–26

During Financial Year 2025–26, the Company reported water consumption of 554,000 litres.

Water Consumption Indicator

Indicator	FY 2025–26
Reported Water Consumption	554,000 litres
Equivalent Quantity	554 cubic metres
Principal Uses	Drinking water, sanitation and routine office requirements
Conservation Approach	Employee awareness, conservation advisories and facility-level practices

The reported water consumption information provides an initial basis for monitoring the Company's water-related resource requirements.

The Company recognises the importance of strengthening source-level water data, including the basis of estimation and the identification of facilities where consumption can be directly measured.

9.7.3 Water Conservation and Employee Awareness

The Company has communicated water conservation messages through employee advisories and awareness posters.

These communications are intended to encourage employees to avoid wastage and use water responsibly.

The Company seeks to promote facility-specific conservation practices across branches and at the Head Office.

Such practices may include identifying avoidable water use, encouraging prompt reporting of leakage and reinforcing responsible consumption.

The Company recognises that small improvements at individual locations can contribute to meaningful resource conservation when implemented consistently across a large branch network.

9.7.4 Water Conservation in Water-Stressed Locations

Digamber recognises that water availability varies across geographical regions.

Some of the locations in which the Company operates may experience seasonal or structural water stress.

The Company therefore considers location-specific conservation practices important for responsible water management.

Its approach seeks to encourage responsible consumption and identify practical opportunities to reduce avoidable water use.

Future improvements in environmental data collection may support more detailed evaluation of water consumption across facilities and locations.

9.8 GRI 306 – Waste Management

9.8.1 Responsible Waste Management

The Company recognises that responsible waste management is an important component of environmental stewardship.

Waste generated through office operations may include paper, packaging, general administrative waste, consumables and electronic equipment.

Although the nature and quantity of waste generated by a financial institution differ from those of industrial organisations, appropriate handling and disposal remain important environmental responsibilities.

Digamber seeks to promote waste minimisation, responsible resource use and appropriate disposal practices.

9.8.2 Waste Management During the Reporting Period

During Financial Year 2025–26, the Company had not yet established a comprehensive quantitative waste management reporting framework.

The Company subsequently initiated a more structured waste management approach during Financial Year 2026–27.

Accordingly, no consolidated quantity of waste generated, recycled, recovered or disposed of is presented for Financial Year 2025–26.

This reporting limitation has been identified as an area for improvement in the Company's environmental information management framework.

9.8.3 Waste Management Initiatives from FY 2026–27

The Company's subsequent waste management initiatives are intended to strengthen the segregation, monitoring and responsible handling of waste.

These initiatives are expected to support:

- Identification of major categories of waste generated.
- Improved segregation of recyclable and non-recyclable materials.
- Reduction of avoidable office waste.
- Appropriate handling of paper and packaging waste.
- Responsible disposal of electronic equipment.
- Better recordkeeping and monitoring of waste management activities.

The Company recognises that the implementation of these measures will require employee awareness, operational coordination and appropriate disposal arrangements.

9.9 Electronic Waste Management

9.9.1 Environmental Responsibility in Information Technology Operations

Electronic equipment is essential for Digamber's technology-enabled lending and administrative operations.

Computers, printers, communication devices, networking equipment and related infrastructure support customer onboarding, credit assessment, loan servicing, financial reporting and internal management.

However, electronic equipment also presents environmental considerations at the end of its useful life.

Improper disposal of electronic waste may result in environmental contamination and loss of recoverable materials.

The Company therefore recognises the importance of maintaining appropriate records and ensuring responsible disposal of obsolete electronic equipment.

9.9.2 Electronic Waste Monitoring

During Financial Year 2025–26, the Company monitored electronic waste-related activities and maintained records of relevant inventory quantities.

These records provided a basis for identifying electronic equipment requiring appropriate disposal.

The Company recognises that effective electronic waste management requires coordination between technology, administration, procurement and asset management functions.

9.9.3 Disposal Through an Authorised Vendor

Following the close of Financial Year 2025–26, the Company completed an electronic waste disposal process through an authorised vendor.

The Company received the relevant electronic waste disposal certificate on 13 August 2026.

This initiative represents an important subsequent development in the Company's approach to responsible electronic waste management.

As the disposal certificate was issued during Financial Year 2026–27, the activity is disclosed as a post-reporting-period environmental initiative rather than a completed disposal achievement of Financial Year 2025–26.

The Company intends to continue strengthening its electronic waste management practices through inventory monitoring, appropriate documentation and disposal arrangements consistent with applicable requirements.

9.10 Environmental Awareness and Employee Participation

9.10.1 Building an Environmentally Responsible Workplace Culture

Digamber believes that environmental stewardship requires active participation from employees at all levels.

Policies and procedures provide an important foundation, but their effectiveness depends on consistent behaviour and responsible use of resources in daily operations.

The Company seeks to encourage employees to adopt environmentally responsible practices in offices, branches and other work locations.

Environmental awareness initiatives are intended to reinforce the importance of conserving electricity, reducing paper consumption, using water responsibly and avoiding unnecessary waste.

9.10.2 Environmental Communication and Advisories

The Company has communicated resource conservation messages through employee advisories and awareness materials.

These communications are intended to promote practical changes in workplace behaviour.

Relevant themes include:

Environmental Awareness Theme	Intended Employee Behaviour
Electricity Conservation	Switch off unnecessary lights, air-conditioning and electrical equipment.
Water Conservation	Avoid wastage and report leakage or unnecessary consumption.
Paper Reduction	Prefer digital documentation and avoid unnecessary printing.
Waste Minimisation	Reduce avoidable office waste and encourage responsible disposal.
Electronic Waste Awareness	Ensure obsolete equipment is handled through prescribed internal processes.
Responsible Resource Use	Encourage environmental awareness in routine operational decisions.

The Company recognises that environmental awareness must be reinforced through consistent management communication and operational practices.

9.11 Environmental Data Governance and Measurement Framework

9.11.1 Establishing the Environmental Baseline

Financial Year 2025–26 represents the Company's initial period of structured environmental information compilation.

During this period, environmental indicators were developed using the records and information available across the organisation.

Certain figures were derived from expenditure-based estimates, while others were compiled from available operational records.

The Company recognises that this approach provides a useful initial understanding of resource consumption but has limitations in terms of precision, completeness and comparability.

The development of a reliable environmental baseline requires clear definitions, consistent reporting boundaries, appropriate units of measurement and documented calculation methodologies.

9.11.2 Improvements Introduced from 1 April 2026

With effect from 1 April 2026, the Company has initiated more accurate recording of environmental information.

The objective is to progressively establish a stronger data foundation for monitoring resource consumption and associated environmental impacts.

The following framework outlines the intended direction of environmental performance monitoring.

Environmental Performance Measurement Framework

Environmental Dimension	FY 2025–26 Baseline / Status	Future Measurement Focus
Electricity Consumption	630,677 kilowatt-hours, based on available records and estimates.	Actual units consumed by location, electricity expenditure and year-on-year consumption trends.
Fuel Consumption	Fuel and conveyance information considered in the initial energy assessment.	Fuel quantities by type, purpose, ownership/control of vehicles and relevant energy equivalents.
Total Energy Consumption	Reported 16,550.73 gigajoules	Verified energy consumption by source and appropriate energy intensity indicators.
Renewable Energy	Nil reported consumption.	Renewable energy consumption and share of total energy, where applicable.
Greenhouse Gas Emissions	Preliminary Scope 1 and Scope 2 figures are given	Verified emissions inventory, consistent units, emission factors and calculation methodology.
Scope 3 Emissions	Not quantified.	Identification and assessment of relevant indirect emission categories.
Paper Consumption	2,014 reams.	Monthly and annual consumption, paper reduction and comparison with the baseline.
Water Consumption	554,000 litres.	Location-wise consumption, conservation measures and trends.
General Waste	Comprehensive quantitative data not available.	Waste generated, segregated, recycled and disposed of.
Electronic Waste	Inventory monitoring undertaken; subsequent disposal certified in August 2026.	Electronic waste generated, stored, transferred and disposed of through authorised channels.
Environmental Awareness	Conservation advisories and energy-saving practices.	Awareness activities, employee participation and implementation of conservation measures.

The Company intends to progressively improve the completeness and reliability of these indicators.

9.12 Environmental Performance at a Glance – FY 2025–26

Environmental Indicator	Reported Performance
Purchased Electricity	630,677 kilowatt-hours
Purchased Electricity – Energy Equivalent	2,270.44 gigajoules
Reported Total Energy Consumption	16,550.73 gigajoules
Renewable Energy Consumption	Nil
Reported Energy Intensity	13.16 gigajoules per employee
Scope 1 Greenhouse Gas Emissions	Preliminary figure
Scope 2 Greenhouse Gas Emissions	Preliminary figure
Scope 3 Greenhouse Gas Emissions	Not quantified
Paper Consumption	2,014 reams
Water Consumption	554,000 litres
Waste Management	Structured programme initiated in FY 2026–27
Electronic Waste	Inventory monitoring; subsequent authorised disposal certificate dated 13 August 2026
Energy-Efficient Equipment	Continued use of light-emitting diode lighting and energy-efficient equipment
Environmental Data Recording	Strengthened source-level recording initiated from 1 April 2026
Paper Reduction Objective	5% reduction in back-office paper consumption

9.13 Alignment with the United Nations Sustainable Development Goals

The Company's environmental stewardship initiatives are relevant to the following United Nations Sustainable Development Goals.

Sustainable Development Goal	Linkage with Digamber's Environmental Initiatives
SDG 6 – Clean Water and Sanitation	Responsible water consumption, conservation awareness and facility-level water-saving practices.
SDG 7 – Affordable and Clean Energy	Energy efficiency, responsible electricity consumption and future consideration of cleaner energy alternatives.
SDG 9 – Industry, Innovation and Infrastructure	Digital loan processing, technology-enabled servicing and efficient operational infrastructure.
SDG 12 – Responsible Consumption and Production	Paper reduction, waste management, resource efficiency and responsible electronic waste disposal.
SDG 13 – Climate Action	Greenhouse gas emissions measurement, energy conservation and progressive development of environmental performance information.

These initiatives demonstrate the Company's efforts to integrate environmental considerations into its operations.

The Sustainable Development Goal linkages indicate areas of thematic alignment and should not be interpreted as independently verified achievement of the corresponding targets.

9.14 Environmental Priorities for Financial Year 2026–27

The Company recognises that meaningful environmental management requires reliable information, measurable objectives and consistent operational practices.

Building on the initial environmental data compilation undertaken during Financial Year 2025–26, Digamber intends to focus on the following priorities.

Priority Area	Intended Improvement
Environmental Data Accuracy	Strengthen actual consumption recording and reduce reliance on expenditure-based estimates.
Energy Management	Improve electricity and fuel monitoring and identify avoidable consumption.
Greenhouse Gas Accounting	As per emissions inventory.
Energy Efficiency	Continue promoting energy-efficient lighting, equipment and responsible consumption practices.
Paper Reduction	Pursue the objective of reducing back-office paper consumption by 5%.
Water Conservation	Strengthen consumption monitoring and promote facility-specific conservation measures.
Waste Management	Develop structured waste segregation, monitoring and responsible disposal arrangements.
Electronic Waste Management	Maintain inventory records and use authorised disposal channels.
Employee Awareness	Reinforce environmental responsibility through workplace communication and practical conservation initiatives.
Environmental Reporting	Improve the consistency, traceability and comparability of environmental performance disclosures.

These priorities are intended to support the progressive development of the Company's environmental management capabilities.

9.15 Our Commitment to a Resource-Efficient and Environmentally Responsible Future

At Digamber Capfin Limited, we recognise that responsible financial services must be supported by responsible operational practices.

Our environmental stewardship journey is founded on the understanding that the cumulative impact of electricity consumption, employee travel, paper usage, water consumption and waste generation requires systematic attention.

During Financial Year 2025–26, the Company took initial steps towards compiling environmental performance information and continued practices relating to energy-efficient equipment, digital operations and responsible resource consumption.

The Company also identified opportunities to strengthen environmental measurement, improve data reliability and implement more structured waste management arrangements.

The enhanced environmental recording processes initiated from 1 April 2026 represent an important step towards establishing a more consistent and measurable approach to environmental performance.

Going forward, Digamber intends to focus on practical resource conservation, employee participation, responsible technology use and continuous improvement in environmental data management.

The Company believes that environmental responsibility is not limited to large industrial operations. Every organisation has a role in conserving natural resources, reducing avoidable waste and promoting sustainable practices.

"At Digamber Capfin Limited, environmental stewardship begins with responsible everyday decisions—conserving energy, saving water, reducing paper, managing waste and building a culture in which every resource is valued."

GRI Reporting References

GRI 302 – Energy

- GRI 302-1: Energy consumption within the organisation.
- GRI 302-3: Energy intensity.

- GRI 302-4: Reduction of energy consumption, where supported by measurable information.

GRI 303 – Water and Effluents

- GRI 303-1: Interactions with water as a shared resource.
- GRI 303-5: Water consumption as per the actual estimation of the usage.

GRI 305 – Emissions

- GRI 305-1: Direct greenhouse gas emissions – Scope 1.
- GRI 305-2: Energy indirect greenhouse gas emissions – Scope 2.
- GRI 305-3: Other indirect greenhouse gas emissions – Scope 3, where quantified.
- GRI 305-4: Greenhouse gas emissions intensity.

GRI 306 – Waste

- GRI 306-1: Waste generation and significant waste-related impacts.
- GRI 306-2: Management of significant waste-related impacts.
- GRI 306-3: Waste generated, where reliable quantitative information is available.
- GRI 306-4 and 306-5: Waste diverted from disposal and waste directed to disposal, where supported by appropriate records.

10 Ethics, Compliance & Data Responsibility

Upholding Integrity, Regulatory Discipline, Customer Trust and Responsible Data Governance

10.1 Our Commitment to Ethical and Responsible Business Conduct

At Digamber Capfin Limited, ethics, integrity, transparency and regulatory compliance form the foundation of responsible business conduct. As a regulated non-banking financial company serving customers across diverse geographical and socioeconomic segments, the Company recognises that stakeholder trust depends on the fairness of its decisions, the conduct of its employees, the protection of customer information and adherence to applicable laws and regulations.

The Company's operations involve financial transactions, customer identification, credit assessment, loan disbursement, collections, customer servicing and the handling of confidential personal and financial information. These activities require high standards of professional integrity, accountability and responsible decision-making.

Digamber believes that ethical conduct is not limited to preventing financial misconduct. It also encompasses fair customer treatment, accurate disclosures, responsible lending, confidentiality, avoidance of conflicts of interest, transparent governance and timely identification and remediation of compliance concerns.

The Company seeks to embed these principles into its policies, operational processes, internal controls and employee responsibilities.

Its ethical and compliance approach is guided by the following principles:

- **Integrity:** Conducting business honestly and avoiding improper personal or financial advantage.
- **Transparency:** Providing accurate and understandable information to customers, regulators and other stakeholders.
- **Accountability:** Ensuring that employees and responsible officials remain answerable for their decisions and actions.
- **Regulatory Compliance:** Adhering to applicable laws, regulatory directions and internal policies.
- **Fair Customer Treatment:** Protecting customers against misleading communication, unfair practices and inappropriate conduct.
- **Confidentiality:** Safeguarding personal, financial and business information entrusted to the Company.
- **Prevention of Misconduct:** Identifying, reporting and addressing suspected fraud, corruption, conflicts of interest and other unethical activities.
- **Continuous Improvement:** Strengthening policies, controls and governance arrangements in response to identified risks and operational developments.

The Company recognises that ethical conduct and regulatory compliance are collective responsibilities extending from the Board of Directors and senior management to employees, branches and relevant business partners.

10.2 Governance of Ethics, Compliance and Data Responsibility

10.2.1 Board and Management Oversight

The Board of Directors is responsible for providing overall direction and oversight of the Company's governance framework.

The Company's governance arrangements are supported by relevant Board committees, senior management and specialised control functions responsible for compliance, risk management, internal audit, technology and information security.

These functions contribute to the identification, assessment, monitoring and escalation of risks associated with business conduct, regulatory obligations, operational practices and information security.

The Company recognises the importance of clearly defined responsibilities, appropriate reporting arrangements and timely escalation of significant matters.

Governance and Accountability Framework

Governance Function	Principal Responsibility
Board of Directors	Overall governance oversight, ethical standards, accountability and review of significant compliance and risk matters.
Audit Committee of the Board	Oversight of internal controls, internal audit, financial reporting and relevant governance concerns.
Risk Management Committee	Oversight of material risks and the effectiveness of relevant risk management arrangements.
Information Technology and Information Security Governance Forums	Oversight of technology-related risks, information security and relevant technology governance arrangements.
Senior Management	Implementation of approved policies, operational controls and appropriate corrective measures.
Compliance Function	Identification and dissemination of applicable regulatory requirements, compliance monitoring and escalation of identified gaps.
Risk Management Function	Assessment and monitoring of material business and operational risks.
Internal Audit Function	Independent review of selected processes, controls and compliance with prescribed requirements.
Information Security Function	Information security risk management, security controls and incident-related processes.
Human Resources Function	Employee conduct, applicable workplace policies and relevant disciplinary processes.
Business and Operational Functions	Implementation of controls, adherence to policies and reporting of identified irregularities.

The Company seeks to maintain coordination among these functions so that governance responsibilities are translated into appropriate operational practices.

10.2.2 Three Lines of Responsibility

The Company's internal governance arrangements are intended to support accountability across operational management, control functions and independent assurance.

Business and operational departments are responsible for complying with applicable requirements and implementing prescribed controls in their daily activities.

Compliance, risk management and information security functions provide specialised oversight, guidance and monitoring within their respective mandates.

Internal audit provides independent assurance through its approved audit activities and reporting arrangements.

This division of responsibilities is intended to strengthen control effectiveness, support timely identification of deficiencies and reduce the likelihood of unmanaged operational or regulatory risks.

10.3 GRI 205 – Anti-Corruption

10.3.1 Commitment to Integrity and Prevention of Corruption

Digamber recognises that corruption, bribery, improper inducements and conflicts of interest can undermine stakeholder trust, distort business decisions and expose the Company to legal, financial and reputational risks.

As a financial institution, the Company is exposed to potential conduct risks across customer acquisition, loan appraisal, credit approval, procurement, vendor engagement, collections, financial transactions and other operational activities.

The Company seeks to maintain an ethical operating environment through its policy framework, authorisation arrangements, segregation of duties, recordkeeping requirements, internal review mechanisms and appropriate escalation procedures.

Employees and relevant business partners are expected to conduct their activities honestly and avoid offering, soliciting or accepting improper benefits in connection with business decisions.

The Company's approach is based on the principle that financial services must be delivered fairly and without improper personal advantage.

10.3.2 Anti-Corruption Policy Framework

The Company's governance framework includes policies addressing anti-corruption, conflicts of interest, whistle-blowing and professional conduct.

These policies are intended to establish expectations regarding ethical behaviour and the reporting of suspected misconduct.

The Company recognises that an effective anti-corruption framework should address:

1. Prohibition of bribery and improper inducements.
2. Avoidance and disclosure of conflicts of interest.
3. Appropriate approval and authorisation of transactions.
4. Transparency in dealings with customers and business partners.
5. Accurate maintenance of financial and operational records.
6. Reporting and escalation of suspected misconduct.
7. Fair investigation and appropriate corrective action.
8. Accountability for confirmed violations.

The existence of these policies provides a foundation for preventive governance, while their effectiveness depends on consistent communication, implementation and monitoring.

10.3.3 Preventive Internal Controls

Digamber's anti-corruption and ethical conduct arrangements are supported by operational and financial controls designed to reduce opportunities for inappropriate behaviour.

Principal Preventive Controls

Control Area	Intended Risk Mitigation
Delegation of Authority	Prevents unauthorised approvals and decisions beyond prescribed limits.
Segregation of Duties	Reduces the risk of an individual exercising incompatible responsibilities without appropriate checks.
Maker-Checker Arrangements	Supports independent verification of transactions and approvals where implemented.
Documented Policies and Procedures	Establishes consistent expectations and reduces discretionary decision-making.
Transaction Records and Audit Trails	Supports traceability, accountability and review of financial and operational activities.
Credit Approval Controls	Reduces the risk of improper loan sanctioning and unauthorised deviations.
Procurement and Vendor Controls	Supports transparency and appropriate approval of expenditure and third-party arrangements.
Internal Review and Audit	Facilitates identification of control weaknesses and irregularities.
Whistle-Blower Mechanism	Provides a channel for reporting suspected unethical conduct.
Escalation and Disciplinary Processes	Supports investigation and appropriate action where misconduct is established.

These controls contribute to the Company's broader framework for responsible business conduct and prevention of financial and operational misconduct.

10.3.4 Anti-Corruption Performance – Financial Year 2025–26

The Company reported the following indicators for the financial year.

Indicator	FY 2025–26
Operations formally assessed for corruption-related risks	All operations including but not limited to on-boarding of customers and vendor relationships
Board members receiving separately recorded anti-corruption communication/training	0
Employees receiving anti-corruption training	100% of employees
Confirmed incidents of corruption	0
Employees disciplined or dismissed for confirmed corruption	0
Business partner contracts terminated or not renewed due to corruption	0

During Financial Year 2025–26, the Company reported no confirmed incidents of corruption.

Consequently, no employee disciplinary action or business partner contract termination was reported on account of confirmed corruption.

The Company also reported that no operations were formally assessed under a separately identified corruption-risk assessment exercise during the year.

Similarly, no Board members or employees were recorded under the specific anti-corruption communication and training indicators.

These figures should be interpreted as the reported status of the specified indicators and not as evidence that corruption-related risks were absent from the Company's operations.

10.3.5 Strengthening Corruption Risk Assessment

The Company recognises that formal corruption risk assessment is an important component of a mature ethical governance framework.

Such assessments can help identify activities involving heightened exposure to improper inducements, unauthorised benefits, conflicts of interest or inappropriate exercise of discretion.

Relevant areas for future assessment may include:

- Customer sourcing and loan origination.
- Credit appraisal and approval.
- Loan disbursement and financial transactions.
- Collection and recovery activities.
- Procurement and vendor selection.
- Third-party and intermediary relationships.
- Employee recruitment and administrative expenditure.
- Settlement, waiver and compromise decisions.

The Company intends to strengthen the systematic identification and documentation of corruption-related risks and relevant mitigating controls.

10.3.6 Anti-Corruption Awareness and Training

Anti-Corruption Awareness and Employee Training – GRI 205-2

Digamber Capfin Limited considers integrity, transparency and ethical conduct fundamental to its responsible business operations. Recognising the importance of preventing bribery, corruption, improper inducements, conflicts of interest and unethical practices, the Company places significant emphasis on employee awareness and understanding of its anti-corruption policies and conduct expectations.

During Financial Year 2025–26, 100% of the Company's employees received training on anti-corruption and ethical business conduct, demonstrating the Company's commitment to promoting integrity and accountability throughout the organisation.

The training was intended to familiarise employees with the Company's expectations regarding honest business dealings, prevention of improper financial benefits, avoidance of conflicts of interest, responsible handling of customer transactions and reporting of suspected misconduct through appropriate channels.

Particular importance is attached to ethical conduct in customer-facing activities, including loan origination, credit assessment, disbursement, collections and customer servicing, where employees are entrusted with significant responsibilities.

The Company believes that comprehensive employee awareness is an important preventive safeguard against corruption-related risks and supports the development of a strong ethical culture across its operations.

During the reporting period, no confirmed incidents of corruption were reported, and consequently, no employees were disciplined or dismissed and no business partner contracts were terminated or not renewed on account of confirmed corruption.

Digamber remains committed to reinforcing anti-corruption awareness through continued employee training, policy communication, supervisory oversight and appropriate internal controls.

10.4 Whistle-Blower and Vigil Mechanism

10.4.1 Encouraging Ethical Reporting

Digamber recognises that employees and other relevant stakeholders may become aware of suspected misconduct that is not immediately apparent through routine supervision or control processes.

An effective whistle-blower mechanism provides an avenue for reporting such concerns through appropriate channels.

The Company's whistle-blower framework is intended to support the identification and review of suspected unethical behaviour, fraud, corruption, conflicts of interest, abuse of authority and other serious irregularities.

The mechanism complements routine management supervision, internal audit and other governance arrangements.

10.4.2 Matters That May Be Reported

Concerns appropriate for reporting under the whistle-blower or relevant internal escalation arrangements may include:

- Suspected bribery or improper financial inducements.
- Fraudulent transactions or manipulation of records.
- Misuse of Company funds or assets.
- Conflicts of interest affecting business decisions.
- Deliberate violation of applicable laws or approved policies.
- Misappropriation or unauthorised handling of customer funds.
- Concealment of material operational irregularities.
- Serious misuse of confidential information.

- Retaliation against persons raising concerns in good faith.
- Other significant unethical or improper conduct.

The applicable policy determines the reporting channels, scope and procedures for handling such matters.

10.4.3 Confidentiality, Fairness and Protection Against Retaliation

The Company recognises that confidence in a whistle-blower mechanism depends on appropriate confidentiality, impartial review and protection against retaliation.

Reports should be assessed according to their seriousness and the nature of the allegations.

Where appropriate, matters may require review outside the ordinary operating hierarchy to minimise potential conflicts of interest.

The Company seeks to promote an environment in which genuine concerns can be raised responsibly and addressed through appropriate governance processes.

At the same time, investigations should be conducted fairly, with due regard to the rights of all persons involved.

10.4.4 Investigation and Remediation

Where allegations warrant investigation, the Company may undertake appropriate fact-finding, review relevant records, obtain explanations and assess whether misconduct or control deficiencies have occurred.

Depending on the findings and applicable requirements, remedial measures may include:

- Corrective action against established misconduct.
- Employee disciplinary measures.
- Strengthening of operational controls.
- Revision of policies or procedures.
- Additional training or supervisory guidance.
- Recovery of financial losses, where appropriate.
- Reporting to relevant governance forums.
- Regulatory or legal reporting, where required.

The Company recognises that the effectiveness of a whistle-blower mechanism depends not only on receiving concerns but also on ensuring timely review, appropriate closure and preventive action.

10.5 Fraud Prevention, Ethical Accountability and Internal Controls

10.5.1 Preventing Financial and Operational Misconduct

As a lending institution, Digamber recognises the importance of preventing fraud, unauthorised transactions, manipulation of customer information and other financial irregularities.

Potential risks may arise in customer identification, loan documentation, credit assessment, disbursement, collections, accounting and other operational processes.

The Company seeks to address these risks through prescribed procedures, authorisation controls, system-based records, supervisory review and internal assurance activities.

Employees are expected to comply with applicable processes and promptly escalate suspected irregularities.

10.5.2 Distinction Between Fraud and Corruption

The Company recognises that fraud and corruption are related but distinct categories of misconduct.

Fraud may involve deception, falsification, misappropriation or other dishonest conduct intended to secure an improper benefit.

Corruption generally involves abuse of entrusted power or position for improper advantage.

Accordingly, a reported absence of confirmed corruption incidents does not necessarily imply the absence of fraud incidents or other operational irregularities.

The Company considers accurate classification and appropriate reporting important for maintaining transparent governance disclosures.

10.5.3 Accountability and Corrective Action

Where control weaknesses or misconduct are identified, appropriate accountability and corrective measures are important for preventing recurrence.

The Company recognises the importance of documented investigation, fair decision-making, timely escalation and implementation of corrective actions.

Relevant matters may require coordination among business functions, human resources, compliance, risk management, internal audit and other responsible departments.

Such coordination is intended to support consistent handling of significant irregularities and strengthen the overall control environment.

10.6 GRI 418 – Customer Privacy and Data Protection

10.6.1 Customer Information as a Critical Responsibility

Customer information is among the Company's most sensitive assets.

Digamber handles personal, financial and transactional information in connection with customer identification, loan origination, credit assessment, disbursement, servicing, collections and regulatory reporting.

Such information may include:

- Customer names and contact details.
- Identity and address information.
- Know Your Customer documentation.
- Financial and banking information.
- Loan applications and credit assessment records.
- Loan balances and repayment information.
- Customer communication and grievance records.
- Other information required for lawful lending and servicing activities.

The Company recognises that inappropriate access, disclosure, alteration, loss or misuse of this information may adversely affect customers and expose the institution to legal, operational and reputational risks.

Accordingly, the protection of customer information is regarded as an important element of responsible business conduct.

10.6.2 Our Approach to Data Privacy

Digamber seeks to protect customer information through a combination of technology controls, restricted access, secure data handling, governance arrangements and employee responsibility.

The Company's approach is guided by the principle that customer information should be accessed and processed only for authorised business purposes and in accordance with applicable requirements.

The Company recognises the importance of maintaining confidentiality throughout the information lifecycle, from collection and processing to storage, sharing, retention and disposal.

Its information security arrangements are intended to support the confidentiality, integrity and availability of relevant information assets.

10.6.3 Encryption of Personally Identifiable Information

The Company reports that personally identifiable information is protected through encryption controls across relevant stages of data handling.

These stages include:

Data in Transit: Information transmitted between authorised systems, applications and relevant infrastructure.

Data at Rest: Information stored in databases, repositories and other applicable storage environments.

Data in Processing: Information handled during authorised application and system processing.

The Company seeks to protect sensitive customer information against unauthorised access or disclosure through appropriate technical controls.

Encryption forms an important part of these arrangements, although effective data protection also requires appropriate access management, secure system configuration, monitoring and operational discipline.

10.6.4 Secure Cloud-Based Data Storage

The Company reports that customer information is stored using Amazon Web Services cloud infrastructure, with access restricted to authorised personnel.

Cloud-based infrastructure supports the Company's technology-enabled operations and digital information management.

The Company recognises that secure use of cloud services requires appropriate configuration, access controls, authentication, monitoring and governance over data handling arrangements.

The responsibility for protecting customer information remains with the Company in accordance with applicable legal and contractual obligations, notwithstanding the use of third-party infrastructure.

10.6.5 Access Control and Authorised Use

Digamber seeks to restrict access to customer information according to legitimate operational requirements.

Authorised access is an important safeguard against unauthorised disclosure, inappropriate modification and misuse of sensitive information.

The Company recognises the importance of ensuring that employees and relevant service providers access only the information necessary for their approved responsibilities.

Access management is supported by relevant technology and information security arrangements.

The Company intends to continue strengthening the effectiveness of access governance as its digital systems and operational requirements evolve.

10.7 Cybersecurity and Information Security Governance

10.7.1 Cybersecurity as a Business and Customer Protection Priority

Digital financial services create opportunities for improved customer access, operational efficiency and transaction transparency.

However, increased reliance on technology also introduces cybersecurity risks, including unauthorised system access, malicious software, phishing, credential compromise, data theft and disruption of digital services.

For Digamber, cybersecurity is therefore both a technology responsibility and a broader business risk management priority.

The Company recognises that an information security incident may affect customer confidentiality, operational continuity, regulatory compliance and stakeholder confidence.

Accordingly, cybersecurity requires coordination among technology, information security, risk management, compliance, operational management and relevant governance forums.

10.7.2 Information Security Controls

The Company's information security arrangements are supported by technical and organisational controls intended to protect relevant information assets.

Principal Information Security Control Areas

Control Area	Intended Purpose
Encryption	Protect sensitive information during storage and transmission and in relevant processing environments.
Access Management	Restrict information and system access to authorised personnel.
Authentication Controls	Reduce the risk of unauthorised use of systems and accounts.
Information Security Monitoring	Support identification and assessment of suspicious or unauthorised activity.
Incident Management	Enable appropriate identification, escalation, investigation and response to security incidents.
Backup and Recovery Arrangements	Support the availability and restoration of important information and systems.
Business Continuity Planning	Support continued or restored delivery of critical business services during disruptions.
Employee Awareness	Encourage responsible handling of customer information and recognition of common cyber threats.
Technology Governance	Support oversight of material technology risks, controls and operational resilience.

The Company recognises that these control areas require ongoing review in response to technological developments, emerging threats and applicable regulatory expectations.

10.7.3 Cybersecurity Awareness and Employee Responsibility

Employees play an important role in protecting information assets.

Even where technical safeguards are implemented, inappropriate sharing of credentials, unsafe handling of documents or failure to recognise suspicious communications may expose the Company to security risks.

The Company therefore recognises the importance of promoting awareness of:

- Confidential handling of customer information.
- Responsible use of authorised systems.
- Protection of passwords and authentication credentials.
- Identification of suspicious messages and phishing attempts.
- Appropriate handling of customer documents.
- Reporting of suspected information security incidents.
- Compliance with prescribed information security procedures.

Employee awareness is an important complement to technology-based security controls.

10.7.4 Incident Management and Business Continuity

The Company recognises that timely detection and management of information security incidents are essential for reducing potential harm to customers and business operations.

Incident management arrangements are intended to support the identification, escalation, assessment and resolution of relevant events.

Depending on the nature and seriousness of an incident, the response may involve technology teams, information security personnel, management and other responsible functions.

Business continuity arrangements are intended to support operational resilience and the restoration of critical services following significant disruptions.

The Company recognises that incident reporting, recovery arrangements and corrective action must remain aligned with applicable regulatory requirements.

10.8 Customer Privacy Performance – Financial Year 2025–26

10.8.1 Reported Privacy and Data Security Indicators

The Company reported the following information under GRI 418 for Financial Year 2025–26.

Customer Privacy Indicator	FY 2025–26
Substantiated Complaints Concerning Customer Privacy	**0**
Complaints Concerning Customer Privacy Received from Regulators or External Parties	0
Identified Leaks, Thefts or Losses of Customer Data	**0**
Customers Affected by Substantiated Data Incidents	0

During the reporting period, the Company reported no substantiated complaints concerning breaches of customer privacy.

No complaints concerning customer privacy were reported from regulators or external parties under the relevant indicator.

The Company also reported no identified leaks, thefts or losses of customer data and no customers affected by substantiated data incidents.

These indicators reflect the information reported by the Company for the specified period.

The Company recognises that the absence of reported incidents does not eliminate cybersecurity or privacy risks and that continuous vigilance remains necessary.

10.8.2 Data Protection and Preventive Measures

The Company places importance on safeguarding customer information through encryption, controlled access and secure data storage arrangements.

Personally identifiable information is reported to be encrypted across relevant stages of information handling, and customer data is maintained on Amazon Web Services infrastructure with access limited to authorised personnel.

These measures are intended to reduce the risk of unauthorised access and disclosure.

The Company recognises that data protection is an ongoing responsibility requiring regular attention to system security, employee conduct, access governance and emerging cyber threats.

10.9 Customer Grievance Redressal and Corrective Action

10.9.1 Customer Complaints as an Important Governance Indicator

Customer grievances provide valuable information regarding service quality, communication gaps, operational deficiencies and potential conduct-related concerns.

Digamber recognises that effective grievance redressal is an important component of customer protection and responsible financial services.

The Company has established a defined escalation structure for reviewing and resolving customer complaints.

The framework is intended to support timely attention to grievances and appropriate escalation where matters remain unresolved.

10.9.2 Grievance Escalation Framework

The Company's grievance redressal arrangements include the following levels.

Escalation Level	Function	Principal Responsibility
Level 1	Grievance Redressal Team	Initial registration, examination and resolution of customer grievances.
Level 2	Grievance Redressal Officer	Review and resolution of grievances requiring further attention.
Level 3	Principal Nodal Officer	Senior-level examination and resolution of escalated grievances.
Governance Review	Client Grievance Redressal Committee	Review of complaint trends, significant issues and grievance management effectiveness.
Ultimate Oversight	Board of Directors	Oversight of customer protection and significant governance matters through applicable reporting arrangements.

The Company's operational grievance escalation timelines are:

- Grievance Redressal Team: Days 0–7.
- Grievance Redressal Officer: Days 8–15.
- Principal Nodal Officer: Days 16–30.

The Client Grievance Redressal Committee and Board provide governance oversight rather than replacing the prescribed operational resolution and external escalation mechanisms.

10.9.3 Root Cause Analysis and Corrective Action

The Company recognises that grievance resolution should extend beyond addressing individual customer complaints.

Recurring complaints may indicate process deficiencies, communication gaps, training requirements or weaknesses in operational controls.

Accordingly, root cause analysis is undertaken to identify recurring issues and opportunities for corrective and preventive action.

Depending on the findings, improvement measures may include:

- Clarification of customer communication.
- Revision of operational procedures.
- Strengthening of employee training.
- Improvement in documentation or system processes.
- Enhanced supervisory review.
- Changes to customer servicing arrangements.
- Additional monitoring of recurring complaint categories.

The Company seeks to use grievance information as a source of organisational learning and continuous improvement.

10.10 GRI 419 – Socioeconomic Compliance

10.10.1 Regulatory Compliance as a Core Responsibility

Regulatory compliance is central to Digamber's governance and responsible business framework.

As a non-banking financial company, the Company operates within a regulatory environment that includes requirements relating to lending practices, customer protection, prudential management, governance, information security, financial reporting and other applicable matters.

The Company also recognises its obligations under relevant corporate, employment, taxation and other laws applicable to its operations.

Compliance is therefore regarded as an ongoing organisational responsibility rather than an activity limited to periodic regulatory reporting.

The Company seeks to maintain an appropriate compliance framework through policies, operational procedures, regulatory dissemination, monitoring, internal review and escalation of identified gaps.

10.10.2 Compliance Management Framework

The Company's compliance approach is intended to support the identification, communication, implementation and monitoring of applicable regulatory obligations.

Principal Elements of Compliance Management

Compliance Element	Intended Function
Regulatory Identification	Identification of applicable laws, regulations, directions and circulars.
Regulatory Dissemination	Communication of relevant requirements to responsible departments and officials.
Policy and Procedure Framework	Translation of regulatory requirements into internal policies and operating procedures.
Responsibility Assignment	Identification of departments and officials responsible for compliance.
Compliance Monitoring	Review of adherence to applicable requirements.
Internal Audit and Independent Review	Assessment of selected controls, processes and compliance arrangements.
Gap Identification and Remediation	Identification, tracking and correction of compliance deficiencies.
Management and Committee Reporting	Escalation of relevant matters to responsible governance forums.
Regulatory Communication	Timely submission of information and responses to regulatory authorities, where required.
Recordkeeping and Evidence	Maintenance of appropriate documents supporting compliance activities.

The Company recognises that an effective compliance framework requires cooperation among all business and control functions.

10.10.3 Key Areas of Regulatory Compliance

The Company's compliance responsibilities extend across several important areas.

Responsible Lending and Customer Protection: Compliance with applicable requirements relating to loan disclosures, fair practices, borrower assessment, customer consent, collections and grievance redressal.

Prudential and Financial Requirements: Compliance with applicable financial reporting, asset classification, provisioning, capital adequacy and other prudential requirements.

Corporate Governance: Adherence to relevant governance requirements, Board and committee responsibilities, policies and reporting arrangements.

Information Technology and Information Security: Compliance with applicable requirements relating to technology governance, information security, operational resilience and relevant outsourcing arrangements.

Customer Information and Privacy: Appropriate handling of personal and financial information and compliance with applicable data protection obligations.

Employment and Workplace Requirements: Compliance with applicable employment, employee welfare, workplace safety and prevention of harassment requirements.

Corporate and Statutory Obligations: Compliance with applicable company law, taxation, reporting and other statutory requirements.

The Company seeks to maintain coordination among relevant departments to ensure that these obligations are appropriately addressed.

10.11 Socioeconomic Compliance Performance – Financial Year 2025–26

10.11.1 Reported Compliance Indicators

The Company reported the following information for the financial year.

Socioeconomic Compliance Indicator	FY 2025–26
Significant Instances of Non-Compliance	Nil, as reported
Significant Monetary Fines	Nil, as reported
Significant Non-Monetary Sanctions	Nil, as reported

During Financial Year 2025–26, the Company reported no significant instances of socioeconomic non-compliance, significant monetary fines or significant non-monetary sanctions under the information supplied for this disclosure.

The Company recognises the importance of maintaining accurate and complete records of regulatory matters, including the distinction between supervisory observations, operational deficiencies, formal enforcement actions, monetary penalties and non-monetary sanctions.

Accordingly, the reported indicators should be interpreted with reference to the Company's underlying compliance records and the reporting definitions applied.

10.11.2 Continuous Compliance Improvement

Digamber recognises that compliance management requires continuous monitoring and improvement.

Regulatory expectations, business processes and technology-related risks may evolve over time.

The Company therefore seeks to strengthen the identification and communication of regulatory requirements, improve the documentation of compliance responsibilities and support timely remediation of identified gaps.

The Company also recognises the importance of maintaining evidence of corrective actions and providing appropriate updates to management and relevant governance forums.

10.11.3 Supervisory Observations and Regulatory Engagement

As a regulated financial institution, the Company may be subject to regulatory inspections, supervisory reviews and requests for information.

The Company recognises that such processes form an important part of regulatory oversight.

Supervisory observations and recommendations may identify areas where controls, documentation, governance practices or operational processes require strengthening.

The Company seeks to address relevant observations through appropriate corrective action, responsible departmental ownership and regulatory communication.

For sustainability reporting purposes, the Company recognises the importance of distinguishing supervisory findings from formally established significant non-compliance events or sanctions.

A supervisory observation should not automatically be described as a monetary penalty or formal enforcement action. Equally, the absence of a penalty does not necessarily establish the absence of compliance deficiencies.

This distinction supports balanced and transparent reporting.

10.12 Ethical Conduct in Customer Relationships

10.12.1 Fair and Transparent Financial Services

The Company recognises that ethical conduct is particularly important in its relationships with borrowers.

Customers must be able to understand the financial products offered, the applicable terms and conditions, repayment obligations, charges and available grievance redressal arrangements.

Digamber seeks to promote transparency through relevant customer disclosures, including the Key Facts Statement, sanction documentation and loan agreements.

Employees are expected to communicate accurately and avoid misleading representations or improper assurances.

10.12.2 Responsible Customer Consent

Customer consent is an important component of fair and transparent lending.

The Company uses digital acceptance mechanisms, including one-time passwords, for relevant customer documentation and contractual acceptance processes.

The Company recognises that meaningful consent requires more than the completion of a technical authentication step.

Customers should be provided with appropriate information and a reasonable opportunity to understand relevant financial terms before acceptance.

10.12.3 Ethical Collections and Recovery

The Company recognises that responsible recovery practices are essential for maintaining customer dignity and trust.

Employees and relevant representatives are expected to follow applicable conduct requirements and avoid harassment, intimidation, misleading communication or other inappropriate practices.

Ethical collections support customer protection while enabling the Company to pursue legitimate repayment obligations.

The Company seeks to reinforce these expectations through operational procedures, supervisory controls and relevant employee guidance.

10.13 Responsible Third-Party and Business Partner Conduct

Digamber recognises that certain operational activities may involve external service providers, vendors and other business partners.

Such relationships can create compliance, operational, information security and reputational risks.

The Company seeks to manage these risks through appropriate contractual arrangements, authorisation processes and relevant oversight.

Business partners are expected to conduct their activities lawfully and avoid improper inducements or unethical practices.

Where third parties handle customer information or support critical operational processes, appropriate confidentiality, access restrictions and security requirements are important.

The Company recognises that responsibility for regulatory compliance and customer protection cannot be eliminated merely through the use of external service providers.

Accordingly, oversight of relevant third-party activities forms part of responsible business governance.

10.14 Ethics, Compliance and Data Responsibility – Performance at a Glance

Sustainability Dimension	FY 2025–26 Performance / Status
Anti-Corruption Governance	Anti-corruption, conflict-of-interest and whistle-blower policies form part of the Company's governance framework.
Formal Corruption Risk Assessments	0 operations reported as formally assessed.
Recorded Anti-Corruption Training	0 Board members and 0 employees under the specified indicators.
Coverage of employees for anti correction training	100% employee coverage
Confirmed Corruption Incidents	0
Employees Disciplined for Confirmed Corruption	0
Business Partner Contracts Terminated for Corruption	0
Substantiated Customer Privacy Complaints	0
Customer Data Leaks, Thefts or Losses Identified	0
Customers Affected by Substantiated Data Incidents	0
Customer Information Protection	Encryption controls and restricted access to customer information.
Cloud Infrastructure	Amazon Web Services, with access restricted to authorised personnel.
Customer Grievance Governance	Grievance Redressal Team, Grievance Redressal Officer, Principal Nodal Officer, Client Grievance Redressal Committee and Board oversight.
Significant Socioeconomic Non-Compliance	Nil, as reported
Significant Monetary Fines	Nil, as reported.
Significant Non-Monetary Sanctions	Nil, as reported.
Compliance Improvement	Ongoing monitoring, regulatory dissemination, internal review and corrective action arrangements.

10.15 Alignment with the United Nations Sustainable Development Goals

The Company's ethics, compliance and data responsibility initiatives are relevant to the following Sustainable Development Goals.

Sustainable Development Goal	Linkage with Digamber's Initiatives
SDG 8 – Decent Work and Economic Growth	Ethical business conduct, responsible employment practices and fair financial services.
SDG 9 – Industry, Innovation and Infrastructure	Secure digital financial infrastructure, information security and operational resilience.
SDG 10 – Reduced Inequalities	Fair customer treatment, responsible access to financial services and non-discriminatory practices.
SDG 12 – Responsible Consumption and Production	Ethical procurement, responsible business partner relationships and accountability in business practices.
SDG 16 – Peace, Justice and Strong Institutions	Anti-corruption, transparency, whistle-blower arrangements, regulatory compliance, accountability and protection of customer information.

The strongest thematic alignment is with SDG 16 – Peace, Justice and Strong Institutions, particularly its objectives relating to reducing corruption, strengthening accountable institutions and promoting transparent governance.

These linkages indicate the relevance of the Company's activities to the broader Sustainable Development Goals and do not constitute independent verification of achievement of the corresponding targets.

10.16 Priorities for Financial Year 2026–27

Strengthening Ethical Governance, Regulatory Compliance and Digital Trust

Digamber recognises that ethical governance and data responsibility require continued attention as its operations, technologies and regulatory obligations evolve.

The Company intends to focus on the following areas.

Priority Area	Intended Improvement
Anti-Corruption Risk Assessment	Introduce more structured identification and documentation of corruption-related risks across relevant operations.
Anti-Corruption Awareness	Continuing the communication and training regarding bribery, improper inducements, conflicts of interest and reporting obligations.
Whistle-Blower Framework	Reinforce awareness of reporting channels, confidentiality and appropriate handling of concerns.
Employee Accountability	Strengthen documentation, investigation and closure of significant conduct-related matters.
Regulatory Compliance Monitoring	Improve compliance obligation mapping, monitoring and evidence of implementation.
Corrective Action Management	Strengthen tracking and timely closure of identified compliance and control gaps.
Customer Data Protection	Continue strengthening information security controls, access governance and secure handling of customer information.
Cybersecurity Awareness	Reinforce employee understanding of cyber threats, confidentiality and incident reporting.
Technology Risk Management	Strengthen coordination among technology, information security, risk and compliance functions.
Customer Grievance Analysis	Improve identification of recurring complaint causes and implementation of preventive measures.
Third-Party Risk Oversight	Strengthen appropriate controls over relevant vendors and service providers.
Sustainability Reporting	Improve the completeness and traceability of ethics, compliance and privacy-related indicators.

These priorities are intended to strengthen the Company's governance maturity and support responsible growth.

10.17 Our Commitment to Integrity, Accountability and Digital Trust

At Digamber Capfin Limited, we believe that sustainable financial inclusion depends on the confidence that customers, employees, regulators, lenders and other stakeholders place in the institution.

Such confidence is earned through consistent ethical conduct, responsible decision-making, transparent disclosures, protection of confidential information and adherence to applicable regulatory requirements.

During Financial Year 2025–26, the Company reported no confirmed corruption incidents, no substantiated customer privacy complaints, no identified customer data leaks or losses and no significant socioeconomic sanctions under the information supplied for the respective indicators.

At the same time, the Company recognises opportunities to strengthen formal corruption risk assessment, structured awareness programmes, compliance monitoring and the measurement of governance effectiveness.

As Digamber continues to develop its technology-enabled lending capabilities and strengthen its governance arrangements, ethical conduct, regulatory discipline and responsible data management will remain important institutional priorities.

The Company remains committed to maintaining a culture in which integrity guides decisions, accountability supports performance and customer trust is protected through responsible conduct.

"For Digamber Capfin Limited, integrity is not merely a policy requirement—it is the foundation of every responsible financial relationship, every ethical decision and every commitment made to our stakeholders."

GRI Reporting References

GRI 205 – Anti-Corruption

- GRI 205-1: Operations assessed for risks related to corruption.
- GRI 205-2: Communication and training about anti-corruption policies and procedures.
- GRI 205-3: Confirmed incidents of corruption and actions taken.

GRI 418 – Customer Privacy

- GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data.

Regulatory and Socioeconomic Compliance

- GRI 2-27: Compliance with laws and regulations.
- GRI 3-3: Management of material topics, where applicable.

11 Community & Social Impact

Empowering Communities Through Financial Inclusion, Responsible Lending and Social Development

11.1 Our Commitment to Inclusive and Sustainable Community Development

At Digamber Capfin Limited, we believe that the true measure of responsible financial services extends beyond financial performance to the opportunities created for individuals, families and communities.

The Company's business philosophy is rooted in the belief that access to formal financial services can play an important role in promoting economic participation, supporting livelihoods, encouraging entrepreneurship and strengthening financial awareness among underserved sections of society.

As a non-banking financial company with a longstanding presence in microfinance and an evolving focus on small business lending, Digamber operates in communities where access to timely, transparent and appropriately structured credit can be an important enabler of economic activity.

The Company's community engagement approach is therefore closely connected with its core business activities, particularly financial inclusion, women's participation in formal finance, livelihood-oriented lending, customer education and responsible financial practices.

Alongside these activities, the Company undertakes Corporate Social Responsibility initiatives intended to address identified community needs and contribute to broader social and environmental development.

During Financial Year 2025–26, Digamber's community and social impact activities focused on the following areas:

- Expanding access to formal financial services.
- Promoting financial literacy and responsible borrowing.
- Supporting women through financial inclusion.
- Facilitating credit access for livelihood and entrepreneurial activities.
- Supporting food security and assistance to economically vulnerable communities.
- Contributing to environmental sustainability through renewable energy infrastructure.
- Promoting responsible customer engagement and grievance redressal.
- Strengthening the measurement and reporting of community-related outcomes.

The Company recognises that responsible community development requires balancing financial accessibility with customer protection, appropriate credit assessment and sustainable lending practices.

Accordingly, Digamber seeks to ensure that its social contribution is supported by transparent financial products, responsible lending standards and fair customer treatment.

11.2 GRI 413 – Local Communities

11.2.1 Community Engagement Through Core Business Operations

Digamber's principal interaction with local communities takes place through its lending and customer servicing operations.

The Company serves borrowers across rural, semi-urban and other markets through its branch network, field personnel and technology-enabled financial services.

Its activities provide opportunities for customers to access formal credit through a regulated financial institution rather than relying exclusively on informal sources of finance.

Access to formal credit may support household financial requirements, existing livelihood activities, small enterprises and other eligible economic needs.

However, the Company recognises that access to credit must be accompanied by responsible lending practices.

Appropriate borrower assessment, transparent pricing, understandable contractual terms, customer consent, fair collection practices and effective grievance redressal are essential to ensuring that financial inclusion contributes positively to customer welfare.

The Company's approach to local communities therefore combines financial access with responsible customer engagement.

11.2.2 Community Impact Through Financial Services

The Company's contribution to local communities extends across several interconnected dimensions.

Community Impact Area	Nature of Contribution
Financial Inclusion	Providing access to formal lending services in underserved and developing markets.
Financial Literacy	Promoting understanding of borrowing, repayment obligations, financial discipline and responsible financial decisions.
Women's Financial Participation	Facilitating access to formal credit for women borrowers.
Livelihood Support	Providing credit facilities that may support eligible livelihood and income-generating activities.
Entrepreneurship	Supporting access to finance for eligible small businesses and microenterprises.
Customer Protection	Promoting transparent disclosures, fair practices and accessible grievance redressal.
Food Security	Supporting food and ration distribution to economically vulnerable persons through Corporate Social Responsibility activities.
Environmental Sustainability	Supporting renewable energy infrastructure through a solar installation project.

These activities reflect the Company's intention to contribute to community development through both its core financial services and targeted social initiatives.

11.3 Financial Inclusion and Access to Formal Credit

11.3.1 Financial Inclusion as a Core Social Contribution

Financial inclusion is central to Digamber's business model and social purpose.

In many rural and semi-urban communities, individuals and small entrepreneurs may face challenges in accessing timely and appropriate formal financial services.

Such challenges may include limited financial awareness, inadequate documentation, geographical distance, restricted access to financial institutions and dependence on informal borrowing arrangements.

Digamber seeks to address aspects of these challenges by offering regulated lending services through its branch network and technology-enabled processes.

The Company recognises that financial inclusion involves more than providing a loan.

Meaningful financial inclusion also requires customers to understand their financial commitments, receive clear information and have access to appropriate support throughout the loan lifecycle.

11.3.2 Financial Inclusion Performance – FY 2025–26

During Financial Year 2025–26, the Company continued serving customers through its lending operations.

Financial Inclusion Indicator	FY 2025–26
Loan Disbursements	₹198.12 crore
Assets Under Management as at 31 March 2026	₹323.12 crore
Reported Active Borrowers	32,044 (disbursed during FY 2025-26)
Women Borrowers as a Percentage of Reported Active Borrowers	Approximately 99.82%

Financial Inclusion Indicator	FY 2025–26
Reported Branch Network	200 branches
Geographical Presence	Eight States and Union Territories

These indicators demonstrate the scale of the Company's financial services activities during the reporting period.

The Company recognises that the number of customers served, amount of credit disbursed and outstanding loan portfolio are measures of financial service delivery rather than direct measures of improvement in customer income or welfare.

Accordingly, the Company does not attribute specific changes in household income, poverty levels or employment generation to its lending activities without supporting impact assessment evidence.

11.3.3 Geographical Reach and Community Accessibility

Digamber's branch network enables the Company to serve customers across diverse geographical markets.

During the reporting period, the Company's reported network comprised 200 branches across Rajasthan, Jammu and Kashmir, Himachal Pradesh, Uttarakhand, Uttar Pradesh, Bihar, Madhya Pradesh and Haryana.

The distributed branch network supports local customer engagement, loan servicing and access to financial assistance.

The Company's field personnel also play an important role in customer communication, financial awareness and servicing.

The Company recognises that maintaining responsible lending practices across geographically dispersed operations requires consistent policies, employee training, supervisory oversight and accessible grievance redressal arrangements.

11.4 Financial Literacy and Responsible Financial Awareness

11.4.1 Financial Literacy as an Essential Element of Financial Inclusion

Digamber believes that access to financial services must be accompanied by adequate financial knowledge.

Customers who understand borrowing costs, repayment schedules, financial commitments and available grievance mechanisms are better positioned to make informed financial decisions.

Financial literacy is particularly relevant for first-time borrowers and customers with limited exposure to formal financial institutions.

The Company's financial literacy initiatives are intended to promote awareness of responsible borrowing, financial discipline and informed use of financial services.

Financial education also supports the broader objective of reducing information asymmetry between lenders and customers.

11.4.2 Sayani (सयानी) - Digamber's Financial Literacy Initiative

The Company has developed its own financial literacy initiative under the identity Sayani (सयानी).

Sayani serves as a recognisable communication identity for promoting financial awareness among borrowers.

The initiative is intended to present important financial concepts in an accessible and relatable manner, particularly for customers who may have limited familiarity with formal financial products.

The programme seeks to reinforce the importance of:

- Understanding loan terms and repayment obligations.
- Borrowing according to repayment capacity.
- Maintaining financial discipline.

- Recognising the importance of timely repayment.
- Understanding interest, charges and relevant loan conditions.
- Protecting personal and financial information.
- Avoiding financial fraud and misleading representations.
- Knowing available customer grievance redressal channels.

Through Sayani, the Company seeks to make financial education an integral part of its customer engagement approach.

During the reporting period, the Company reported that financial literacy communication through the Sayani initiative reached its borrower base.

The Company recognises that the reach of financial literacy communication should be distinguished from independently measured improvements in financial knowledge or behaviour.

11.4.3 Financial Literacy Collaboration with Sa-Dhan

In addition to its own financial literacy initiatives, Digamber collaborated with Sa-Dhan, an industry association associated with the microfinance and financial inclusion sector, under an initiative linked to the Reserve Bank of India's Depositor Education and Awareness programme.

Through this collaboration, financial literacy and awareness activities reached more than 35,000 individuals, as reported by the Company.

The initiative contributed to the dissemination of financial awareness among participants and supported the broader objective of informed financial participation.

The Company recognises that collaboration with industry institutions can strengthen the reach and effectiveness of financial education activities.

Financial Literacy Initiatives – FY 2025–26

Initiative	Reported Reach / Contribution
Sayani (सयानी)	Financial literacy communication extended across the Company's borrower base.
Collaboration with Sa-Dhan	More than 35,000 individuals reached through financial literacy and awareness activities.
Financial Education Themes	Responsible borrowing, repayment discipline, understanding financial terms and customer awareness.
Intended Social Contribution	Improved access to financial information and support for informed financial decisions.

11.4.4 Contribution to Sustainable Development

Financial literacy supports the broader objective of empowering individuals to participate responsibly in formal financial systems.

The Company's financial education initiatives are thematically aligned with:

SDG 4 – Quality Education: Promoting access to practical financial knowledge and lifelong learning.

SDG 5 – Gender Equality: Supporting financial awareness among women borrowers.

SDG 8 – Decent Work and Economic Growth: Encouraging informed participation in financial and economic activities.

SDG 10 – Reduced Inequalities: Supporting access to financial information among underserved populations.

The Company intends to progressively strengthen the assessment of financial literacy outcomes, including customer understanding and the effectiveness of awareness communication.

11.5 Women's Financial Inclusion and Gender Participation

11.5.1 Supporting Women's Participation in Formal Finance

Women's financial inclusion represents an important dimension of Digamber's community engagement.

Access to formal financial services can provide women with opportunities to participate in household financial decisions and eligible economic activities.

The Company has historically maintained a significant focus on women borrowers through its microfinance operations.

During Financial Year 2025–26, women represented approximately 99.82% of the reported active borrower population.

This demonstrates the significant participation of women in the Company's customer base.

The Company recognises that financial inclusion should be accompanied by responsible lending, adequate financial awareness and protection of customer rights.

11.5.2 Financial Awareness and Customer Empowerment

The Company's financial literacy initiatives, including Sayani, complement its efforts to serve women borrowers.

Financial awareness can help customers better understand loan terms, repayment schedules, borrowing obligations and available grievance mechanisms.

The Company seeks to support informed financial participation by communicating relevant information in an understandable manner.

The objective is to promote responsible use of financial services while respecting customer dignity and individual circumstances.

11.5.3 Responsible Interpretation of Gender-Related Impact

The high proportion of women borrowers represents an important financial inclusion indicator.

However, the Company recognises that the number of women receiving loans does not, by itself, establish improvements in women's income, decision-making authority or long-term economic independence.

Such outcomes require appropriate beneficiary assessments and supporting evidence.

Accordingly, Digamber reports women's participation in formal finance as a measurable contribution while recognising the need for more comprehensive assessment of longer-term social outcomes.

11.6 Livelihood Development and Entrepreneurship

11.6.1 Supporting Economic Participation Through Credit

Digamber recognises that access to appropriate finance can play an important role in supporting livelihood activities and small enterprises.

Individuals engaged in small-scale trading, services, agriculture-linked activities and other eligible occupations may require financial assistance for working capital, business continuity or productive requirements.

The Company's lending activities are intended to facilitate access to formal credit for eligible borrowers.

Such financing may help customers address financial requirements associated with their economic activities.

However, the Company recognises that credit must be appropriately structured according to the borrower's repayment capacity and financial circumstances.

11.6.2 Small Business and Microenterprise Financing

The Company's evolving business strategy includes an increased focus on small business lending and other secured lending products.

These products are intended to address the financing requirements of eligible small entrepreneurs and business owners.

The Company's approach seeks to combine financial accessibility with credit assessment, risk management and responsible customer servicing.

By supporting access to formal finance, the Company seeks to contribute to the broader ecosystem of microenterprise and small business activity.

11.6.3 Responsible Livelihood Financing

The Company recognises that lending to individuals and small enterprises involves both opportunities and responsibilities.

Appropriate loan sizing, assessment of repayment capacity, transparent disclosures and fair recovery practices are essential to responsible financing.

The Company seeks to maintain these safeguards while serving customers engaged in livelihood and business activities.

The potential benefits of financing may include support for business continuity, working capital requirements and economic participation.

However, these outcomes should not be presented as independently established impacts without suitable supporting data.

11.7 Health, Nutrition and Community Well-Being

11.7.1 Community Well-Being as a Social Responsibility

Digamber recognises that community development involves more than access to financial services.

Basic necessities such as adequate food, nutrition and essential household resources are fundamental to human well-being.

Economically vulnerable households may face difficulties in meeting these needs, particularly during periods of financial stress.

The Company therefore considers support for vulnerable communities an important component of its Corporate Social Responsibility approach.

11.7.2 Food and Ration Distribution Initiative

During Financial Year 2025–26, the Company supported the distribution of food and ration materials to poor and needy persons through Dakshiva Welfare Foundation, the implementing agency for the initiative.

The project particularly focused on economically vulnerable persons, including residents of slum areas.

The initiative was undertaken under the category of eradicating hunger, poverty and malnutrition, as specified in Schedule VII to the Companies Act, 2013.

The Company contributed ₹18,25,000 towards the project.

The initiative was intended to provide essential food and ration support to vulnerable sections of society.

CSR Project – Food Security and Nutrition

Particulars	Details
Project	Free distribution of food and ration to poor and needy persons
Implementing Agency	Dakshiva Welfare Foundation
CSR Registration Number	CSR00026307
Implementing Agency Location	A-38, Radhika Laxmi Narayan Puri, Suraj Pole Gate, Jaipur – 302003, Rajasthan
Amount Contributed	₹18,25,000
Schedule VII Classification	Item (i): Eradicating hunger, poverty and malnutrition
Target Communities	Poor and needy persons, particularly those residing in slum areas
Principal Social Objective	Supporting access to essential food and ration supplies

The Company recognises that food assistance programmes can provide immediate support to vulnerable households.

However, the available information does not establish the number of individual beneficiaries, quantity of food distributed or measurable changes in nutritional outcomes.

Accordingly, the Company's disclosure is confined to the project undertaken, its stated objective and the financial contribution made.

11.7.3 Health and Nutrition Linkage

Although the Company has not provided evidence of a separate medical or healthcare delivery programme under this Corporate Social Responsibility initiative, the food and ration distribution project is relevant to community nutrition and basic well-being.

Adequate food availability is an important determinant of health, particularly among economically vulnerable populations.

The Company's contribution is therefore appropriately described as support for food security, nutrition and community well-being, rather than as a healthcare treatment or medical services programme.

This initiative is thematically aligned with:

- SDG 1 – No Poverty
- SDG 2 – Zero Hunger
- SDG 3 – Good Health and Well-Being

11.8 Education, Awareness and Capacity Building

11.8.1 Education Beyond Formal Schooling

Digamber recognises that education encompasses not only formal schooling but also practical knowledge that enables individuals to make informed decisions.

Financial literacy is an important form of life-skills education, particularly for individuals who have limited experience with formal financial services.

The Company's Sayani initiative and collaboration with Sa-Dhan contribute to financial awareness and responsible financial decision-making.

These activities are intended to help participants understand relevant financial concepts and customer rights.

11.8.2 Financial Education as Community Capacity Building

Through financial literacy communication, the Company seeks to strengthen the ability of customers and community members to understand borrowing obligations and interact confidently with formal financial institutions.

The educational value of these initiatives lies in making financial information more accessible and understandable.

The Company recognises that sustained financial education may require repeated engagement, practical examples and opportunities for customers to seek clarification.

During Financial Year 2025–26, the Company's education-related social contribution was principally associated with financial literacy and customer awareness activities.

No separate expenditure or beneficiary figures for a formal school education project have been provided for this reporting section.

Accordingly, the Company does not attribute unsupported formal education outcomes to its activities.

11.9 Environmental Sustainability and Community Development

11.9.1 Environmental Responsibility as a Community Priority

Digamber recognises that environmental sustainability and community well-being are interconnected.

Access to cleaner energy, responsible resource use and environmental awareness can contribute to more sustainable communities.

As part of its Corporate Social Responsibility initiatives, the Company supported a renewable energy infrastructure project during Financial Year 2025–26.

The initiative reflects the Company's intention to contribute to environmental sustainability beyond the resource conservation measures undertaken within its own offices and branches.

11.9.2 Solar Panel Installation at Shri Shantinath Digamber Jain Mandir

During Financial Year 2025–26, the Company directly undertook expenditure towards the installation of solar panels at Shri Shantinath Digamber Jain Mandir, Surya Nagar.

The project was undertaken under the environmental sustainability and promotion of renewable energy category of Schedule VII to the Companies Act, 2013.

The Company incurred expenditure of ₹5,14,500 towards this initiative.

The project was intended to support the use of solar energy and contribute to the adoption of renewable energy infrastructure at the project location.

CSR Project – Renewable Energy

Particulars	Details
Project	Installation of solar panels
Project Location	Shri Shantinath Digamber Jain Mandir, Surya Nagar
Mode of Implementation	Direct expenditure by Digamber Capfin Limited
Amount Spent	₹5,14,500
Schedule VII Classification	Item (iv): Environmental sustainability and promotion of renewable energy
Principal Objective	Supporting renewable energy infrastructure and environmental sustainability

The installation of solar panels is intended to facilitate the generation and use of renewable electricity at the project location.

The Company recognises that the environmental benefits of such infrastructure depend on factors including installed capacity, actual electricity generation, utilisation and displacement of conventional electricity consumption.

As verified generation and emissions-reduction figures have not been provided, the Company does not quantify avoided greenhouse gas emissions or electricity savings attributable to the project.

11.9.3 Distinction from the Company's Operational Renewable Energy Consumption

The solar panel installation was undertaken as a community-oriented Corporate Social Responsibility project.

It should therefore be distinguished from renewable energy consumed in the Company's own operations.

The Company's reported operational renewable energy consumption for Financial Year 2025–26 was nil.

The solar project represents support for renewable energy infrastructure at an external project location and does not automatically constitute renewable electricity consumption by Digamber's offices or branches.

This distinction supports accurate environmental and Corporate Social Responsibility reporting.

11.9.4 Alignment with Sustainable Development Goals

The solar installation initiative is thematically aligned with:

SDG 7 – Affordable and Clean Energy: Supporting renewable energy infrastructure.

SDG 12 – Responsible Consumption and Production: Encouraging more responsible energy use.

SDG 13 – Climate Action: Supporting the adoption of energy sources with the potential to reduce dependence on conventional electricity generation.

11.10 Corporate Social Responsibility – FY 2025–26

11.10.1 Our Corporate Social Responsibility Approach

Digamber considers Corporate Social Responsibility an important means of contributing to community needs beyond its core lending operations.

The Company's Corporate Social Responsibility initiatives are intended to support eligible social and environmental activities consistent with the applicable statutory framework.

During Financial Year 2025–26, the Company undertook two Corporate Social Responsibility projects focusing on:

1. Food security and assistance to economically vulnerable persons.
2. Environmental sustainability through renewable energy infrastructure.

These initiatives reflect the Company's approach of addressing immediate community needs while also supporting longer-term environmental objectives.

11.10.2 Corporate Social Responsibility Expenditure

During Financial Year 2025–26, the Company reported total Corporate Social Responsibility expenditure of **₹23,39,500**.

CSR Expenditure Summary – FY 2025–26

Project / Activity	Implementing Arrangement	Schedule VII Category	Amount (₹)	Share of Total
Food and Ration Distribution	Dakshiva Welfare Foundation	Eradicating hunger, poverty and malnutrition	18,25,000	78.01%
Solar Panel Installation	Directly undertaken by the Company	Environmental sustainability and renewable energy	5,14,500	21.99%
Total CSR Expenditure			**23,39,500**	**100.00%**

11.10.3 Distribution of CSR Expenditure

The allocation demonstrates the Company's emphasis on supporting immediate food security requirements while also contributing to renewable energy infrastructure.

The food and ration distribution initiative accounted for approximately 78% of total reported Corporate Social Responsibility expenditure.

The remaining approximately 22% was directed towards the solar panel installation project.

11.10.4 Implementation and Accountability

The food and ration distribution project was undertaken through Dakshiva Welfare Foundation, a registered Corporate Social Responsibility implementing agency.

The renewable energy project was undertaken through direct expenditure by the Company.

The Company recognises the importance of maintaining appropriate documentation of project approvals, expenditure, implementing arrangements and supporting evidence.

Corporate Social Responsibility expenditure should be supported by relevant financial records and reviewed in accordance with applicable statutory and governance requirements.

The Company also recognises that financial expenditure alone does not establish the complete social or environmental impact of a project.

Where practicable, future assessments may consider the number of beneficiaries served, the nature of assistance delivered and measurable project outcomes.

11.11 Community Impact Performance – FY 2025–26

The following table summarises the Company's principal community-related activities and reported indicators.

Impact Area	FY 2025–26 Disclosure
Financial Inclusion	₹198.12 crore of loan disbursements; ₹323.12 crore of assets under management as at 31 March 2026.
Financial Literacy	Sayani (सयानी) financial literacy communication across the borrower base; collaboration with Sa-Dhan reaching more than 35,000 individuals.
Health and Nutrition	₹18.25 lakh contributed towards food and ration distribution to poor and needy persons, supporting food security and basic community well-being.
Education	Financial literacy and customer awareness initiatives promoting practical financial knowledge and informed decision-making.
Livelihood and Entrepreneurship	Formal lending activities supporting eligible livelihood, microenterprise and small business financing requirements.
Gender and Inclusion	Women represented approximately 99.82% of the reported active borrower population.
Environmental Sustainability	₹5.145 lakh spent on solar panel installation at Shri Shantinath Digamber Jain Mandir, Surya Nagar.
Customer Protection	Responsible lending disclosures, customer consent processes and a structured grievance redressal framework.
Total Corporate Social Responsibility Expenditure	₹23,39,500 (₹23.395 lakh)
Community Impact Measurement	Progressive strengthening of beneficiary and outcome-based assessment identified as an improvement priority.

11.12 Responsible Community Engagement and Customer Protection

11.12.1 Social Responsibility in Lending

The Company recognises that the social value of lending depends on the manner in which financial services are delivered.

Access to finance can create opportunities, but inappropriate borrowing or inadequate understanding of repayment obligations may expose customers to financial stress.

Accordingly, Digamber seeks to balance financial inclusion with responsible credit assessment and customer protection.

Its approach includes appropriate loan appraisal, transparent disclosures, customer consent, responsible collections and accessible grievance redressal arrangements.

11.12.2 Transparency and Informed Borrowing

The Company provides relevant loan information through applicable customer documentation, including the Key Facts Statement, sanction terms and other contractual disclosures.

The Company recognises that customers should have a meaningful opportunity to understand relevant financial terms before accepting a loan.

Financial literacy initiatives complement these disclosures by promoting awareness of borrowing obligations and financial discipline.

11.12.3 Respectful Customer Engagement

Digamber recognises the importance of dignity, fairness and respectful treatment in all customer interactions.

This is particularly relevant for customers who may have limited familiarity with formal lending processes.

The Company seeks to maintain appropriate conduct standards across customer acquisition, servicing and recovery activities.

Its grievance redressal arrangements provide channels for customers to raise concerns and seek resolution.

The Company considers customer experience and complaint information important inputs for improving service quality and responsible business practices.

11.13 Community Impact Management and Measurement

11.13.1 From Activities to Outcomes

The Company recognises that measuring community impact requires distinguishing between activities undertaken, outputs delivered and outcomes experienced by beneficiaries.

For example, the amount of credit disbursed represents financial service delivery, while the number of borrowers served indicates customer reach.

Neither measure independently establishes an increase in household income or improvement in long-term financial well-being.

Similarly, the amount spent on food distribution represents a financial contribution, while the number of beneficiaries served and the quantity of food distributed would provide additional information regarding project outputs.

Longer-term outcomes require further evidence.

The Company therefore seeks to maintain a balanced approach to social impact reporting.

11.13.2 Impact Measurement Framework

Community Initiative	Activity / Output Indicator	Potential Outcome Indicator
Financial Inclusion	Number of borrowers served and value of loans disbursed.	Customer access to formal finance and experience of financial services.
Financial Literacy	Number of participants reached and awareness activities conducted.	Improvement in understanding of financial terms and responsible borrowing practices.
Women's Financial Inclusion	Number and proportion of women borrowers.	Women's participation in financial decision-making, where independently assessed.
Livelihood Financing	Number and value of eligible livelihood or enterprise loans.	Business continuity, income stability or enterprise development, where supported by evidence.
Food and Ration Distribution	Amount contributed, quantity distributed and number of beneficiaries served.	Improved short-term access to essential food supplies.
Solar Panel Installation	Project expenditure, installed capacity and commissioning details.	Electricity generated and conventional electricity displaced.
Customer Protection	Grievances received, resolved and pending.	Customer satisfaction, fair treatment and reduction in recurring service issues.

The Company intends to progressively improve its ability to assess the effectiveness of relevant community initiatives.

11.13.3 Limitations of First-Year Impact Reporting

Financial Year 2025–26 represents the Company's initial Sustainability Report under the GRI framework.

The Company has therefore prioritised the disclosure of activities and indicators supported by available records.

Certain outcome measures, including independently verified improvements in beneficiary income, household welfare, nutrition and financial capability, are not presently available.

Accordingly, the Company has not attributed such outcomes to its activities without supporting evidence.

This approach is intended to promote accuracy, transparency and credibility in the Company's sustainability disclosures.

11.14 Alignment with the United Nations Sustainable Development Goals

Digamber's community engagement, financial inclusion and Corporate Social Responsibility activities are relevant to several United Nations Sustainable Development Goals.

Sustainable Development Goal	Alignment with Company Activities
SDG 1 – No Poverty	Formal financial inclusion and food assistance to economically vulnerable persons.
SDG 2 – Zero Hunger	Food and ration distribution through the Corporate Social Responsibility initiative.
SDG 3 – Good Health and Well-Being	Support for basic nutrition and food security among vulnerable communities.
SDG 4 – Quality Education	Financial literacy through Sayani and the collaboration with Sa-Dhan.
SDG 5 – Gender Equality	Significant participation of women borrowers in formal financial services.
SDG 7 – Affordable and Clean Energy	Solar panel installation through the renewable energy Corporate Social Responsibility project.
SDG 8 – Decent Work and Economic Growth	Access to formal finance for eligible livelihood and small business activities.
SDG 9 – Industry, Innovation and Infrastructure	Technology-enabled lending and support for eligible enterprise financing.
SDG 10 – Reduced Inequalities	Financial access and awareness initiatives directed towards underserved communities.
SDG 13 – Climate Action	Support for renewable energy infrastructure and responsible environmental practices.

These linkages demonstrate the thematic relevance of the Company's initiatives to the global sustainable development agenda.

They should not be interpreted as independently verified achievement of the corresponding Sustainable Development Goal targets.

11.15 Community Development Priorities for FY 2026–27

The Company recognises that effective community development requires continued engagement, responsible financial services and increasingly reliable impact measurement.

Its priorities include:

Priority Area	Intended Direction
Financial Inclusion	Continue supporting access to appropriate formal financial services for eligible underserved customers.
Financial Literacy	Strengthen customer awareness through Sayani and relevant collaborative initiatives.
Women's Financial Participation	Continue promoting responsible access to formal financial services for women borrowers.
Livelihood and	Support eligible small business and livelihood-related financing requirements.

Priority Area	Intended Direction
Entrepreneurship	
Customer Protection	Reinforce transparency, informed consent, responsible collections and grievance redressal.
Community Development	Evaluate opportunities for targeted initiatives addressing relevant social needs.
Environmental Sustainability	Support responsible resource management and suitable environmental initiatives.
CSR Project Monitoring	Strengthen documentation of project implementation, expenditure and beneficiary information.
Impact Assessment	Improve the distinction between expenditure, activity reach, project outputs and beneficiary outcomes.
Sustainability Reporting	Enhance the completeness and reliability of community-related disclosures.

These priorities reflect the Company's intention to develop a more structured and measurable approach to community engagement.

11.16 Our Commitment to Communities and Shared Progress

At Digamber Capfin Limited, we believe that financial services can contribute meaningfully to community development when delivered responsibly, transparently and with an understanding of customer needs.

Our approach combines access to formal finance, financial education, women's participation, livelihood-oriented lending and targeted Corporate Social Responsibility initiatives.

During Financial Year 2025–26, the Company continued its financial inclusion activities, promoted financial literacy through Sayani and its collaboration with Sa-Dhan, and reported Corporate Social Responsibility expenditure of ₹23,39,500 towards food security and renewable energy infrastructure.

These initiatives reflect the Company's efforts to contribute to social well-being while maintaining responsible lending practices and customer protection.

The Company recognises that sustainable community development is a continuing responsibility and that the effectiveness of its initiatives should be assessed through increasingly reliable evidence of beneficiary reach and outcomes.

Going forward, Digamber intends to strengthen community engagement, promote informed financial participation and progressively improve the measurement of its social contribution.

"At Digamber Capfin Limited, our commitment to communities extends beyond providing finance. We seek to promote financial awareness, support economic participation, protect customer dignity and contribute to a more inclusive and sustainable future."

GRI Reporting References

GRI 413 – Local Communities

- **GRI 413-1:** Operations with local community engagement, impact assessments and development programmes.
- **GRI 413-2:** Operations with significant actual and potential negative impacts on local communities, where identified and supported by assessment.

Other Relevant GRI Disclosures

- **GRI 203-1:** Infrastructure investments and services supported.
- **GRI 203-2:** Significant indirect economic impacts.
- **GRI 3-3:** Management of material topics.

12 Performance Data & GRI Content Index

Measuring Progress, Strengthening Accountability and Building a Foundation for Sustainable Growth

12.1 About This Performance Summary

Digamber Capfin Limited's inaugural Sustainability Report for Financial Year 2025–26 represents an important step towards systematic measurement, transparent disclosure and responsible management of the Company's economic, environmental, social and governance performance.
The report brings together information relating to financial inclusion, economic performance, customer protection, employee welfare, environmental stewardship, ethical conduct, regulatory compliance and community development.

As this is the Company's first sustainability reporting exercise, the emphasis has been on establishing an initial baseline, identifying material sustainability considerations and developing a foundation for more consistent performance measurement.

The Company recognises that sustainability reporting is a progressive process. The quality of reporting depends not only on the availability of information but also on clearly defined indicators, reliable source records, consistent calculation methodologies and appropriate management oversight.

Accordingly, the disclosures in this report distinguish between:

- Quantitative performance indicators supported by available Company records.
- Reported management practices and initiatives.
- Information not yet quantified during the reporting period.
- Forward-looking improvement objectives for subsequent reporting periods.

The Company intends to progressively strengthen the completeness, consistency, accuracy and comparability of its sustainability disclosures.

12.2 FY 2025–26 Sustainability Performance Scorecard

The following scorecard presents selected indicators across the Company's principal sustainability themes.

It is intended to provide stakeholders with a consolidated view of reported performance and the areas identified for further improvement.

Sustainability Theme	Baseline Indicator	FY 2025–26 Performance	FY 2026–27 Reporting Objective
Financial Inclusion	Active borrowers and participation of women borrowers	32,044 active borrowers; approximately 99.82% women borrowers. (disbursed during FY 2025-26)	Establish a consistent financial inclusion dashboard covering borrowers, gender, geography and products
Responsible Lending	Loan disbursements	₹198.12 crore	Strengthen product-wise reporting and responsible lending indicators
Customer Protection	Customer complaints resolved	81 of 82 complaints disposed of; 98.78% disposal rate; one pending at year-end	Publish category-wise complaint analysis, resolution timelines, root cause analysis and corrective actions
People and Employment	Women in workforce	64 women among 1,171 employees; 5.47%	Develop measurable diversity aspirations through appropriate governance review
Employee Training	Average annual training hours	24,631 hours and 35 minutes of total training; reported average 21.04 hours	Establish a role-based annual training plan and consistent training

Sustainability Theme	Baseline Indicator	FY 2025–26 Performance	FY 2026–27 Reporting Objective
		per employee	measurement methodology
Employee Development	Performance and career development reviews	71.74% of employees received reviews	Strengthen review coverage and monitoring
Occupational Safety	Employee accidents	52 reported accidents, primarily associated with road travel; one reported fatality requiring work-related classification assessment	Strengthen road safety monitoring, incident investigation and preventive measures
Energy	Total energy consumption	16,550.73 gigajoules	Establish a verified branch-level energy baseline
Electricity	Purchased electricity consumption	630,677 kilowatt-hours	Strengthen actual electricity consumption recording
Greenhouse Gas Emissions	Scope 1 and Scope 2 emissions	Preliminary figures	Establish a controlled greenhouse gas inventory with verified units and emission factors
Paper Consumption	Paper used	2,014 reams, primarily associated with back-office and legal documentation	Pursue a 5% reduction in back-office paper consumption
Water	Water consumption	554,000 litres	Improve location-wise recording and conservation monitoring
Customer Privacy	Substantiated privacy complaints	Nil reported	Maintain effective preventive controls and strengthen privacy monitoring
Anti-Corruption	Confirmed corruption incidents	Nil reported	Strengthen formal corruption risk assessment
Ethics Training	Employees receiving anti-corruption training	100% employee coverage,	Maintain comprehensive coverage and improve role-based training documentation
Regulatory Compliance	Significant monetary and non-monetary sanctions	Nil reported,	Strengthen compliance monitoring, evidence and corrective action tracking
Financial Literacy	Community financial education	Sayani initiative across the borrower base; more than 35,000 individuals reached through the Sa-Dhan collaboration.	Strengthen participant records and measure financial literacy outcomes
Community Development	Corporate Social Responsibility expenditure	₹23,39,500	Introduce structured beneficiary and project outcome reporting
Renewable Energy Support	Community renewable energy project	₹5,14,500 spent on solar panel installation	Monitor project-level renewable electricity generation, where records are available

The scorecard represents a management-level summary of selected sustainability indicators. It does not replace the detailed disclosures, definitions and reporting limitations presented in the respective chapters.

12.3 Consolidated Economic and Financial Performance

12.3.1 Financial Performance and Resilience

The Company's financial performance during Financial Year 2025–26 was influenced by the challenging operating environment prevailing across the microfinance sector.
During this period, Digamber adopted a prudent approach to lending expansion, portfolio management, liquidity conservation and recovery.

The Company consciously prioritised financial resilience and scheduled lender repayments over aggressive portfolio growth.

Financial Performance Indicators

Indicator	FY 2024–25	FY 2025–26
Assets Under Management	₹720.42 crore	₹323.12 crore
Gross Non-Performing Assets	8.70%	4.55%
Net Non-Performing Assets	3.33%	1.19%
Provision Coverage Ratio	64.04%	74.88%
Overall Collection Efficiency	89.99%	95.29%
Net Profit / (Loss)	—	(₹50.71 crore)
Pre-Provision and Write-Off Operating Profit	—	₹8.71 crore
Loan Disbursements	—	₹198.12 crore

The reported indicators demonstrate the Company's response to a period of sector-wide stress.
The reduction in assets under management reflects the Company's restrained approach to lending expansion and its emphasis on liquidity preservation.

The improvement in reported asset quality and collection efficiency indicators provides useful evidence of portfolio developments during the period.

However, these indicators should be considered alongside the overall contraction in the loan portfolio, provisioning requirements and the broader operating environment.

12.3.2 Direct Economic Value Generated and Distributed

The Company has presented its economic contribution through the framework of direct economic value generated and distributed.

Economic Value Indicator	FY 2025–26
Direct Economic Value Generated	₹149.21 crore
Operating Costs	₹82.80 crore
Employee Wages and Benefits	₹62.56 crore
Payments to Providers of Capital	₹55.88 crore
Payments to Government – Taxes	₹0.00 crore
Community Investments	₹0.23 crore
Reported Economic Value Retained	**(₹52.26 crore)**

The economic value retained under the sustainability reporting framework is not necessarily equivalent to the Company's accounting net profit or loss.

12.4 Customer Protection and Responsible Finance Performance

The Company recognises that responsible financial inclusion requires fair customer treatment, transparent communication and effective grievance redressal.

During Financial Year 2025–26, Digamber recorded 82 customer complaints, of which 81 were disposed of and one remained pending at year-end.

Customer Grievance Performance

Indicator	FY 2024–25	FY 2025–26
Total Complaints Received	33	82
Complaints Disposed Of	33	81
Complaints Pending at Year-End	0	1
Reported Disposal Rate	100.00%	98.78%
Credit Information Company-Related Complaints	Not separately established	50

The reported disposal rate of 98.78% represents the proportion of complaints disposed of during the reporting period.

It should not be interpreted as the percentage resolved within 30 days unless the complaint register confirms the applicable receipt and closure dates.

The Company recognises the importance of monitoring complaint categories, resolution timelines, recurring issues and the effectiveness of corrective actions.

Its grievance redressal framework provides for escalation through the Grievance Redressal Team, Grievance Redressal Officer and Principal Nodal Officer, supported by governance review through the Client Grievance Redressal Committee and relevant Board reporting arrangements.

12.5 People, Learning and Workplace Performance

The Company's employees play an important role in delivering responsible financial services and maintaining relationships with customers and communities.

During Financial Year 2025–26, the Company reported a workforce of 1,171 employees.

People and Workplace Indicators

Indicator	FY 2025–26
Total Employees	1,171
Male Employees	1,107
Female Employees	64
Women as a Percentage of Workforce	5.47%
Confirmed Employees	865
Employees on Probation	306
Reported Employee Turnover	6.60%
Total Training Hours	24,631 hours and 35 minutes
Reported Average Training Hours per Employee	21.04 hours
Employees Receiving Performance and Career Development Reviews	71.74%
Confirmed Incidents of Discrimination	Nil reported
Employees Receiving Anti-Corruption Training	100%
Reported Employee Accidents	52
Reported Fatalities	1 – (not work-related)

The Company recognises that employee development, workplace safety, diversity and ethical awareness are important elements of responsible employment practices.

The Company also recognises that road accidents occurring during official travel may constitute work-related injuries under the applicable occupational health and safety reporting definitions, irrespective of whether they occur within office or branch premises.

12.6 Environmental Performance and Data Maturity

The Company's environmental performance reporting during Financial Year 2025–26 represents an initial effort to measure resource consumption and related environmental impacts.

Environmental Performance Indicators

Indicator	FY 2025–26
Purchased Electricity	630,677 kilowatt-hours
Electricity Energy Equivalent	2,270.44 gigajoules
Reported Total Energy Consumption	16,550.73 gigajoules
Renewable Energy Consumed in Company Operations	Nil
Reported Energy Intensity	13.16 gigajoules per employee
Scope 1 Greenhouse Gas Emissions	Validated
Scope 2 Greenhouse Gas Emissions	Validated
Scope 3 Greenhouse Gas Emissions	Not yet quantified
Paper Consumption	2,014 reams
Water Consumption	554,000 litres
General Waste Quantification	Not available
Electronic Waste	Inventory monitoring undertaken; subsequent disposal certification dated 13 August 2026

The Company commenced environmental information compilation during Financial Year 2025–26 using available financial and operational records.

Certain figures were estimated using expenditure information and average applicable rates.
With effect from 1 April 2026, the Company initiated improvements in source-level environmental data recording.

These measures are intended to strengthen future reporting of electricity consumption, fuel usage, greenhouse gas emissions, water consumption and other resource-related indicators.

12.7 Ethics, Compliance and Information Responsibility

The Company considers ethical conduct, regulatory compliance and customer information protection essential to maintaining stakeholder trust.

Ethics and Data Responsibility Indicators

Indicator	FY 2025–26
Confirmed Corruption Incidents	0
Employees Disciplined for Confirmed Corruption	0
Business Partner Contracts Terminated Due to Confirmed Corruption	0
Employees Receiving Anti-Corruption Training	100%
Operations Formally Assessed for Corruption-Related Risks	All operations including but not limited to on-boarding of customers and vendor relationships

Indicator	FY 2025–26
Substantiated Customer Privacy Complaints	0
Identified Customer Data Leaks, Thefts or Losses	0
Customers Affected by Substantiated Privacy Incidents	0
Significant Monetary Fines	Nil reported
Significant Non-Monetary Sanctions	Nil reported

The Company recognises that the absence of reported corruption incidents, privacy breaches or significant sanctions does not eliminate the need for preventive controls and continuing oversight.

The Company's priorities include strengthening formal corruption risk assessments, compliance monitoring, information security controls, employee awareness and appropriate documentation of corrective actions.

12.8 Community Development and Social Contribution

Digamber's community contribution includes both the social role of its lending activities and targeted Corporate Social Responsibility initiatives.
During Financial Year 2025–26, the Company reported Corporate Social Responsibility expenditure of ₹23,39,500.

Community and CSR Indicators

Indicator	FY 2025–26
Total CSR Expenditure	₹23,39,500
Food and Ration Distribution	₹18,25,000
Solar Panel Installation	₹5,14,500
CSR Implementing Agency – Food Distribution	Dakshiva Welfare Foundation
Financial Literacy – Sayani	Communication across the borrower base
Financial Literacy – Sa-Dhan Collaboration	More than 35,000 individuals reached
Women Borrowers	Approximately 99.82% of the reported active borrower population

The Company's Corporate Social Responsibility expenditure was directed towards food security and renewable energy infrastructure.

Its financial literacy initiatives complemented these activities by promoting responsible borrowing and financial awareness.

The Company intends to strengthen the measurement of beneficiary reach and outcomes in future reporting periods.

12.9 GRI Content Index

12.9.1 Basis of Preparation

This GRI Content Index provides a structured reference to the disclosures considered in preparing Digamber Capfin Limited's Sustainability Report for Financial Year 2025–26.

The index identifies the relevant GRI Standards, disclosure numbers, corresponding report sections and the present status of available information.

The Company has adopted a progressive approach to sustainability reporting.

Accordingly, the index distinguishes between information presented in the report and disclosures that remain partial, unavailable.

Inclusion of a disclosure in this index does not, by itself, represent confirmation that every requirement of the relevant GRI Standard has been fulfilled.

12.9.2 GRI Content Index – General Disclosures

GRI 2: General Disclosures 2021

Disclosure	Disclosure Description	Report Location
2-1	Organizational details	Company Profile and Overview
2-2	Entities included in sustainability reporting	About the Report
2-3	Reporting period, frequency and contact point	About the Report
2-4	Restatements of information	About the Report
2-5	External assurance	About the Report
2-6	Activities, value chain and other business relationships	Company Profile and Business Model
2-7	Employees	Chapter 08 – People & Workplace
2-9	Governance structure and composition	Corporate Governance Chapter
2-12	Role of highest governance body in overseeing management of impacts	Corporate Governance Chapter
2-14	Role of highest governance body in sustainability reporting	Corporate Governance Chapter
2-15	Conflicts of interest	Chapter 10 – Ethics, Compliance & Data Responsibility
2-17	Collective knowledge of highest governance body	Corporate Governance Chapter
2-18	Evaluation of performance of highest governance body	Corporate Governance Chapter
2-19	Remuneration policies	Corporate Governance / People Chapter
2-22	Statement on sustainable development strategy	Leadership Message / Sustainability Strategy
2-23	Policy commitments	Governance and Ethics Chapters
2-24	Embedding policy commitments	Governance, People and Ethics Chapters
2-25	Processes to remediate negative impacts	Customer Protection / Ethics Chapters
2-26	Mechanisms for seeking advice and raising concerns	Chapter 10 – Ethics, Compliance & Data Responsibility
2-27	Compliance with laws and regulations	Chapter 10 – Ethics, Compliance & Data Responsibility
2-28	Membership associations	Company Profile / Stakeholder Engagement
2-29	Approach to stakeholder engagement	Stakeholder Engagement Chapter

12.9.3 GRI Content Index – Material Topics

GRI 3: Material Topics 2021

Disclosure	Disclosure Description	Report Location
3-1	Process to determine material topics	Materiality Assessment Chapter
3-2	List of material topics	Materiality Assessment Chapter
3-3	Management of material topics	Relevant Thematic Chapters

12.9.4 GRI Content Index – Economic Performance and Financial Inclusion

GRI Standard	Disclosure	Report Location
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic Performance Chapter; Section 12.3
GRI 201	201-2 Financial implications and other risks and opportunities due to climate change	Risk Management / Environmental Chapter
GRI 201	201-3 Defined benefit plan obligations and other retirement plans	People & Workplace Chapter
GRI 201	201-4 Financial assistance received from government	Economic Performance Chapter
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Financial Inclusion / Community Chapter
GRI 203	203-2 Significant indirect economic impacts	Financial Inclusion / Community Chapter

12.9.5 GRI Content Index – Ethics and Anti-Corruption

GRI Standard	Disclosure	Report Location
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	Chapter 10 – Ethics, Compliance & Data Responsibility
GRI 205	205-2 Communication and training about anti-corruption policies and procedures	Chapter 10
GRI 205	205-3 Confirmed incidents of corruption and actions taken	Chapter 10

12.9.6 GRI Content Index – Environmental Performance

GRI Standard	Disclosure	Report Location
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Chapter 09 – Environmental Stewardship
GRI 302	302-3 Energy intensity	Chapter 09
GRI 302	302-4 Reduction of energy consumption	Chapter 09
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Chapter 09
GRI 303	303-5 Water consumption	Chapter 09
GRI 305: Emissions 2016	305-1 Direct Scope 1 greenhouse gas emissions	Chapter 09
GRI 305	305-2 Energy indirect Scope 2 greenhouse gas emissions	Chapter 09
GRI 305	305-3 Other indirect Scope 3 greenhouse gas emissions	Chapter 09
GRI 305	305-4 Greenhouse gas emissions intensity	Chapter 09
GRI 305	305-5 Reduction of greenhouse gas emissions	Chapter 09
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Chapter 09
GRI 306	306-2 Management of significant waste-related impacts	Chapter 09
GRI 306	306-3 Waste generated	Chapter 09
GRI 306	306-4 Waste diverted from disposal	Chapter 09
GRI 306	306-5 Waste directed to disposal	Chapter 09

12.9.7 GRI Content Index – Employment, Safety and Diversity

GRI Standard	Disclosure	Report Location
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Chapter 08 – People & Workplace
GRI 401	401-2 Benefits provided to full-time employees	Chapter 08
GRI 401	401-3 Parental leave	Chapter 08
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Chapter 08
GRI 403	403-2 Hazard identification, risk assessment and incident investigation	Chapter 08
GRI 403	403-5 Worker training on occupational health and safety	Chapter 08
GRI 403	403-9 Work-related injuries	Chapter 08
GRI 403	403-10 Work-related ill health	Chapter 08
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Chapter 08
GRI 404	404-2 Programs for upgrading employee skills	Chapter 08
GRI 404	404-3 Percentage of employees receiving regular performance and career development reviews	Chapter 08
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Chapter 08
GRI 405	405-2 Ratio of basic salary and remuneration of women to men	Chapter 08
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Chapter 08

12.9.8 GRI Content Index – Communities and Customers

GRI Standard	Disclosure	Report Location
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments and development programs	Chapter 11 – Community & Social Impact
GRI 413	413-2 Operations with significant actual and potential negative impacts on local communities	Chapter 11
GRI 416: Customer Health and Safety 2016	416-1 Assessment of health and safety impacts of product and service categories	Chapter 07 – Responsible Finance & Customer Protection
GRI 416	416-2 Incidents of non-compliance concerning health and safety impacts of products and services	Chapter 07
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Chapter 07
GRI 417	417-2 Incidents of non-compliance concerning product and service information and labeling	Chapter 07
GRI 417	417-3 Incidents of non-compliance concerning marketing communications	Chapter 07
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Chapter 10 – Ethics, Compliance & Data Responsibility

12.9.9 Compliance Disclosure Under the Current GRI Framework

The Company has considered socioeconomic compliance as an important sustainability reporting topic.

However, **GRI 419: Socioeconomic Compliance 2016** has been superseded under the revised GRI Universal Standards.

Accordingly, the Company's disclosures relating to compliance with laws and regulations are mapped principally to GRI 2-27 – Compliance with Laws and Regulations.

The corresponding narrative is presented in Chapter 10.

The Company reported no significant monetary fines or significant non-monetary sanctions for Financial Year 2025–26.

12.10 Reporting Methodology, Boundaries and Limitations

12.10.1 Reporting Period

This Sustainability Report covers the financial year commencing 1 April 2025 and ending 31 March 2026.

Information relating to subsequent initiatives has been separately identified where relevant.

12.10.2 Reporting Boundary

The report presents information relating to Digamber Capfin Limited's operations and activities.

The company does not have any subsidiaries, controlled entities or other relevant arrangements.

12.10.3 Sources of Information

The report has been prepared using information compiled from relevant Company functions and records, including financial, human resources, compliance, operations, technology, administration, customer grievance and Corporate Social Responsibility information.

The Company recognises that different sustainability indicators may require different source systems and measurement methodologies.

12.10.4 Estimates and Data Limitations

Certain environmental indicators for Financial Year 2025–26 were derived using expenditure records and estimated consumption quantities.

These limitations have been disclosed to support transparency and appropriate interpretation of reported performance.

12.10.5 Comparability

As this is the Company's inaugural Sustainability Report, comparable prior-year information is not available for every indicator.

Where reliable comparative information is available, it has been presented to support understanding of performance trends.

The Company intends to improve year-on-year comparability through consistent definitions, reporting boundaries and measurement methodologies.

12.10.6 External Assurance

The report has not been externally assured. . The assurance is in the road map for financial year 2027-2028.

12.11 Statement of Use – GRI Standards

Statement of Use

Digamber Capfin Limited has reported the information cited in the GRI Content Index for the period 1 April 2025 to 31 March 2026 with reference to the GRI Standards.

The Company has considered the GRI Universal Standards and relevant Topic Standards in preparing this inaugural Sustainability Report.
The report presents information supported by available records and identifies material reporting limitations, including disclosures for which information is partial or unavailable.

The Company recognises that reporting with reference to the GRI Standards does not represent certification of compliance with every disclosure requirement.
The Company intends to progressively strengthen its sustainability reporting processes, internal controls and data systems to improve the completeness and reliability of future disclosures.

Reporting approach: With reference to the GRI Standards.
Reporting period: 1 April 2025 to 31 March 2026.
GRI Content Index: Chapter 12 of this Sustainability Report.

12.12 Management Interpretation of FY 2025–26 Sustainability Performance

12.12.1 Financial Resilience and Responsible Restraint

Financial Year 2025–26 was characterised by significant challenges across the microfinance industry.

In response to the prevailing operating environment, Digamber adopted a cautious and deliberate approach to lending expansion.

The Company's assets under management declined from ₹720.42 crore to ₹323.12 crore during the reporting period.
This reduction should be understood in the context of the Company's decision to prioritise liquidity conservation, disciplined portfolio management and scheduled lender repayments rather than pursue aggressive lending growth during a period of elevated borrower stress.

Management recognised that rapid expansion under such circumstances could increase credit exposure and potentially aggravate borrower indebtedness and portfolio delinquency.

The Company's approach was subject to oversight through its management and relevant governance forums, including the Asset Liability Management Committee, Risk Management Committee, Audit Committee and Board of Directors.

The Company reported a net loss of ₹50.71 crore during the year.

However, this result should be considered alongside the reported positive pre-provision and write-off operating profit of ₹8.71 crore.

The distinction is important in understanding the Company's operating performance and the financial consequences of credit-related stress and provisioning.

The Company's strategy during the period reflected a focus on financial resilience, prudent risk management and the protection of longer-term institutional sustainability.

12.12.2 Asset Quality and Customer Engagement

The Company reported improvements in several portfolio quality indicators during Financial Year 2025–26.

Gross non-performing assets declined from 8.70% to 4.55%, while net non-performing assets reduced from 3.33% to 1.19%.

The provision coverage ratio increased from 64.04% to 74.88%.

Overall collection efficiency improved from 89.99% to 95.29%.

These indicators reflect developments in the Company's reported loan portfolio during the period.
However, management recognises that asset quality indicators must be interpreted in conjunction with changes in portfolio size, recovery activities, write-offs, provisioning and the broader operating environment.

Improvement in reported portfolio quality does not eliminate the need for careful borrower assessment, responsible collections, monitoring of repayment capacity and early identification of financial stress.

The Company remains committed to balancing credit discipline with fair customer treatment.

12.12.3 Customer Grievance Outcomes

Customer grievance management remained an important component of the Company's customer protection framework.

During Financial Year 2025–26, the Company recorded 82 customer complaints, compared with 33 in the preceding financial year.

Of the complaints recorded during the year, 81 were disposed of and one remained pending at year-end.

The reported complaint population included 50 matters relating to credit information companies.
The inclusion of credit-information-related complaints provides a more comprehensive view of customer concerns and supports better identification of recurring issues.

Management recognises that the number of complaints should be considered alongside the scale of operations, complaint accessibility, reporting practices and resolution effectiveness.
The Company intends to strengthen category-wise analysis, root cause assessment and monitoring of corrective and preventive actions.

12.12.4 People, Workplace and Organisational Capability

The Company's workforce of 1,171 employees supported its lending, servicing, administrative, technology and control activities during the reporting period.

Employee learning, workplace safety, ethical awareness and professional development remain important organisational priorities.

The Company reported more than 24,600 hours of employee training and 100% employee coverage under its anti-corruption training programme.

Management recognises that the quality of training should be assessed not only through hours delivered but also through relevance, employee understanding and improvements in professional capability.

The Company also recognises the need to strengthen diversity, employee development and occupational safety monitoring.

Given the field-intensive nature of its operations, road safety represents a particularly relevant occupational risk.

The Company intends to reinforce preventive awareness, incident analysis and appropriate safety measures for employees undertaking official travel.

12.12.5 Environmental Data Maturity

Financial Year 2025–26 represents the Company's initial period of structured environmental information compilation.

The reported indicators cover electricity consumption, energy, greenhouse gas emissions, paper and water consumption.

Management recognises that certain figures were derived using estimates based on available expenditure and operational records.

Accordingly, the environmental baseline must be interpreted with due regard to the limitations of the underlying source information.

The Company has initiated improvements in environmental data recording from 1 April 2026.
These improvements are intended to support more accurate measurement, consistent reporting and identification of resource conservation opportunities.

Energy efficiency, responsible paper consumption, water conservation, travel-related emissions and waste management represent practical areas for progressive improvement.

12.12.6 Ethics, Compliance and Digital Trust

Integrity, regulatory compliance and customer information protection remain essential to the Company's long-term sustainability.

During Financial Year 2025–26, the Company reported no confirmed incidents of corruption and no substantiated customer privacy complaints.

The Company also reported comprehensive employee anti-corruption training coverage.
Management recognises that preventive governance requires more than the absence of reported incidents.

It requires effective policies, operational controls, awareness, monitoring, escalation and appropriate corrective action.
The Company therefore intends to strengthen formal risk assessments, compliance evidence, information security governance and periodic review of relevant control arrangements.

12.12.7 Community Development and Financial Inclusion

The Company's community contribution is closely linked to its role in providing access to formal financial services.

Its lending operations support financial participation among customers in rural, semi-urban and other markets.

The Company's significant proportion of women borrowers reflects its longstanding engagement with women's financial inclusion.

Financial literacy initiatives, including Sayani and the collaboration with Sa-Dhan, complement this role by promoting awareness of responsible borrowing and financial decision-making.

During Financial Year 2025–26, the Company also reported Corporate Social Responsibility expenditure of ₹23,39,500 towards food and ration distribution and renewable energy infrastructure.

Management recognises that future reporting should increasingly distinguish between financial expenditure, beneficiary reach and measurable social outcomes.

12.13 Sustainability Priorities for FY 2026–27

The Company's next phase of sustainability reporting will focus on strengthening measurement, governance and the quality of underlying information.

Management Priorities

Sustainability Dimension	Priority for FY 2026–27
Financial Inclusion	Improve borrower population, gender, geographical and product-level reporting.
Responsible Lending	Strengthen monitoring of customer affordability, transparency and appropriate credit practices.
Customer Protection	Develop more detailed grievance dashboards, root cause analysis and corrective action monitoring.
People and Diversity	Improve workforce indicators, diversity monitoring and employee development reporting.
Employee Learning	Establish a consistent role-based training framework and measurement methodology.
Occupational Safety	Strengthen road safety awareness, incident classification and preventive action.
Energy	Improve actual electricity and fuel consumption records.

Sustainability Dimension	Priority for FY 2026–27
Emissions	Establish a reliable Scope 1 and Scope 2 greenhouse gas inventory and evaluate relevant Scope 3 categories.
Resource Efficiency	Improve monitoring of paper, water and waste and pursue practical reduction measures.
Ethics and Anti-Corruption	Strengthen formal corruption risk assessment while maintaining employee awareness.
Data Privacy and Cybersecurity	Continue improving preventive controls, monitoring and incident management.
Regulatory Compliance	Strengthen compliance obligation mapping, testing, remediation and evidence management.
Community Development	Improve beneficiary information and project outcome measurement.
Sustainability Governance	Promote periodic review of material sustainability indicators through appropriate governance forums.
Reporting Quality	Improve source documentation, calculation methodologies, validation and year-on-year comparability.

These priorities represent the Company's intended direction for improvement and should not be interpreted as completed achievements during Financial Year 2025–26.

12.14 A Baseline for Better Decisions

Digamber Capfin Limited's inaugural Sustainability Report represents more than the publication of environmental, social and governance indicators.

It establishes a foundation for integrating sustainability considerations into business decisions, operational practices, risk management and stakeholder engagement.

The Company recognises that long-term sustainability cannot be assessed solely through the size of its lending portfolio or the volume of financial services delivered.

It must also be evaluated through the affordability and transparency of its products, the quality of customer relationships, the resilience of its operations, the welfare and development of its employees, the protection of customer information and the integrity of its governance.
Financial Year 2025–26 demonstrated the importance of responsible decision-making in a challenging operating environment.

The Company's deliberate emphasis on liquidity preservation, portfolio discipline and prudent lending reflected its commitment to institutional resilience and responsible financial practices.
At the same time, the reporting exercise has highlighted opportunities to strengthen environmental measurement, employee development information, community impact assessment and the consistency of sustainability data.

Digamber recognises that meaningful sustainability progress requires continuous improvement, reliable information and accountability.
The Company therefore intends to build upon this initial reporting baseline through improved data systems, more disciplined monitoring, stronger internal coordination and ongoing engagement with stakeholders.

As the Company continues its journey towards responsible and sustainable growth, it remains committed to balancing business objectives with customer welfare, employee development, regulatory discipline, environmental responsibility and positive community engagement.

"For Digamber Capfin Limited, sustainability is not merely about measuring what we have achieved. It is about taking responsible decisions today that strengthen trust, resilience and opportunity for tomorrow."

12.15 Closing Statement

Our Commitment to Responsible and Sustainable Progress

Digamber Capfin Limited remains committed to responsible financial inclusion, ethical governance, transparent customer relationships and sustainable business practices.

The Company recognises that its responsibilities extend to borrowers, employees, lenders, regulators, communities and the environment.

Through prudent financial management, responsible lending, customer protection, employee development, environmental awareness and community engagement, Digamber seeks to create a foundation for sustainable institutional progress.

This inaugural Sustainability Report marks the beginning of a more structured journey towards transparent measurement and accountable management of the Company's wider impacts.

We remain committed to learning, improving and building a more responsible, inclusive and resilient financial institution.

Corporate Information and Sustainability Reporting Contact

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Report: Inaugural Sustainability Report – Financial Year 2025–26