

## ANNEXURE-8 TO DIRECTORS' REPORT

### BUSINESS RESPONSIBILITY REPORT

#### SECTIONS A,B,C-DETAILS OF THE COMPANY

Repco Home Finance Limited is a Housing Finance Company set up in April, 2000 and registered with the National Housing Bank (NHB). The Company's registered office is situated at "Repco Towers" No. 33, North Usman Road, T.Nagar, Chennai-600017. The Company has been established for providing long term housing loans (activity code 65922) for purchase/construction/renovation of houses. Repco Home Finance Ltd. Operates in 11 States and 1 Union Territory through 131 branches and 29 satellite centres. The Company does not accept any deposits from the public.

The Company's paid up capital is Rs. 62.56 Crores and total net owned funds were Rs 1253.50.Crore.The total loan disbursements during the year were Rs. 2,806.51 Crores. The Company had recorded a Profit after Tax of Rs 206.11 Crore for the financial year 2017-18.

The details pertaining to CSR initiatives of the Company and the amount spent thereon are given as a part of the Director's Report.

Repco Home Finance Limited has no subsidiary.

#### SECTION D : BUSINESS RESPONSIBILITY INFORMATION

The Board of Directors is primarily responsible for the overall business of the Company. Repco Home Finance has an ingrained value system for governance. Since the beginning the Company adopts the principles of transparency, integrity, accountability and responsibility at all levels. The Board maintains the highest spirit of trusteeship and guides the Company's management to practice professional ethics in the conduct of its business and transactions with all its stakeholders.

The Company has in place an Audit Committee, Shareholders Relationship Committee and Nomination and Remuneration Committee to monitor the value system and practices.

The Company's endeavour is to become a responsible corporate citizen founded on ethical values and practices.

#### SECTION E: PRINCIPLE-WISE PERFORMANCE

**Principle 1: Business should conduct and govern themselves with Ethics, Transparency and Accountability'**

The Company has in place the following Policies:

1. Code of Conduct for the Directors and the Senior Management
2. Code of Practices and Procedures for fair disclosures of Unpublished Price Sensitive Information
3. Fair Practices Code
4. KYC and AML Policy
5. Code for dealing in the Securities of the Company
6. Policy on Prevention of Sexual Harassment of Women at work place
7. Whistle Blower Policy
8. Related Policy Transaction Policy

There was no instance of violation of the Company's Code of Conduct in 2017-18 and no case was reported under the Whistle Blower Mechanism or under the policy for prevention of sexual harassment of women during the year.

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

The Company is a Housing Finance Company that provides loans for purchase / construction / repairs to houses in accordance with all applicable regulatory prescriptions including the guidelines / directions of National Housing Bank in relation to its credit / technical and ; legal appraisal processes.

The Company has encouraged use of paperless communication with its stakeholders. The Company's annual report for the year 2016-17 were distributed in soft copies to 21599 shareholders.

**Principle 3: Businesses should promote overall well being of all employees:**

As of 31 March 2018, the Company's staff strength comprises of 785 employees, 141 were women permanent employees and 2 staff with disability. There is no employees ' association.

The Company provides mediclaim/accident/life insurance coverage to its employees. The Company extends housing loans to employees at a concessional rate for purchase/construction and repairs to houses as a part of its welfare measure. The Company also has a furnishing allowance scheme for its eligible employees.

During the year 2017-18 no complaints were received pertaining to child labour, forced labour, involuntary labour or sexual harassment.

The Company hires employees on permanent employment. The Company imparts induction and continual training to its employees on its products and operations and regulatory guidelines. The Company also nominates its staff for periodic external training programmes.

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

The Company's stakeholders comprise its investors, customers, employees, borrowers and the regulators and the Company's endeavour is to comprehend and respond to its stakeholders. The Company is fair and equitable to all its stakeholders without discrimination on any ground such as caste, creed, gender, religion etc. All the employees are sensitized to engage with stakeholders in the best interests of the organization.

**Principle 5: Business should respect and promote human rights:**

The Company follows the principle of respect and support for human rights in its business operations. The Company has the greatest regard for its stakeholders ensuring that they are treated with dignity and due respect in compliance with the applicable statutes/

legal requirements. The Company has in place accessible grievance redressal mechanisms to all its stakeholders.

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

The Company is committed towards respecting, protecting and making efforts to protect the environment and is in compliance with the legal/regulatory requirements related to environment protection, management and sustainable development.

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

The Company is not a member of any trade and chamber or association. The Company escalates matters pertaining to its stakeholders through periodic interactions through various forums to the Regulator.

**Principle 8: Businesses should support inclusive growth and equitable development**

The Company supports inclusive growth and equitable development by extending affordable housing loans under rural housing, urban housing, PMAY (CLSS) schemes-EWS/LIG/MIG. The Company is active in the tier-ii and tier-iii cities thus playing its part in enhancing housing stock in those locations.

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

The Company had received 33 customer grievances/service requests and had no grievances/service requests pending at the beginning of the year. During the year 31 grievances/service requests were resolved and 2 were pending for resolution. The information on products are prominently displayed on the notice boards of the branches. There were no cases filed against the Company regarding Unfair Trade practices, irresponsible advertising and/or competitive behaviour. The Company collects feedback from its customers through the visits of its officials to the various branches and through other modes.