

May 26, 2026

To,  
The Manager  
Listing Department  
BSE Limited  
Phiroze Jeejeebhoy Tower,  
Dalal Street  
Mumbai – 400001

The Manager  
Listing Department  
National Stock Exchange of India Limited  
Exchange Plaza, 5<sup>th</sup> Floor, Plot C/1,  
G Block, Bandra-Kurla Complex  
Mumbai – 400051

Scrip Code: Equity (BSE: 540716/ NSE: ICICIGI)

Dear Sir/Madam,

**Subject: Business Responsibility & Sustainability Report of the Company for FY2026**

Pursuant to Regulations 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015, we enclose herewith the Business Responsibility and Sustainability Report (BRSR) of the Company for FY2026.

The BRSR of the Company for FY2026 will be available on the website of the of the Company at <https://www.icicilombard.com/docs/default-source/esg/icicilombard-business-responsibility-and-sustainability-report-fy2026.pdf>

You are requested to kindly take the same on records.

Thanking you,

Yours Sincerely,

For ICICI Lombard General Insurance Company Limited

Vikas Mehra  
Company Secretary

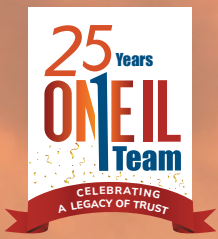
Encl. As above

## ICICI Lombard General Insurance Company Limited

IRDA Reg. No. 115  
**Mailing Address:**  
Sixth floor- Interface 16,  
Office no 601 & 602,  
New linking Road, Malad  
west, Mumbai - 400064.

CIN: L67200MH2000PLC129408  
**Registered Office:**  
ICICI Lombard House, 414, Veer Savarkar Marg,  
Near Siddhi Vinayak Temple, Prabhadevi  
Mumbai - 400 025.

**You can contact us at:**  
Toll free No.: 1800 2666  
Email: customersupport@icicilombard.com  
Website: www.icicilombard.com



**years of securing a  
sustainable future**



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This report can be downloaded/ viewed by scanning the QR code.  
You may also visit [www.icicilombard.com](http://www.icicilombard.com) to read the report online.



FY2025 BRSR report can be downloaded/ viewed by scanning the QR code.  
You may also visit [www.icicilombard.com](http://www.icicilombard.com) to read the report online.

**BUSINESS  
RESPONSIBILITY  
& SUSTAINABILITY  
REPORT**



## SECTION A:

# GENERAL DISCLOSURES

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L67200MH2000PLC129408								
2	Name of the Listed Entity	ICICI Lombard General Insurance Company Limited								
3	Year of incorporation	October 30, 2000								
4	Registered office address	ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhivinayak Temple, Prabhadevi, Mumbai - 400 025								
5	Corporate address	ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhivinayak Temple, Prabhadevi, Mumbai - 400 025								
6	E-mail	<a href="mailto:esg@icicilombard.com">esg@icicilombard.com</a>								
7	Telephone	+91-22-61961100								
8	Website	<a href="http://www.icicilombard.com/">http://www.icicilombard.com/</a>								
9	Financial year for which reporting is being done	April 1, 2025 to March 31, 2026								
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)								
11	Paid-up Capital	₹ 4.98 billion (as on March 31, 2026)								
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	<table border="1"><tr><td>Name:</td><td>Jidnyasa Ghag</td></tr><tr><td>Designation:</td><td>Chief Manager</td></tr><tr><td>Telephone:</td><td>+91-22-61961100</td></tr><tr><td>E-mail:</td><td><a href="mailto:jidnyasa.ghag@icicilombard.com">jidnyasa.ghag@icicilombard.com</a></td></tr></table>	Name:	Jidnyasa Ghag	Designation:	Chief Manager	Telephone:	+91-22-61961100	E-mail:	<a href="mailto:jidnyasa.ghag@icicilombard.com">jidnyasa.ghag@icicilombard.com</a>
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Designation:	Chief Manager									
Telephone:	+91-22-61961100									
E-mail:	<a href="mailto:jidnyasa.ghag@icicilombard.com">jidnyasa.ghag@icicilombard.com</a>									
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures made in this report are on a standalone basis								
14	Name of assessment or assurance provider	PKF Sridhar & Santhanam LLP								
15	Type of assessment or assurance obtained	Independent Reasonable Assurance for BRSR Core Attributes for FY2026								

## II. Products/services

### 16 Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financial and Insurance services	Non-life Insurance and Reinsurance activities	100.0%

### 17 Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% of total Turnover contribute
1	Non-Life Insurance	65120	100.0%

## III. Operations

### 18 Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	Not Applicable	Branches - 341	Branches - 341
International	Not Applicable	Not Applicable	Not Applicable

In addition to the mentioned above, ICICI Lombard also underwrites international business from its IFSC Insurance Office (IIO) at GIFT City. This is ICICI Lombard's centre for new product innovation and servicing of global customers, subject to regulatory compliances.

### 19 Markets served by the entity:

#### a. Number of locations

Locations	Number
National (No. of States)	37*
International (No. of Countries)	Not Applicable

\*37 includes 28 states and 9 union territories

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

Not Applicable

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

**Corporate Customers** - Provides integrated solutions to corporates, small, micro and medium enterprises. The range of insurance solutions offered include Fire, Marine, Engineering, Liability solutions, Employee Group Insurance, Cyber Insurance and Health and Personal Accident.

**Government & Rural Business** - Provides insurance solutions to State and Central governments or government-owned enterprises and rural customers. The range of insurance solutions offered include Crop, Cattle, Weather, Mass Health, Personal Accident, Motor Insurance.

**Retail Customers** - Provides insurance solutions to individuals and small/medium enterprises through multiple channels such as Agents, Brokers, Bancassurance, Tele-Sales, Direct Alliances, Motor Insurance Service Providers (MISPs) and Online Platforms. Health, Home, Motor, Travel, Personal Accident, Cyber Insurance.



## IV. Employees

### 20 Details as at the end of Financial Year:

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

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1	Permanent (D)	15,008	10,863	72.4%	4,145	27.6%
2	Other than Permanent (E)	1,439	700	48.6%	739	51.4%
3	<b>Total employees (D + E)</b>	<b>16,447</b>	<b>11,563</b>	<b>70.3%</b>	<b>4,884</b>	<b>29.7%</b>
<b>WORKERS</b>						
4	Permanent (F)					
5	Other than Permanent (G)					
6	<b>Total workers (F + G)</b>					

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

#### b. Differently abled Employees and workers:

<b>DIFFERENTLY ABLED EMPLOYEES</b>						
Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
1	Permanent (D)	10	6	60.0%	4	40.0%
2	Other than Permanent (E)	None	None	Not Applicable	None	Not Applicable
3	<b>Total employees (D + E)</b>	<b>10</b>	<b>6</b>	<b>60.0%</b>	<b>4</b>	<b>40.0%</b>
<b>DIFFERENTLY ABLED WORKER</b>						
4	Permanent (F)					
5	Other than Permanent (G)					
6	<b>Total workers (F + G)</b>					

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

### 21 Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	1	12.5%
Key Managerial Personnel#	3	None	None

#Key Managerial Personnel of the Company includes Managing Director & CEO, Chief Financial Officer and Company Secretary, as per Section 203 of the Companies Act, 2013.

### 22 Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY2026			FY2025			FY2024		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Turnover (excluding Call Center employees)	26.6%	32.3%	27.9%	26.9%	37.4%	29.2%	27.3%	33.4%	28.5%
Turnover (over all)	29.0%	43.4%	32.9%	29.0%	42.6%	32.5%	31.4%	47.8%	35.2%
Permanent Workers	Not Applicable								

#### Notes:

- The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.
- ICICI Lombard has an in-house call centre. Accordingly, ICICI Lombard reports turnover ratios both on an overall basis and excluding call centres, given the higher turnover rates in the call centre industry.

## V. Holding, Subsidiary and Associate Companies (including joint ventures)

### 23 Names of holding/subsidiary/associate companies/joint ventures

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / subsidiary / associate companies / joint ventures	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	ICICI Bank Limited	Holding Company	51.26%	No

## VI. CSR Details

24 (i)	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/ No)	Yes
(ii)	Turnover (Gross Written Premium)	₹ 306.18 billion
(iii)	Net worth	₹ 168.07 billion
(iv)	Total amount spent on CSR for FY2026	₹ 516.7 million

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY2026			FY2025		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, ICICI Lombard projects implemented by implementations agencies – respective agency’s email id and contact no. ICICI Lombard projects implemented by ICICI Foundation (IF) email to <a href="mailto:info@icicifoundation.org">info@icicifoundation.org</a> .	None	None	None	None	None	None
Investors (other than shareholders)	Yes, communication of any grievances can be sent through an e-mail addressed to <a href="mailto:investors@icicilombard.com">investors@icicilombard.com</a>	None	None	None	None	None	None
Shareholders	Yes <a href="https://www.icicilombard.com/docs/default-source/policies-of-the-company/sop-for-redressal-of-investor-grievances.pdf">https://www.icicilombard.com/docs/default-source/policies-of-the-company/sop-for-redressal-of-investor-grievances.pdf</a>	1	1	The Company had received one investor complaint through SEBI Scores on March 21, 2026 which was duly responded by the Company on March 31, 2026. The Company was awaiting closure of the complaint from SEBI.	1	None	The complaint was satisfactorily resolved
Employees and workers (Sexual Harassment)	Yes <a href="https://www.icicilombard.com/docs/default-source/policies-of-the-company/guidelines-against-sexual-harassment-il-ver22.pdf?sfvrsn=39fd6b1f_6">https://www.icicilombard.com/docs/default-source/policies-of-the-company/guidelines-against-sexual-harassment-il-ver22.pdf?sfvrsn=39fd6b1f_6</a>	23	1	The Company through the policy ensures that all such complaints are resolved within defined timelines	17	3	The Company, through the policy ensures that all the complaints are resolved within defined timelines



Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY2026			FY2025		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Yes <a href="https://www.icicilombard.com/grievance-redressal">https://www.icicilombard.com/grievance-redressal</a>	11,253	201	The Company ensures that all the complaints are resolved within defined timelines	7,545	145	All the pending complaints were satisfactorily resolved after the financial year
Value Chain Partners	Yes <a href="https://www.icicilombard.com/docs/default-source/policies-of-the-company/icici-lombard-suppliers-code-of-conduct.pdf?sfvrsn=39fd6bcd_5">https://www.icicilombard.com/docs/default-source/policies-of-the-company/icici-lombard-suppliers-code-of-conduct.pdf?sfvrsn=39fd6bcd_5</a>	None	None	None	None	None	None
Other* (Anti- Fraud and Whistle blower)							
Anti- Fraud	Yes <b>Reporting Mechanism</b> - FCU Portal link: <a href="https://ifcu.icicilombard.com/Forms/Index.aspx">https://ifcu.icicilombard.com/Forms/Index.aspx</a> - Hotline contact no.: +91 7045059059 - Fraud reporting email ID: <a href="mailto:fraudinfo@icicilombard.com">fraudinfo@icicilombard.com</a>	311	41	As on the date of filing BRSR, these cases are under investigation and will be closed in the subsequent quarter	283	81	As on the date of filing BRSR, these cases are under investigation and will be closed in the subsequent quarter
Whistle blower	Yes <b>Policy:</b> <a href="https://www.icicilombard.com/docs/default-source/shareholding-pattern/whistle-blower-policy.pdf">https://www.icicilombard.com/docs/default-source/shareholding-pattern/whistle-blower-policy.pdf</a> <b>Reporting Mechanism</b> - Whistleblower email ids: <a href="mailto:whistleblower@icicilombard.com">whistleblower@icicilombard.com</a> or <a href="mailto:whistleblower.chairaudit@icicilombard.com">whistleblower.chairaudit@icicilombard.com</a> - Written letter addressed to Chairperson of Audit Committee, Any Board Committee, Statutory auditor or Head - Internal Audit sent to Prabhadevi Head Office	21	1	As on the date of filing BRSR, these cases are under investigation and will be closed in the subsequent quarter	12	None	All complaints have been investigated and closed

\*Includes complaints received from employees as well as others hence classified as Others.

## 26 Overview of the entity’s material responsible business conduct issues

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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Promoting Health and Well-being	Opportunity	Revamping the existing health products to meet the evolving customer needs in terms of wider health coverage at competitive pricing while promoting the importance of sustainable lifestyle which improves good health habits through behavioral changes. This is substantiated by market research for improvising the service offerings with respect to health insurance products.		<b>Positive</b> New product development prospects with an objective of reaching to underserved segments. Coverage of these products can lead to favourable financial impacts for customers reducing financial burdens of the customers and increased retention for the business.
2	Innovation and Digitisation	Opportunity	Innovation and Digital transformation creates value for both the organisation as well as for the customers and other stakeholders in offering diverse solutions for easier transactions improving the operational efficiency while responding to evolving consumer needs and grievances.		<b>Positive</b> New technologies offers great opportunities for addressing critical risks with increased operational efficiency and foster new product/ service development for enhancing customer experience and expanding the customer base.
3	Diversity and Inclusion	Opportunity	Diversity is about the representation of workforce in the entity. Inclusion refers to creating an environment where the contributions, presence, and perspectives of diverse groups are valued and integrated. This issue refers to the diversity and inclusion practices of ICICI Lombard and its value chain partners.		<b>Positive</b> A diverse and broader talent pool improves workplace culture, enhances productivity, and reduces costs related to attrition, retention, and rehiring.
4	Human Capital Development	Opportunity	Human Capital Development intends to develop agile and productive workforce leading to overall business objectives promoting growth.		<b>Positive</b> Trained & skilled workforce creates a better customer experience and contributes to Company's growth and objectives. Skill development of employees also assists in keeping the workforce aligned with the evolving risks and business opportunities.
5	Economic Performance	Opportunity	Economic performance refers to the contribution of ICICI Lombard's business to the local, regional, national and global economy and creating wealth for the stakeholders viz. community, employees, investors and shareholders.		<b>Positive</b> Improved access to products and services of the Company is critical to financial economy and has a positive impact for economic well-being of company and shareholders, employees, investors.



Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Responsible Investment	Opportunity	Responsible investment is an approach to explicitly acknowledge the relevance of environmental, social and governance factors, in investment practices for responsible wealth generation and healthy portfolio in the long run countering the new challenges posed by climate change and regulatory requirements.		<b>Positive</b> Integrating ESG criteria into investment decisions supports long-term value creation and risk-adjusted returns. It enables better risk management, aligns investments with broader sustainability goals, and enhances overall portfolio resilience.
7	Financial Inclusion	Opportunity	Affordable insurance products promote access to finance across a wide customer base, including underserved segments, thereby enhancing financial protection against unforeseen hardships.		<b>Positive</b> Access to insurance products and services leads to enhanced financial security of consumers, hence leading to increased demand of the products.
8	ESG Products and Services	Opportunity	ESG-themed products and services include insurance solutions to stimulate decarbonised economy and promote the products which benefits the society.		<b>Positive</b> New product developments aligning to ESG-related thematic areas will be a source of growth for the Company.
9	Climate Change Mitigation	Risk	Climate change related risks require the use and regular review of comprehensive framework to ensure it is properly addressed and applied. Adopting practices to mitigate, leading to increased risk capital requirements for responding to the financial losses incurred in case of such events.	Integration of climate risk into underwriting, investment, and enterprise risk management processes, supported by CAT modelling, reinsurance strategies, and ICAAP-based stress assessments. The Company also incorporates ESG considerations into investment decisions and applies risk-based pricing and portfolio adjustments to manage exposure to climate-related risks.	<b>Negative</b> Robust mechanisms to capture and factor in climate risks assists the Company in appropriate pricing of its products.
10	Community Development	Opportunity	Supporting community development programmes shall uphold the Company's brand image while promoting better quality of life for the beneficiaries.		<b>Positive</b> The programmes of the Company intend to improve the focus on the community, and consumers leading to increased reputation of the brand.
11	Customer Relationship Management	Risk	Customer Relationship is core for business for innovating products as per consumer and market needs while resolving grievances with low turnaround time, maintaining trust, continuity and relationship.	To mitigate risks of customer dissatisfaction and mis-selling, ICICI Lombard has implemented a technology-enabled CRM and grievance redressal framework, supported by root cause analysis, preventive controls, and omni-channel customer engagement.	<b>Negative</b> Customer dissatisfaction or mis-selling may lead to increased attrition, reduced policy renewals, potential regulatory exposure, and reputational damage, adversely impacting revenue and market position.
12	Talent Attraction and Retention	Risk	An organisational environment to attract and retain talent through improved mental physical well-being, equal opportunities, skill enhancement and employee benefits providing competitive edge.	Employee-centric talent management framework supported by learning and development initiatives, performance and reward mechanisms, well-being programmes, and internal talent mobility to attract, develop, and retain talent.	<b>Negative</b> High attrition or inability to attract skilled talent may increase recruitment and training costs, reduce operational efficiency, and impact service quality and business performance.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
13	Data Privacy and Security	Risk	Data Privacy and Security is the process of implementing measures and systems designed to securely protect and safeguard information and also implies that businesses should use private data only for the intended purposes.	Information security and data privacy framework supported by governance oversight, data protection controls (including access management and encryption), continuous monitoring, and employee awareness programmes	<b>Negative</b> Data breaches or cybersecurity incidents may result in regulatory penalties, operational disruption, reputational damage, and customer attrition, adversely impacting revenue and business continuity.
14	Fair Workplace	Risk	An inclusive workplace which promotes equal pay for equal work, protection from all kinds of discriminations and abiding by human rights practices.	Human rights and fair workplace framework supported by policies on equal opportunity and non-discrimination, grievance redressal mechanisms (including POSH and whistleblower channels), employee training, and oversight of labour practices across the value chain.	<b>Negative</b> Non-compliance with fair workplace and human rights standards may result in litigation, regulatory penalties, reputational damage, and increased employee attrition, impacting overall business performance.
15	Operational Eco-Efficiency	Risk	Reducing environmental footprint of the Company in terms of carbon and waste intensity is essential for lowering the environmental footprint of business and ultimately reach Net-Zero levels in line with India's commitments reducing the consequences on society	ICICI Lombard's business will focus on transitioning the operations to low environmental footprint in terms of carbon and waste intensity.	<b>Negative</b> Reputational and regulatory risks leading to financial damages for the Company.
16	Risk Management	Risk	Enterprise Risk Management is a process of identifying and managing potential risks including ESG risks within its risk appetite for providing reasonable assurance regarding the achievement of entity objectives.	ICICI Lombard's enterprise wide approach to risk management, is approved by Board of Directors that helps to identify potential material risks in a structured, systematic manner and actions to mitigate them.	<b>Negative</b> ERM and its oversight by the Board are very critical for identifying and addressing the potential risk which may have a significant impact.
17	Business Ethics	Risk	Business ethics are necessary to ensure ethical business practices abiding by local and sectoral regulations while managing the interests of all the stakeholders aligning with global best practices based on human, cultural, economic, political and social rights and conducting business on accountable and transparent lines.	ICICI Lombard's corporate policies and codes form a key component of the governance framework guiding employees and other stakeholders across the value chain to uphold its commitment to ethics, transparency, and sustainability.	<b>Negative</b> Ethical corporations will reduce the litigation and reputational damages and therefore the financial damages to the Company.



## SECTION B:

# MANAGEMENT AND PROCESS DISCLOSURES

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

PRINCIPLE 1:	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable
PRINCIPLE 2:	Businesses should provide goods and services in a manner that is sustainable and safe
PRINCIPLE 3:	Businesses should respect and promote the well-being of all employees, including those in their value chains
PRINCIPLE 4:	Businesses should respect the interests of and be responsive to all its stakeholders
PRINCIPLE 5:	Businesses should respect and promote human rights
PRINCIPLE 6:	Businesses should respect and make efforts to protect and restore the environment
PRINCIPLE 7:	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
PRINCIPLE 8:	Businesses should promote inclusive growth and equitable development
PRINCIPLE 9:	Businesses should engage with and provide value to their consumers in a responsible manner

Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No <sup>1</sup>	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
	c. Web-Link of the Policies, if available* <a href="https://www.icicilombard.com/investor-relations">https://www.icicilombard.com/investor-relations</a>	<ul style="list-style-type: none"> <li>Whistle Blower Policy</li> <li>Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information</li> <li>Compensation Policy</li> <li>Dividend Distribution Policy</li> <li>ESG Policy</li> <li>Stewardship Policy</li> <li>Anti-Bribery and AntiCorruption Policy</li> <li>Policy on Related Party Transactions</li> </ul>	<ul style="list-style-type: none"> <li>Supplier Code of Conduct</li> <li>ESG Policy</li> </ul>	<ul style="list-style-type: none"> <li>ESG Policy</li> <li>Employees Code of Conduct</li> <li>Employee Health &amp; Safety Guidelines</li> <li>Supplier Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>ESG Policy</li> <li>CSR Policy</li> </ul>	<ul style="list-style-type: none"> <li>Guideline against Sexual Harassment at Workplace</li> <li>ESG Policy</li> <li>Compensation Policy</li> </ul>	<ul style="list-style-type: none"> <li>ESG Policy</li> </ul>	-	<ul style="list-style-type: none"> <li>CSR Policy</li> <li>Supplier Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>Policy for Protection of Policyholder's Interests &amp; Grievance Redressal</li> </ul>
2	Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
4	Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<ol style="list-style-type: none"> <li>Global Reporting Initiative Standards</li> <li>TCFD</li> <li>ISO 31000: 2018 Enterprise Risk Management</li> <li>United Nations Sustainable Development Goals</li> </ol>	<ol style="list-style-type: none"> <li>United Nations Sustainable Development Goals</li> <li>ISO 90001: 2015</li> </ol>	<ol style="list-style-type: none"> <li>United Nations Sustainable Development Goals</li> <li>ISO 45001:2018 Occupational Health &amp; Safety Management Systems</li> </ol>	United Nations Sustainable Development Goals	<ol style="list-style-type: none"> <li>United Nations Sustainable Development Goals</li> <li>ISO 90001: 2015</li> </ol>	<ol style="list-style-type: none"> <li>United Nations Sustainable Development Goals</li> <li>Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard</li> <li>ISO 14001: 2015 Environmental Management Systems</li> </ol>	-	<ol style="list-style-type: none"> <li>United Nations Sustainable Development Goals</li> <li>ISO 90001: 2015</li> </ol>	<ol style="list-style-type: none"> <li>ISO 27001: 2013 Information Security Management System®</li> <li>ISO 27017: 2022 Cloud Computing Security Standard®</li> <li>United Nations Sustainable Development Goals</li> <li>Bureau Veritas Quality International</li> <li>ISO 90001: 2015</li> </ol>
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	<ul style="list-style-type: none"> <li>To increase renewable electricity consumption to 45.0% of total electricity consumption by FY2027</li> </ul>								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<ul style="list-style-type: none"> <li>Achieved 27.6% female workforce representation in FY2026, exceeding the target of 27.0% and improving from 26.0% in FY2025</li> <li>Consumed 41.2% of electricity requirements from renewable sources in FY2026 against 38.0% in FY2025</li> </ul>								



Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Governance, leadership and oversight</b>										
7	<b>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)</b>	<p><b>Dear Stakeholders,</b></p> <p>In a rapidly transforming India where economic growth, digital innovation and emerging risks converge, the insurance sector occupies a position of strategic importance. Guided by the IRDAI's vision of customer centricity, innovation and inclusive insurance coverage, insurers today are evolving from providers of financial safeguards into proactive enablers of risk awareness, preparedness, and resilience across the economy.</p> <p>For over 25 years, ICICI Lombard has gone beyond providing financial protection to consistently strengthen resilience across individuals, enterprises and communities, earning the enduring trust of our stakeholders. The growing prominence of ESG considerations across business portfolios and operations reflects a journey grounded in our enduring commitment to sustainability.</p> <p>The theme of our seventh ESG report, '25 years of Securing a Sustainable Future', a journey defined by responsibility, balance and long-term thinking. Over the years, environmental stewardship, social responsibility and strong governance have become deeply embedded in how we operate and make decisions. These principles have shaped our approach to risk, accountability and stakeholder engagement, strengthening trust and resilience across the organisation. During FY2026, this commitment was evident in the way ESG considerations influenced performance, oversight and outcomes across the enterprise.</p> <p><b>Sustainable Underwriting as a Growth Lever</b></p> <p>Our underwriting approach continues to evolve in line with structural shifts in the economy, particularly the transition towards low-carbon and resource-efficient systems.</p> <p>ICICI Lombard has been among the early pioneers in enabling electric mobility in India, building a leading position in electric vehicle insurance with a market share of approximately 21.3% in private electric cars and 24.2% in electric two-wheelers (based on the number of new vehicles sold). This leadership reflects our ability to anticipate emerging risk pools and create underwriting frameworks that support new technologies.</p> <p>We have extended this approach to the renewable energy ecosystem through specialised insurance solutions for solar photovoltaic panels, thereby strengthening confidence across the clean energy value chain.</p> <p>For our commercial lines customers, our Value-Added Services (VAS) have evolved into a comprehensive risk management capability. In FY2026, we supported 1,939 corporate clients in strengthening safety, improving operational efficiency and mitigating environmental risks. These interventions, ranging from risk diagnostics and process safety studies to IoT-enabled monitoring, reflect a deliberate shift from insuring risk to actively reducing it.</p> <p>In FY2026, we provided coverage for 57.6 million lives, including 15.1 million in the social sector. In FY2026, the Gross Direct Premium stood at ₹ 287.12 billion, up from ₹ 268.33 billion in FY2025, reflecting the strength of our integrated approach to growth and sustainability.</p> <p><b>From Protection to Preventive Care</b></p> <p>Health insurance is undergoing a structural shift from financing treatment to enabling prevention, and we are actively shaping this transition.</p> <p>Our preventive health capabilities have been augmented through features such as Face Scan available on our IL Take Care App, thereby enabling customers to access key health parameters within minutes using their smartphones. These tools are complemented by 24x7 access to medical professionals and personalised wellness support. Our product suite has also evolved, with solutions such as Elevate and OPD+ Rider expanding coverage beyond hospitalisation to include everyday healthcare needs, consultations, diagnostics and medicines, thereby improving affordability and access.</p> <p>In FY2026, we extended healthcare engagement beyond traditional channels. At the ICICI Lombard Siddhivinayak Metro Station in Mumbai, our health and wellness initiative enabled 7,000+ visitors, conducted 5,000+ BMI assessments, and facilitated 1,000+ FaceScans, demonstrating preventive healthcare being embedded into daily life.</p> <p>These efforts have translated into meaningful gains, with our retail health market share increasing to 4.1% in FY2026 from 3.3% in FY2025, reinforcing our strengthening position in the health insurance landscape. The landmark GST exemption on retail health insurance premiums effective September 2025 has significantly improved affordability and awareness.</p>								

Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		<p><b>Reimagining Insurance through Technology and Innovation</b></p> <p>Over the past 25 years, one of the most defining shifts at ICICI Lombard has been the re-imagination of insurance through technology-driven solutions moving from process digitisation to intelligent, customer-centric ecosystems. As the first general insurer in India to be listed on the stock exchanges, we have consistently set benchmarks for transparency, governance and innovation. We have pioneered several initiatives that have reshaped the industry, from migrating our core systems entirely to the cloud to launching fully digital and cashless OPD solutions, digital SME products and modular product architectures that move away from one-size-fits-all offerings.</p> <p>As the first general insurer in India to be listed on the stock exchanges, we have consistently set benchmarks for transparency, governance and innovation. We have pioneered several initiatives that have reshaped the industry, from migrating our core systems entirely to the cloud to launching fully digital and cashless OPD solutions, digital SME products and modular product architectures that move away from one-size-fits-all offerings.</p> <p>Our IL TakeCare App continues to anchor our health ecosystem, with 21.0 million downloads by the end of FY2026. The platform integrates teleconsultations, wellness tracking and preventive insights making healthcare engagement more continuous and accessible. From a claims perspective, digital adoption continues going upwards and 67.0% of health reimbursement claims are now intimated through the app. Additionally, 82.0% of claim intimations for our travel insurance product, Trip Secure+, were submitted via the IL TakeCare App, reinforcing its role as a key customer interface across product lines.</p> <p>We have also led transformation in claims and servicing through initiatives such as Anywhere Cashless Claims and InstaSpect for motor claims, enabling real-time inspections and faster settlements. Our AI-powered solutions and Gen AI-led marketing campaigns are further enhancing customer engagement and operational efficiency.</p> <p>In FY2026, we continued to build on this foundation by expanding AI and ML capabilities across underwriting, claims and servicing. Our omnichannel architecture enables seamless engagement across platforms, including mobile applications, chatbot (RIA), WhatsApp, Telegram and voice interfaces. These efforts are reflected in our Net Promoter Score of 71 for Health and Motor claims for FY2026 as against 68 for FY2025, alongside improved turnaround times and higher customer satisfaction. As an organisation, we continue to keep a strong focus on effective governance and risk management.</p> <p>At scale, this evolution has enabled us to serve over 500 million+ customers, demonstrating that innovation can drive reach and relevance.</p> <p><b>Expanding Inclusion from Access to Participation</b></p> <p>Over the past two decades, the expansion of insurance in India has been driven by increasing access. The next phase of growth, however, depends on participation, building awareness, trust and relevance among underserved segments. In FY2026, our approach reflected this shift. As part of IRDAI's 'Insurance for All by 2047' vision, we undertook focused interventions in Bihar and Tripura, combining distribution expansion with targeted awareness and localised engagement.</p> <p>At the same time, our engagement with MSMEs has evolved from providing standardised covers to enabling a deeper understanding of risk. Through initiatives such as 'Salaam MSME', we are supporting enterprises in identifying operational vulnerabilities and strengthening resilience.</p> <p><b>Advancing Environmental Stewardship</b></p> <p>Climate risk is increasingly shaping underwriting outcomes, capital allocation and long-term sustainability for the insurance sector. At ICICI Lombard, our journey over the past 25 years reflects a clear transition, from assessing historical risk to anticipating future risk. Our continued alignment with the Task Force for Climate Related Financial Disclosures (TCFD) framework, keeps us ahead of the curve in climate risk management and related disclosures. We have also continued to build internal capabilities through structured training programmes covering climate risk management, thereby ensuring that climate risk considerations are embedded across functions.</p> <p>Within the organisation, our environmental journey reflects a shift from incremental improvements to structured accountability. In FY2026, renewable electricity usage increased to 41.2%, while LED coverage expanded across 98.6% of our offices (calculated on a square foot basis).</p> <p>Our environmental management efforts are further strengthened by structured waste management practices, including recycling and responsible disposal through authorised vendors, as well as green procurement guidelines in alignment with our larger environment specific goals. These initiatives are anchored in our ISO 14001:2015-certified environmental management system and reflect a broader transition, from managing environmental impact to embedding sustainability into operational decision-making.</p> <p>In FY2026, we issued 99.6% of our policies digitally, highlighting our proactive steps to minimise paper use and protect trees. Our CSR initiatives in renewable energy adoption, afforestation, and ecological conservation through ICICI Foundation reflect our commitment to environmental stewardship.</p>								



Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		<p><b>Powering a Unified Organisation</b></p> <p>At the heart of our journey is a collective force, our people. Over the years, we have evolved from building a workforce to building a unified organisation under the philosophy of 'One IL, One Team'. This reflects shared ownership of outcomes across functions, geographies and roles.</p> <p>In FY2026, we continued to strengthen this culture while advancing diversity and inclusion. Women representation increased to 27.6% of our workforce. Within our distribution network, 31.2% of new agents onboarded were women, expanding both representation and outreach. We also continued to invest in capability building, aligning training programmes with evolving business needs such as digital adoption, climate risk management and customer engagement. Our Human Rights Policy and inclusive workplace practices provide the foundation for this approach, ensuring that growth is both equitable and sustainable.</p> <p>We have also continued to expand the scope of ESG from internal operations to the broader ecosystem of partners and investments. In FY2026, we continued engagement with material suppliers through structured training programmes. On the investment side, we are integrating ESG considerations in terms of continuing investments in green bonds and engaging with investee companies</p> <p><b>Building Community Resilience</b></p> <p>Our CSR journey reflects a similar evolution, from programme-based interventions to long-term resilience building. In FY2026, our initiatives supported over 1.0 million underserved individuals, focusing on healthcare, education and livelihoods.</p> <p>At ICICI Lombard, we value our collaboration with ICICI Foundation for projects of impact and scale in the areas of healthcare, environment and livelihood. The ICICI Foundation has been focusing on programmes in the areas of Healthcare — through capacity building and making healthcare accessible and affordable; Environment &amp; Ecology — with special focus on water conservation, forests and plantation; Livelihood — Rural development, Skilling and Financial literacy; Communities — Forest periphery, Border areas and Sports. The Foundation's landmark commitment of ₹ 1,200 crore to Tata Memorial Hospital for cancer care strongly reinforces our shared vision of accessible and quality healthcare, aligning seamlessly with our role as a leading health insurer.</p> <p>In FY2026, we worked towards strengthening public healthcare infrastructure by investing in advanced medical equipment, enhancing institutional capacity, and supporting critical care services across 8 states and 13 programmes. These initiatives have helped improve access to quality healthcare in public institutions and reflect our ongoing commitment to building more resilient and inclusive healthcare systems.</p> <p>We have remained focused on enhancing employability through the ICICI Foundation, investing in programmes focused on enhancing industry-relevant skills. By enabling access to such opportunities across urban and rural communities, we are facilitating the creation of pathways for sustainable livelihoods and long-term economic empowerment.</p> <p>We also marked the 14<sup>th</sup> year of our flagship 'Caring Hands' initiative, a 100.0% employee-led programme focused on child eye health. This initiative reflects our commitment to sustained long-term consistent engagement rather than one-time interventions.</p> <p>Through our work under the Pradhan Mantri Fasal Bima Yojana (PMFBY) scheme, we continue to support farmers in adopting more resilient agricultural practices and addressing climate-linked risks at the grassroots level.</p> <p>These efforts are aligned with our broader objective of building societal resilience, extending the role of insurance beyond financial protection to capability building and risk awareness from the lens of sustainability.</p> <p><b>Looking Ahead: Scaling Responsibility with Growth</b></p> <p>As we complete 25 years, we are not just reflecting on our journey but reimagining the role we must play ahead. In a world defined by uncertainty, resilience will be the defining currency of progress. Insurance, therefore, must evolve from a mechanism of protection to a platform for enabling confidence, continuity and growth.</p> <p>At ICICI Lombard, we are committed to shaping this future, through responsible underwriting, purposeful innovation and a deep sustainability focused commitment to those we serve.</p> <p>I would like to thank our employees, partners, customers and shareholders for their continued trust and support. With the collective strength of 'One IL, One Team', we move forward with clarity of purpose and confidence in our ability to build a more sustainable and resilient tomorrow.</p> <p>Warm regards,</p> <p><b>Sanjeev Mantri</b> Managing Director &amp; CEO</p>								

Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9																																																																														
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	<p style="text-align: center;"><b>Corporate Social Responsibility &amp; Sustainability Committee</b></p> <table border="1"> <thead> <tr> <th>Name of highest authority (Committee Members)</th> <th>Designation</th> <th>DIN</th> <th>Category</th> </tr> </thead> <tbody> <tr> <td>Preeti Reddy</td> <td>Chairperson</td> <td>07248280</td> <td>Non-executive, Independent Director</td> </tr> <tr> <td>Ved Prakash Chaturvedi</td> <td>Member</td> <td>00030839</td> <td>Non-executive, Independent Director</td> </tr> <tr> <td>Murali Sivaraman</td> <td>Member</td> <td>01461231</td> <td>Non-executive, Independent Director</td> </tr> <tr> <td>Sanjeev Mantri</td> <td>Member</td> <td>07192264</td> <td>Managing Director &amp; CEO</td> </tr> </tbody> </table> <p>The above Committee is responsible for ESG Policy and CSR Policy. Other policies mentioned in point 1 of section B are governed by Board and other committees as stated in the policy document.</p>									Name of highest authority (Committee Members)	Designation	DIN	Category	Preeti Reddy	Chairperson	07248280	Non-executive, Independent Director	Ved Prakash Chaturvedi	Member	00030839	Non-executive, Independent Director	Murali Sivaraman	Member	01461231	Non-executive, Independent Director	Sanjeev Mantri	Member	07192264	Managing Director & CEO																																																										
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9	Does the entity have a specified Committee of the Board /Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details	<p>Yes, the Company's sustainability related governance is led by the Corporate Social Responsibility &amp; Sustainability Committee (CSR &amp; Sustainability Committee/Committee), which is responsible for defining and driving the Company's ESG strategy. The Committee oversees and monitors the sustainability activities within the organisation. The Committee ensures the integrity and transparency of sustainability disclosures such as the Environmental, Social &amp; Governance (ESG) Report and SEBI's Business Responsibility and Sustainability Report (BRSR). The Committee plays a pivotal role in empowering and guiding the management-level ESG Steering Committee on ESG issues across the Company, thereby reinforcing its commitment to sustainable practices and corporate responsibility. In addition, Risk Management Committee oversees the management of ESG risks for the business.</p>																																																																																						
10	Details of Review of NGRBCs by the Company:	<table border="1"> <thead> <tr> <th rowspan="2">Subject for Review</th> <th colspan="9">Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee</th> </tr> <tr> <th>P1</th> <th>P2</th> <th>P3</th> <th>P4</th> <th>P5</th> <th>P6</th> <th>P7</th> <th>P8</th> <th>P9</th> </tr> </thead> <tbody> <tr> <td>Performance against above policies and follow up action</td> <td colspan="9">The Board, Committees of the Board, and Senior Management of the Company critically reviews all applicable policies. Furthermore, the Company conducts regular and timely reviews, along with audits, to align the policies with the evolving business dynamics and any changes in operating environment and regulatory requirements.</td> </tr> <tr> <td>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</td> <td colspan="9">ICICI Lombard ensures timely compliance with all statutory requirements.</td> </tr> <tr> <th rowspan="2">Subject for Review</th> <th colspan="9">Frequency (Annually /Half yearly /Quarterly /Any other – please specify)</th> </tr> <tr> <th>P1</th> <th>P2</th> <th>P3</th> <th>P4</th> <th>P5</th> <th>P6</th> <th>P7</th> <th>P8</th> <th>P9</th> </tr> <tr> <td>Performance against above policies and follow up action</td> <td colspan="9">Annually/As and when required</td> </tr> <tr> <td>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</td> <td colspan="9">Annually/As and when required</td> </tr> </tbody> </table>									Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									P1	P2	P3	P4	P5	P6	P7	P8	P9	Performance against above policies and follow up action	The Board, Committees of the Board, and Senior Management of the Company critically reviews all applicable policies. Furthermore, the Company conducts regular and timely reviews, along with audits, to align the policies with the evolving business dynamics and any changes in operating environment and regulatory requirements.									Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	ICICI Lombard ensures timely compliance with all statutory requirements.									Subject for Review	Frequency (Annually /Half yearly /Quarterly /Any other – please specify)									P1	P2	P3	P4	P5	P6	P7	P8	P9	Performance against above policies and follow up action	Annually/As and when required									Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Annually/As and when required								
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11	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	<p>No. external assessment of policies were taken up. However the Company conducts regular internal audits and reviews of all policies and procedures. The Company ensures that the mechanisms for continuous improvement and feedback loops are established within the organisation. Through regular reviews and internal assessments, the Company fosters a culture of learning and adaptation to refine policies and practices over time. From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by various business heads and approved by the Senior Management or Board/Committee(s) of the Board.</p>																																																																																						



12	If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:									
Question	P1	P2	P3	P4	P5	P6	P7	P8	P9	
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	Refer Note 1	-	-	
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-		-	-	
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-		-	-	
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-		-	-	
Any other reason (please specify)	-	-	-	-	-	-		-	-	

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

Note 1 The Company engages through trade bodies and associations and puts forth several suggestions regarding the economy and the insurance sector.

^British Standards Institution (BSI)

@Bureau Veritas Quality International

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

- P1:** 1. Anti-Fraud Policy  
 2. Anti Money Laundering/Counter Financing of Terrorism Policy and Framework  
 3. Broker Empanelment Policy  
 4. Dealers Code of Conduct and Personal Trading Guidelines  
 5. Information and Cyber Security Policy  
 6. Code of Conduct to Regulate, Monitor and Report Trading by its Designated Persons
- P2:** 1. Information and Cyber Security Policy  
 2. Green Procurement Guidelines
- P5:** 1. Human Rights Policy
- P6:** 1. Green Procurement Guidelines
- P9:** 1. Information and Cyber Security Policy

**SECTION C:**

**PRINCIPLE WISE PERFORMANCE DISCLOSURE**

**PRINCIPLE 1:**

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



**Essential Indicators**

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	8	During FY2026, the Company continued to strengthen its familiarisation initiatives for Directors through a series of focused and thematic sessions. These included sessions on customer retention initiatives, value-added services, reserving methodology, and reinsurance philosophy. The Directors were also updated on other aspects viz. technology, contingent liability status, etc.  The Company has organised a visit to one of the Call Center of the Company. The Company also conducted an insightful session by an external expert on the theme "Lessons through Failure, Adversity and a Chance Encounter".	100.0%
Key Managerial Personnel	2	<ol style="list-style-type: none"> <li>1. Leadership Excellence program</li> <li>2. Inclusive Leadership</li> </ol>	100.0%
Employees other than BoD and KMPs	64	<ol style="list-style-type: none"> <li>1. Vertical Specific Sessions (Product, Process, Application, Technology, Cross-functional Sessions)</li> <li>2. Compliance</li> <li>3. Knowledge Certifications</li> <li>4. Inductions and gamified onboarding programme</li> <li>5. OneIL 1Team Synergy</li> <li>6. Empowering Through Inclusion</li> <li>7. Proactive Inclusion</li> <li>8. OneIL1Team Leadership Excellence</li> <li>9. People Leader programme</li> <li>10. Amplify - Drive the Difference</li> <li>11. ESG</li> </ol>	78.0%
Workers	Not Applicable		

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



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

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

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

None – There were no cases accorded to the Entity or Directors/KMPs.

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

Yes.

The Company is dedicated to maintaining a culture of integrity and accountability through a comprehensive framework of policies and practices. Among these are Whistle Blower Policy, Anti-Fraud Policy, Employees Code of Conduct, and Anti- Bribery and Anti-Corruption Policy.

The Company's Anti-bribery and Anti-corruption Policy aligns closely with legal requirements and regulatory guidelines, ensuring compliance with anti-bribery laws. The Anti-bribery and Anti-corruption Policy is hosted on website- <https://www.icicilombard.com/docs/default-source/policies-of-the-company/anti-bribery-and-anti-currupcion-policy.pdf>

Additionally, the Board approved Anti-Fraud Policy, adhering to the IRDAI guidelines. This policy emphasises the proactive identification and mitigation of fraudulent activities while delineating necessary strategies and actions. As a part of fraud reporting mechanism, the Company has created the below mentioned tools wherein the internal stakeholders can report any fraudulent activity:

1. Dedicated hotline has been setup at contact number: +91-70450 59059
2. Specific email ID: [fraudinfo@icicilombard.com](mailto:fraudinfo@icicilombard.com)

In adherence to statutory mandates, the Company has adopted an Employees Code of Conduct, emphasising professional and ethical principles. The Company believes that adherence to these principles is fundamental to the Company’s maintaining trust and integrity within the organisation.

The Whistle Blower Policy, in accordance with the Companies Act, 2013 and its associated rules, provides a platform for all the stakeholders to report any concerns through dedicated email channels without fear of reprisal. This policy underscores the Company’s commitment to transparency and accountability.

The Company further creates awareness on Anti-bribery and Anti-corruption Policy amongst the employees on regular basis.

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

	FY2026	FY2025
Directors	None	None
KMPs	None	None
Employees	None	None
Workers	Not Applicable	

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

	FY2026		FY2025	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	None	None	None	None
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	None	None	None	None

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

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

**8 Number of days of accounts payables ((Accounts payable \*365) /Cost of goods /services procured) in the following format:**

	FY2026	FY2025
Number of days of account payables	68	77

**Notes:**

- Above disclosure does not include Capital expenditure, Claims cost other than Loss Assessment expense, Reinsurance inward commission and Reinsurance Ceding business as goods/services procured.
- Accounts payable balance as on closing balance sheet dates of respective years, are considered for calculation.



## 9 Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY2026	FY2025
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from	Not Applicable	Not Applicable
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Not Applicable	Not Applicable
Concentration of Sales**	a. Sales to dealers/distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers/distributors to whom sales are made	Not Applicable	Not Applicable
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	Not Applicable	Not Applicable
Share of RPTs in <sup>^</sup>	a. Purchases (Purchases with related parties/Total Purchases)	2.0%	2.2%
	b. Sales (Sales to related parties/Total Sales)	1.2%	1.3%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	-	-
	d. Investments (Investments in related parties/Total Investments made)		
	Purchases	-	-
	Sales	-	-

### Notes:

- \*Company considers that being an insurance provider, above disclosure for purchases of raw materials from trading houses is not applicable given the nature of the business.
- \*\*Company considers that being an insurance provider, above disclosure for sales of products to dealers/distributors is not applicable given the nature of the business. Further, insurance agents / intermediaries are not considered as dealers / distributors for reporting. For FY2026, 79.73% (Previous year: 83.42%) of total revenue (Gross Written Premium including Premium on reinsurance accepted) is sourced through insurance agents / intermediaries.
- <sup>^</sup>Purchases include Commission expenses including RI Inward commission and Operating Expenses related to insurance business.
- <sup>^</sup>Sales include Direct Business, RI Inward Premium and other income but excludes Investment Income.
- <sup>^</sup>In line with the published industry standards, company considers only "investment transactions in securities of related parties" instead of "investment transactions **with** related parties" for the above reporting.

## Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
12	Supplier Code of Conduct training covered broader topics on sustainable business practices which included environmental management, good governance practices, Data privacy, Cybersecurity, Insider trading, Human Capital development, Business ethics, amongst others	80.8% material vendors participated in this training programme along with business team
~1,125	Training to agents on topics like compliance requirement, Skill upgradation and Product & Process - Knowledge	~204,742 agents empowered**

\*\*Total agent attendance

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

Yes, at ICICI Lombard, a 'Framework for Managing Conflict of Interest' is in place and employees are required to refrain from actions that may result in real or perceived conflicts of interest. The Company is committed to conducting the business with the highest standards of compliance and ethical conduct to be followed by all staff members and Board members in order to prevent and manage conflicts of interest. The members of the Board provide declaration on an annual basis as well as when there is any change during the year regarding the entities they are interested in and the Company ensures requisite approvals, as required under the statute as well as the Company's policies, are in place before transacting with such entities/individuals. Moreover, the Directors are required to recuse themselves from discussions involving any conflict of interest. The Directors need to exercise their responsibilities in a bonafide manner in the interest of the Company.

**PRINCIPLE 2:**

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



**Essential Indicators**

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

	FY2026	FY2025	Details of improvements in environmental and social impacts
R&D*	Not applicable	Not applicable	-
Capex	19.6%	7.6%	<ul style="list-style-type: none"> <li>Replacement of ACs, UPS, Inverter, Stabiliser, Conventional lighting fixture, etc. to enhance energy efficiency and reduce GHG emissions</li> <li>Transition to energy-efficient IT devices that consume less power</li> </ul>

\*Not Applicable, owing to the nature of the Company's business and sector that the Company operates in.

**2 Details on Sustainable Sourcing**

**a. Does the entity have procedures in place for sustainable sourcing?**

Yes

**b. If yes, what percentage of inputs were sourced sustainably?**

0.3% in FY2026

**3 Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for**

(a) Plastics (including packaging)	Not Applicable, owing to the nature of the Company's business and sector that the Company operates in.
(b) E-waste	
(c) Hazardous waste	
(d) other waste.	

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

No, EPR is not applicable considering the nature of business



## Leadership Indicators

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

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

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

Name of Product /Service	Description of the risk /concern	Action Taken
Not Applicable		

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

Indicate input material	Recycled or re-used input material to total material	
	FY2026	FY2025
Paper recycled	51.8%	51.2%

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

	FY2026			FY2025		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable			Not Applicable		
E-waste						
Hazardous waste						
Other waste						

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

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

**PRINCIPLE 3:**

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



**Essential Indicators**

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	10,863	10,863	100.0%	10,863	100.0%	Not Applicable	Not Applicable	10,863	100.0%	-	-
Female	4,145	4,145	100.0%	4,145	100.0%	4,145	100.0%	Not Applicable	Not Applicable	-	-
<b>Total</b>	<b>15,008</b>	<b>15,008</b>	<b>100.0%</b>	<b>15,008</b>	<b>100.0%</b>	<b>4,145</b>	<b>27.6%</b>	<b>10,863</b>	<b>72.4%</b>	-	-
<b>Other than Permanent employees</b>											
Male	700	700	100.0%	700	100.0%	Not Applicable	Not Applicable	700	100.0%	-	-
Female	739	739	100.0%	739	100.0%	739	100.0%	Not Applicable	Not Applicable	-	-
<b>Total</b>	<b>1,439</b>	<b>1,439</b>	<b>100.0%</b>	<b>1,439</b>	<b>100.0%</b>	<b>739</b>	<b>51.4%</b>	<b>700</b>	<b>48.6%</b>	-	-

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent workers</b>											
Male											
Female											
<b>Total</b>											
<b>Other than Permanent workers</b>											
Male											
Female											
<b>Total</b>											

**c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –**

Category	FY2026	FY2025
Cost incurred on well being measures as a % of total revenue of the Company	0.2%	0.2%

**Notes:**

- For FY2025, the disclosures are made for permanent employees at fixed contracted Cost-to-Company excluding variables, leave encashment benefits, PF, other retiral benefits, stock options and other perquisites. For FY2026, additionally Target Annual Variable Pay is also considered in CTC and reporting includes all employees.
- Insurance premium paid for employees as reported in the above table is based on the payment made during the year irrespective of expenditure accounted in P&L Account.
- Benefits paid for sick leaves are not considered for reporting.
- Total revenue of the Company is considered as Gross Written Premium including Premium on reinsurance accepted for respective years.

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

Benefits	FY2026			FY2025		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100.0%	Not Applicable	Yes	100.0%	Not Applicable	Yes
Gratuity	100.0%		Yes	100.0%		Yes
ESI	2.2%		Yes	5.3%		Yes
Others – post-retirement benefits	100.0%		Not Applicable	100.0%		Not Applicable

Employees retiring from the services of the Company are eligible for various post-retirement benefits, including Group Health Insurance, hospitalisation coverage, domiciliary medical expense reimbursement, transportation to home town and vesting of outstanding stock options/units for participants of the Company's Employee Stock Option Scheme.



**3 Accessibility of workplaces are the premises /offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

Workspaces where differently abled employees are employed (Vashi, Rourkela and Brilliant Titanium – Indore) are equipped with accessibility features as per the guidelines outlined in the Rights of Persons with Disability Act, 2016.

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

The Company is committed to equal opportunities in employment and welcomes individuals with disabilities. It ensure that all employees are treated with fairness and equality. The offices with differently abled employees are equipped with accessibility features. The Company actively integrates accessibility features across all its offices to comply with the Rights of Persons with Disabilities Act, 2016. Further information on this policy has been provided in Employees Code of Conduct - Workplace Responsibilities/Fair Employment Practices and Diversity - which can be accessed at: ICICI Lombard’s Employees Code of Conduct: [https://www.icicilombard.com/docs/default-source/policies-of-the-company/employees-code-of-conduct.pdf?sfvrsn=39fd6b4b\\_16](https://www.icicilombard.com/docs/default-source/policies-of-the-company/employees-code-of-conduct.pdf?sfvrsn=39fd6b4b_16)

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	99.0%	89.0%	Not Applicable	
Female	98.0%	87.0%		
<b>Total</b>	<b>99.0%</b>	<b>88.0%</b>		

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

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

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

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

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

Category	FY2026			FY2025		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	None. There are no employee associations or unions. ICICI Lombard however recognises the right to freedom of association of employees.					
Male						
Female						
<b>Total Permanent Workers</b>	Not Applicable					
Male						
Female						

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

**8 Details of training given to employees and workers:**

	FY2026					FY2025				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	10,863	10,863	100.0%	10,758	99.0%	11,186	11,186	100.0%	11,026	98.6%
Female	4,145	4,145	100.0%	4,009	96.7%	3,937	3,937	100.0%	3,824	97.1%
<b>Total</b>	<b>15,008</b>	<b>15,008</b>	<b>100.0%</b>	<b>14,767</b>	<b>98.4%</b>	<b>15,123</b>	<b>15,123</b>	<b>100.0%</b>	<b>14,850</b>	<b>98.2%</b>
<b>Workers</b>										
Male	Not Applicable									
Female										
<b>Total</b>										

The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI in FY2026 & FY2025, Total (A) and Total (D) are permanent employees.

**9 Details of performance and career development reviews of employees and worker:**

	FY2026			FY2025		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	10,863	10,758	99.0%	11,186	11,026	98.6%
Female	4,145	4,049	97.7%	3,937	3,824	97.1%
<b>Total</b>	<b>15,008</b>	<b>14,807</b>	<b>98.7%</b>	<b>15,123</b>	<b>14,850</b>	<b>98.2%</b>
<b>Workers</b>						
Male	Not Applicable					
Female						
<b>Total</b>						

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



## 10 Health and safety management system:

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

Yes, The ISO 45001:2018 Occupational Health and Safety Standard is being adopted at the ICICI Lombard. Implementation has been completed for the Corporate office in FY2026 and the scope will be expanded to include five key branches in the next financial year.

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

ICICI Lombard has established a structured framework for occupational health, safety and environmental management. In FY2026, the Corporate office is certified under ISO 45001:2018, reflecting alignment with internationally recognised standards for occupational health & safety.

Key processes such as hazard identification and risk assessment (HIRA), periodic workplace inspections, emergency preparedness measures, permit-to-work systems and maintenance of safety records are implemented to manage work-related risks at mentioned location. The Company remains committed to monitoring the effectiveness of its systems and strengthening controls in line with regulatory requirements, operational needs and best practices.

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

Yes, ICICI Lombard has adopted mechanisms for identification, reporting and management of workplace safety hazards. Assigned Administration/BSG/Branch managers at each location act as custodians for safety-related matters, coordinating with relevant support functions to address reported issues. The Company promotes employee awareness on safety responsibilities and reporting practices through ongoing communication and engagement initiatives.

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

Yes. ICICI Lombard provides a range of non-occupational medical and healthcare services, aiming to ensure the wellbeing of individuals and their families. This also covers assistance with medical costs:

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

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

Safety Incident/Number	Category	FY2026	FY2025
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	0	0
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	0	0
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	Not Applicable	Not Applicable

**Notes:**

- The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.
- LTIFR includes only work-related injuries, disabilities and deaths and excludes ill-health.
- The above disclosures are made for permanent employees only.

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

The Company's commitment to a safe and healthy workplace encompasses various measures to ensure the well-being of the employees. While outlining all applicable laws and regulations, the Company regularly updates systems, policies and process to adapt to the evolving work environment. Branches and offices are equipped with fire alarms, smoke detectors and temperature control devices which are placed strategically. Regular fire and safety drills, are conducted to ensure compliance with safety regulations. Fire marshals in branches undergo mock drills to demonstrate safety protocols. Workstations are furnished with ergonomic chairs and tables to minimise workplace-related sickness and injuries caused by prolonged laptop use. In doing so, the Company is also committed to ensure its employees and customers to remain free from any kind of risk to their health and safety at workplace. For more details, refer to [https://www.icicilombard.com/docs/default-source/policies-of-the-company/employee-health-safety-guidelines-v3.pdf?sfvrsn=39fd6b02\\_6](https://www.icicilombard.com/docs/default-source/policies-of-the-company/employee-health-safety-guidelines-v3.pdf?sfvrsn=39fd6b02_6)

The following employee benefits are also provided to employees for ensuring the well-being:

**Insurance & helpline benefits:**

- Health insurance (family floater cover and corporate buffer)
- Accident insurance
- Employee assistance helpline; helpline w.r.t. insurance
- Employee assistance counselling services
- IL TakeCare app offers employees a one-stop shop for mental wellness counselling, doctor consultations, and health risk assessments
- 'Santulan' Employee Assistance Programme (ICICI Lombard offers a 24/7 counselling hotline with free access to expert psychologists, providing support for effective coping mechanisms and self-care routines to manage stress. Total employees availed of Santulan services in FY2026: 394)

**Employee and leave benefits:**

- Retirement benefits like PF, Gratuity, ESI
- Parental leaves – Maternity, Paternity & Adoption
- Sabbatical leave to avail breaks for education or any personal priorities
- Leave donation to colleagues in need of additional leaves for medical & other emergencies. This is in addition to earned (privilege) leave and casual-cum-sick leave which is available to all employees



### Work-life balance employee benefits:

- Preferred working hours (in select locations)
- Family Fridays and Leave Donations to aid work-life integration

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

	FY2026			FY2025		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	None	None	None	None	None	None
Health & Safety	None	None	None	None	None	None

### 14 Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	None
Working Conditions	None

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

Not Applicable

## Leadership Indicators

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

Employees	Yes. ICICI Lombard offers group life insurance, group personal accident insurance and to all its employees along with provident fund and gratuity. Gratuity is paid to applicable employees having completed the required tenure as per Payment of Gratuity Act, 1972/Code on wages, 2019. In the unfortunate event of an employee's demise, the Company extends the proceeds and benefits from each of these schemes to the employee's family or nominee.
Workers	Not Applicable, the Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

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

ICICI Lombard has placed its process by incorporation of ESG considerations in the business operation by establishing explicit expectations with value chain partners through Supplier Code of Conduct. Additionally, the Company encourages its suppliers to implement their own binding guidelines for ethical behaviour. The Company through its extended due diligence undertakes appropriate steps to ensure that the value chain partners have properly withheld and deposited statutory dues.

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

	Total no. of affected employees/worker		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY2026	FY2025	FY2026	FY2025
Employees	None	None	None	None
Workers	Not Applicable			

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

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

No, ICICI Lombard consistently enhances employee skills with ongoing training, capability building and support for certification programmes by CII (Confederation of Indian Industry) and III (Insurance Institute of India). Regular awareness sessions on industry best practices further contribute to improving overall employee competencies, ensuring their employability in the sector.

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

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Company mandates that all value chain partners adhere to relevant laws and regulations, which encompass working conditions and health and safety procedures. These stipulations are explicitly outlined in the procurement contracts. Hence, the Company has not conducted comprehensive assessments concerning the working conditions and health and safety procedures employed by value chain partners. For more details, refer to Supplier's Code of Conduct.
Working Conditions	

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

Not Applicable



**PRINCIPLE 4:**

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



**Essential Indicators**

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

The Company recognises customers, shareholders, investors, employees, regulators, channel partners and the communities in which it operates as its primary stakeholders. It also remains committed to the socio-economic advancement of underprivileged sections of society. The Company proactively engages with stakeholders to evaluate their influence on its business and the impact of its operations on them. Such engagement supports alignment of business practices with stakeholder expectations. Based on these engagements, the Company has identified Customers, Shareholders & Investors, Government & Regulators, KMP & Employees, Channel Partners & Vendors and Society/Communities as its key stakeholder groups.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/Half yearly/Quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	Yes, if they qualify based on specified criteria such as income, gender, age, etc.	<ul style="list-style-type: none"> <li>Engagement at all stages of the product lifecycle</li> <li>Multi-channel engagement mechanism – phone, digital channel, trained customer relationship managers</li> <li>Sales, service and claims processes on digital platform</li> <li>Claims process explained through website, policy documents and educational videos</li> <li>Regular measurement of customer satisfaction exchange</li> </ul>	Frequently	<ul style="list-style-type: none"> <li>Product pricing</li> <li>ESG Products and Services</li> <li>Health and Well-being</li> <li>Innovation and Digitisation</li> <li>Data Privacy and Security</li> <li>Customer Relationship Management</li> <li>Transparency</li> </ul>
Shareholders & Investors	No	<ul style="list-style-type: none"> <li>Quarterly/Annually financial statements</li> <li>Investor presentations</li> <li>Annual report</li> <li>Annual General Meeting</li> <li>Investor/Analyst meet (to discuss Financial performance and ESG initiatives)</li> <li>Press conferences and media releases</li> <li>ESG Disclosures</li> <li>Announcement through stock exchanges</li> </ul>	Annually and Quarterly	<ul style="list-style-type: none"> <li>Responsible Investment</li> <li>Economic Performance</li> <li>Enterprise Risk Management</li> <li>Disaster Resilience and Adaptation to Climate Change</li> <li>Operational Ecoefficiency</li> <li>Climate Change Mitigation</li> </ul>
Government and regulators	No	<ul style="list-style-type: none"> <li>Directives and circulars</li> <li>Meetings/discussions</li> <li>Press releases</li> <li>Policy advocacy</li> <li>Submission of reports and returns</li> <li>Workshops by regulators</li> </ul>	Frequently	<ul style="list-style-type: none"> <li>Human Rights</li> <li>Public Policy Advocacy</li> <li>Climate Change Mitigation</li> <li>Board Composition and Processes</li> <li>Compliance</li> </ul>
KMP & Employees	No	<ul style="list-style-type: none"> <li>Townhall meetings</li> <li>HR portals and intranet</li> <li>Performance updates</li> <li>Workshop, learning and training interventions</li> <li>Wellness initiatives</li> <li>Internal publications, circulars, posters, videos, emails</li> <li>Employee Engagement &amp; Satisfaction Survey</li> <li>Live interaction sessions</li> </ul>	Annually and Quarterly	<ul style="list-style-type: none"> <li>Assessment of effectiveness of learning and development</li> <li>Fair remuneration practices; equal employment opportunities</li> <li>Effective performance management and recognition</li> <li>Career growth</li> <li>Diverse, inclusive and enabling work culture</li> <li>Work-life balance</li> <li>Fair Workplace</li> <li>Occupational Health, Safety and Well-being</li> <li>Fair Pay</li> <li>Talent Attraction and Retention</li> <li>Diversity and Inclusion</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Channel partners and distributor/ Vendors	No	<ul style="list-style-type: none"> <li>• Meets, workshops, conferences and forums</li> <li>• One-to-one meetings</li> <li>• Telephonic and e-mail</li> <li>• Channel partner management portals</li> <li>• Periodic visits</li> </ul>	Frequently	<ul style="list-style-type: none"> <li>• Product Pricing</li> <li>• Data Privacy and Security</li> <li>• Innovation and Digitisation</li> </ul>
Communities	Yes	<ul style="list-style-type: none"> <li>• Community projects</li> <li>• Employee volunteerism</li> <li>• Awareness workshops</li> <li>• Interaction through the branch network</li> </ul>	Frequently	<ul style="list-style-type: none"> <li>• Community Development</li> <li>• Financial Inclusion</li> </ul>

## Leadership Indicators

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

The Company has various Board committees that oversee the processes and mechanisms for engagement with key stakeholders. There are dedicated Company’s representatives engaging with key stakeholder groups on an ongoing basis via various channels to ensure effective two-way communication. Stakeholders’ inputs are communicated to the Board committees for guidance and action during quarterly meetings. The CSR & Sustainability Committee (Board level) and ESG Steering Committee (Management level) are regularly updated by the cross-functional team on ESG topics including regulatory developments, circulars and amendment and current trends, including stakeholder expectations. As part of our Corporate Social Responsibility initiatives, the Company through ICICI Foundation collaborates with local authorities and NGO partners to understand and address the critical grassroots needs through community initiatives. Regular updates are provided to the CSR & Sustainability Committee.

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

Yes, through sustained stakeholder engagement, feedback has significantly influenced the Company’s policies on Responsible Investing, Diversity, Equity and Inclusion (DEI), Ethics and Integrity, Environment and Climate Change. This approach ensures that the Company’s strategy and operations are continuously aligned with stakeholder priorities and emerging sustainability considerations. Stakeholder consultation supports the identification and management of material environmental and social issues. The Company ensures that insights from stakeholder engagements are systematically embedded into its policies and initiatives.

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

The Company under Board approved Corporate Social Responsibility (CSR) Policy, collaborates with local communities to ensure their well-being. This commitment helps the Company support marginalised communities across the country. For more details on the CSR initiatives of the Company, refer to Page 45 to 47. Additionally, the Company continues to create capacities and develop insurance products that meets the need of the underprivileged and underserved population ensuring inclusiveness. In this endeavour the Company has designed financial products and services to meet the needs of vulnerable/marginalised stakeholder groups with focus on enhancing accessibility of these products and services.



## PRINCIPLE 5:

### Businesses should respect and promote human rights



#### Essential Indicators

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

	FY2026			FY2025		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	15,008	14,805	98.6%	15,123	14,850	98.2%
Other than permanent	1,439	None	None	1,572	None	None
<b>Total Employees</b>	<b>16,447</b>	<b>14,805</b>	<b>90.0%</b>	<b>16,695</b>	<b>14,850</b>	<b>88.9%</b>
<b>Workers</b>						
Permanent	Not Applicable					
Other than permanent						
<b>Total Workers</b>						

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

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

Category	FY2026					FY2025				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	10,863	0	0.0%	10,863	100.0%	11,186	0	0.0%	11,186	100.0%
Female	4,145	0	0.0%	4,145	100.0%	3,937	0	0.0%	3,937	100.0%
<b>Other than Permanent</b>										
Male	700	534	76.3%	166	23.7%	803	287	35.7%	516	64.3%
Female	739	609	82.4%	130	17.6%	769	293	38.1%	476	61.9%
<b>Workers</b>										
<b>Permanent</b>	Not Applicable									
Male										
Female										
<b>Other than Permanent</b>										
Male										
Female										

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

During FY2026, reduction in More than minimum wage in Other than permanent category is due to restructuring of salaries on account of implementation on Code on Wages.

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

#### a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)				
Executive Director <sup>1</sup>	1	₹ 44.95 million	None	Not Applicable
Non-executive, Independent Directors <sup>2</sup>	4	₹ 4.15 million	1	₹ 2.95 million
Non-executive, Non-Independent Directors <sup>3</sup>	2	None	None	Not Applicable
Key Managerial Personnel <sup>4</sup>	2	₹ 18.63 million	None	Not Applicable
Employees other than BoD and KMP	10,850	₹ 0.66 million	4,145	₹ 0.54 million
Workers <sup>5</sup>		Not Applicable		

**Notes:**

<sup>1</sup>Details provided for Executive Director pertains to Managing Director & CEO, of the Company.

<sup>2</sup>The median remuneration of Non-executive, Independent Directors is calculated after considering sitting fees for attending the Board and Committee Meetings and remuneration for FY2026. The above details pertain to the Independent Directors who were on the Board of the Company as of March 31, 2026. The median remuneration excludes sitting fees and the remuneration of Independent Director who ceased to be on the Board of the Company during the financial year.

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

<sup>4</sup>Key Managerial Personnel of the Company, includes Managing Director & CEO, Chief Financial Officer and Company Secretary, as per Section 203 of the Companies Act, 2013. Since, the median remuneration of the Managing Director & CEO is already covered as a part of Board of Directors details stated above, the referred median remuneration are provided only for Chief Financial Officer and Company Secretary.

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

#### b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Category	FY2026	FY2025
Gross wages paid to females as % of total wages	21.5%	20.1%

**Note:**

- Gross wages paid considers fixed contracted Cost-to-Company (with proportionate adjustment for new joinee and resigned employees during the year) excluding Retirals, stock options and including Target Annual Variable Pay.

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

Yes

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

The Company's Human Rights Policy aligned with the UN Guiding Principles on Business and Human Rights (UNGPR) and the ILO Declaration on Fundamental Principles and Rights at Work, this policy defines our overarching commitment to safeguarding fundamental rights. It focuses on awareness, prevention and redressal across key areas, including a safe and harassment-free workplace, diversity and inclusion, freedom of expression and the elimination of child and forced labour. Further, the organisation has multiple policies and platforms to address the employee grievances related to human rights which are briefed below:

- Dedicated HR SPOCS (Geography/Vertical-wise):** Employees (both permanent & non-permanent) can report human rights grievances or other concerns to dedicated HR SPOCs. An escalation matrix is defined to allow employees to contact higher-level authorities in case the issue remains unresolved.
- Whistle Blower Policy:** The organisation has established a Whistleblower (WB) policy, granting all employees the option and opportunity to raise issues or grievances anonymously while ensuring the confidentiality of the whistleblower's identity. A dedicated email ID has been established at the organisational level, allowing employees to voice their concerns. A designated SPOC has been assigned to impartially and fairly investigate all matters.
- Prevention of Sexual Harassment Guidelines (POSH):** Employees can contact the Internal Committee by emailing the dedicated ID or reach out to the HR team to report matters. An Internal committee which is established for each reported instance in compliance with the POSH (Prevention of Sexual Harassment) Act, conducts investigations and takes necessary actions as required.



- d. **Appellate Authority:** If an employee with a grievance is dissatisfied with the outcome of any investigation or resolution, they have the option to appeal to the Appellate Authority of the Organisation.

The Company fosters continuous engagement with its workforce through structured communication channels, including targeted email outreach, team forums, and direct interactions with business and HR leadership. These mechanisms are designed to drive awareness enable meaningful dialogue and provide robust avenues for grievance redressal. This approach strengthens employee trust and reinforces an organisational culture.

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

	FY2026			FY2025		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	23	1	The Company through the policy ensures that all such complaints are resolved within defined timelines	17	3	The Company through the policy ensures that all such complaints are resolved within defined timelines
Discrimination at workplace	None	None	None	None	None	None
Child Labour	None	None	None	None	None	None
Forced Labour/Involuntary Labour	None	None	None	None	None	None
Wages	None	None	None	None	None	None
Other human rights related issues	None	None	None	None	None	None

## 7 Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY2026	FY2025
Total Complaints Data Needed under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	23	17
Complaints on POSH as a % of female employees/workers	0.5%	0.4%
Complaints on POSH upheld	15	9

### Notes:

- Complaints on POSH as a % of female employees / workers for FY2025 is reported in relation to the number of female employees at the end of the year. Had it been reported basis average number of female employees; it would have been 0.40% for FY2025.
- Complaints on POSH upheld excludes complaints which were reported during the year and were pending for disposal at year end and includes complaints which were pending for disposal on the first day of the year and are upheld during the year.
- The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI.

## 8 Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Company has established Code of Conduct for employees and is committed to prohibition of harassment and intimidation of employees in the workplace. The Company through HR and various committees aims to conduct investigation and take necessary action for POSH related incidents and other complaints of discrimination or harassment. ICICI Lombard ensures 100.0% confidentiality of the respondent to protect them from adverse consequences. All parties involved in the reported complaint are made aware of the prohibition against any retaliatory actions. If any instance of retaliation is observed or brought to the management's attention, the Company takes appropriate action to address the matter and ensures that complainant does not face adverse consequences. Protection under the Policy shall be available to the employee who raises the concern under this Policy till such time that the complainant's employment exists with the Company. In addition, in case of POSH complaints, the Company also allows the complainant to proceed on paid leave (on request by the complainant and considering mitigating circumstances) or allows temporary posting to another branch/office till closure of investigation of either complainant or respondent (again on request by the complainant and depending on specifics of the case). Protection to employees and prevention against retaliation, victimisation or harassment for them raising any concern are covered in Whistle Blower Policy. In whistle blowing cases, the identity of the whistle blower is not revealed.

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

Yes.

**10 Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The business strictly prohibits the employment of child labour, forced labour, involuntary labour, or any form of discriminatory hiring practices. ICICI Lombard adheres to all relevant legal requirements. The Company also strives to promote these values across its value chain through Supplier Code of Conduct.
Forced/Involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not Applicable

**Leadership Indicators**

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

None

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

Not Applicable

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

Yes

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

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	The Company has not aggregated this information for FY2026. However, ICICI Lombard expects all value chain partners to adhere to all applicable rules and regulations. The Company has established Suppliers Code of conduct which encourages its suppliers to adhere to highest standards of business conduct and thus prohibits child labour, forced bonded labour, sexual harassment, discrimination at work place.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not Applicable.

**PRINCIPLE 6:****Businesses should respect and make efforts to protect and restore the environment****Essential Indicators****1 Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	Units	FY2026	FY2025
<b>From renewable sources</b>			
Total electricity consumption (A)	Gigajoules	20,272.07	17,861.91
Total fuel consumption (B)	Gigajoules	None	None
Energy consumption through other sources (C)	Gigajoules	None	None
<b>Total energy consumed from renewable sources (A+B+C)</b>	Gigajoules	<b>20,272.07</b>	<b>17,861.91</b>
<b>From non-renewable sources</b>			
Total electricity consumption (D)	Gigajoules	28,967.13	29,096.48
Total fuel consumption (E)	Gigajoules	1,300.97	1,206.34
Energy consumption through other sources (F)	Gigajoules	None	None
<b>Total energy consumed from non - renewable sources (D+E+F)</b>	Gigajoules	<b>30,268.10</b>	<b>30,302.82</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	Gigajoules	<b>50,540.16</b>	<b>48,164.73</b>
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	Gigajoules/Million ₹ of turnover	0.17	0.17
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	Gigajoules/Million turnover in USD adjusted for PPP	3.36	3.52
<b>Energy intensity in terms of physical output</b>		Not Applicable	Not Applicable
Energy intensity (optional) – the relevant metric may be selected by the entity	Gigajoules / Headcount	3.07	2.88

**Notes:**

- The company has employed "Operational Control Approach" denoting that activities only which are under the operating control of the Company have been considered.
- Basis / Benchmark for Intensity ratio computation:
  - Employee count is taken as year-end employee count.
  - PPP conversion rate is considered based on latest available International Monetary Fund (IMF) publication for respective year (FY2026 – 20.34 INR / USD and FY2025 – 20.66 INR / USD).
  - Turnover is considered as Gross Written Premium including Premium on Reinsurance accepted for respective years.
  - Diesel consumption to Energy consumption conversion factor is as per DEFRA published benchmarks for respective years.

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

Yes, PKF Sridhar & Santhanam LLP has conducted independent reasonable assurance in accordance with the Assurance Engagements on Sustainability Information' ('SSAE 3000') and Standard on Assurance Engagements 3410, 'Assurance Engagements on Greenhouse Gas Statements' ('SAE 3410').

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

No, the Company does not have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY2026	FY2025
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	1,86,139.17	1,86,490.76
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>1,86,139.17</b>	<b>1,86,490.76</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>1,86,139.17</b>	<b>1,86,490.76</b>
<b>Water intensity per rupee of turnover (Water consumed/Revenue from operations)</b>	0.61	0.63
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)</b>	12.37	13.63
<b>Water intensity in terms of physical output</b>	Not Applicable	Not Applicable
Water intensity (optional) – the relevant metric may be selected by the entity	11.32	11.17

**Notes:**

- Above data is reported based on the Central Ground Water Authority’s (CGWA) daily average water requirements for offices in line with the latest published Industry standards, both withdrawal and consumption are considered the same and discharge is reported as NIL.
- Water consumption is calculated for the month end employee count basis normal working calendar and working hours of the Company.
- Basis / Benchmark for Intensity ratio computation:
  - Employee count is taken as year-end employee count.
  - PPP conversion rate is considered based on latest available International Monetary Fund (IMF) publication for respective year (FY2026 – 20.34 INR / USD and FY2025 – 20.66 INR / USD). Intensity Ratio for FY2025 has been restated due to formula correction. The restatement does not affect absolute water consumption volumes for FY2025.
  - Turnover is considered as Gross Written Premium including Premium on Reinsurance accepted for respective years.
  - All withdrawn water is reported as Third Party water considering it is majorly sourced through municipal water supply.

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

Yes, PKF Sridhar & Santhanam LLP has conducted independent reasonable assurance in accordance with the Assurance Engagements on Sustainability Information' ('SSAE 3000') and Standard on Assurance Engagements 3410, 'Assurance Engagements on Greenhouse Gas Statements' ('SAE 3410').

**4 Provide the following details related to water discharged:**

Parameter	FY2026	FY2025
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To Seawater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(v) Others		
No treatment	-	-
With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>-</b>	<b>-</b>

- Above data is reported based on the Central Ground Water Authority’s (CGWA) daily average water requirements for offices in line with the latest published Industry standards, both withdrawal and consumption are considered the same and discharge is reported as NIL.

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

Yes, PKF Sridhar & Santhanam LLP has conducted independent reasonable assurance in accordance with the Assurance Engagements on Sustainability Information' ('SSAE 3000') and Standard on Assurance Engagements 3410, 'Assurance Engagements on Greenhouse Gas Statements' ('SAE 3410').



**5 Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

No. ICICI Lombard operates in the service sector with water needs limited to drinking and sanitation purposes of the employees.

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

Parameter	Unit	FY2026	FY2025
NOx	-	Not Applicable	Not Applicable
SOx	-		
Particulate matter (PM)	-		
Persistent organic pollutants (POP)	-		
Volatile organic compounds (VOC)	-		
Hazardous air pollutants (HAP)	-		
Others – please specify	-		

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

Not Applicable

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

Parameter	Unit	FY2026	FY2025
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	246.58	1,424.92
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	5,712.96	5,875.87
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent/Million rupees of turnover	0.02	0.03
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)	Metric Tonne CO <sub>2</sub> equivalent/Million turnover in USD adjusted for PPP	0.40	0.53
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	-	Not Applicable	Not Applicable
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity	Metric Tonne CO <sub>2</sub> equivalent / Headcount	0.36	0.44

**Notes:**

- The Company has employed "Operational Control Approach" denoting that activities only which are under the operating control of the Company have been considered.
- Basis / Benchmark for Intensity ratio computation:
  - Employee count is taken as year-end employee count.
  - PPP conversion rate is considered based on latest available International Monetary Fund (IMF) publication for respective year (FY2026 – 20.34 INR / USD and FY2025 – 20.66 INR / USD).
  - Turnover is considered as Gross Written Premium including Premium on Reinsurance accepted for respective years.
- Basis / Benchmark for other conversion factors are as follows:

Scope	Particulars	Basis / Benchmark considered for FY2025	Basis / Benchmark considered for FY2026
Scope 1- Stationary Combustion	Diesel	DEFRA - 2024	DEFRA - 2025
Scope 1- Fugitive Emissions	CO <sub>2</sub> R22 R32 R410 R410A	DEFRA - 2024 IPCC AR6 GHG Protocol GWP AR6 DEFRA - 2024 DEFRA - 2024	No Emissions DEFRA - 2025 GHG Protocol GWP AR6 No Emissions DEFRA - 2025
Scope 2 – Purchased Electricity	Kilowatt Hour	CEA v20	CEA v21

**Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes, PKF Sridhar & Santhanam LLP has conducted independent reasonable assurance in accordance with the Assurance**

Yes, PKF Sridhar & Santhanam LLP has conducted independent reasonable assurance in accordance with the Assurance Engagements on Sustainability Information' ('SSAE 3000') and Standard on Assurance Engagements 3410, Assurance Engagements on Greenhouse Gas Statements' ('SAE 3410').

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

To mitigate Greenhouse Gas (GHG) emissions, the Company has upgraded air-conditioning systems to energy-efficient models with R32 refrigerant which offers high energy efficiency and low Global Warming Potential (GWP) supported through capital expenditure. In addition, Power Factor Correction (PFC) devices have been installed at key offices to optimise electrical power factor, reduce reactive power demand, enhance energy efficiency, lower greenhouse gas emissions and extend the operational lifespan of electrical equipment.

During FY2026, the Company continued to procure renewable electricity, reaching 41.2%, which resulted in a reduction of 3,998.10 MTCO<sub>2</sub>e. Furthermore, the Company undertook employee awareness initiatives promoting the judicious use of electricity. Regular energy audits are also conducted at key office locations to identify energy-saving opportunities and support future energy efficiency planning.

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

Parameter	FY2026	FY2025
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	Not Applicable	Not Applicable
E-waste (B)	14.90	18.03
Bio-medical waste (C)	Not Applicable	Not Applicable
Construction and demolition waste (D)	Not Applicable	Not Applicable
Battery waste (E)	2.38	4.77
Radioactive waste (F)	Not Applicable	Not Applicable
Other Hazardous waste. Please specify, if any. (G)	Not Applicable	Not Applicable
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	37.65	54.01
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>54.93</b>	<b>76.81</b>
<b>Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)</b>	<b>0.18</b>	<b>0.27</b>
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)</b>	<b>3.65</b>	<b>5.62</b>
<b>Waste intensity in terms of physical output</b>	<b>Not Applicable</b>	<b>Not Applicable</b>
Waste intensity (optional) – the relevant metric may be selected by the entity	0.003	0.01
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	34.57	43.11
(ii) Re-used	1.76	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>36.33</b>	<b>43.11</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0.04	0.03
(ii) Landfilling	18.56	33.67
(iii) Other disposal operations	-	-
<b>Total</b>	<b>18.60</b>	<b>33.70</b>

**Notes:**

- Waste generated within the Company’s operational boundary is included in the above data.
- Construction and Demolition (C&D) Waste & Plastic Waste: Considered as Not applicable. The company does not have construction or remodelling activities as part of services provided and does not encourage single-use plastics in the premises.
- Basis / Benchmark for Intensity ratio computation:
  - Employee count is taken as year-end employee count.
  - PPP conversion rate is considered based on latest available International Monetary Fund (IMF) publication for respective year (FY2026 – 20.34 INR / USD and FY2025 – 20.66 INR / USD).
  - Turnover is considered as Gross Written Premium including Premium on Reinsurance accepted for respective years.
- The company has established protocols to ensure the safe disposal of waste by third party authorised by respective State Pollution Control Boards / Central Pollution control Board (CPCB) or any other appropriate authority in line with contractual terms and relies on appropriate evidence, as applicable, received from such vendors to evidence that the waste is appropriately managed, dismantled, or destroyed in compliance with applicable regulations.
- Paper waste is calculated based on the quantity of printing paper purchased and recycled during the year, excluding non-printing paper waste.
- Sanitary waste data includes figures only from branches where the Company has recycling agreements with third parties.
- All other waste not recycled/incinerated is assumed to have been sent to landfill.



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

Yes, PKF Sridhar & Santhanam LLP has conducted independent reasonable assurance in accordance with the Assurance Engagements on Sustainability Information' ('SSAE 3000') and Standard on Assurance Engagements 3410, 'Assurance Engagements on Greenhouse Gas Statements' ('SAE 3410').

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

The Environmental, Social and Governance (ESG) Policy underscores the Company's sustained focus on managing and progressively reducing its direct environmental footprint. As a General Insurance Company, ICICI Lombard's business operations do not involve the use or generation of hazardous or toxic chemicals. The primary categories of waste generated by the Company continue to be paper, municipal solid waste, electronic waste and batteries.

The Company continues to undertake focused initiatives to optimise resource utilisation, with a strong emphasis on reducing paper consumption through digitisation of processes and enhanced adoption of paperless workflows across operations. During FY2026, a total of 19.14 metric tonnes of paper was recycled through authorised channels, supporting circular economy principles.

Municipal solid waste generated at the Company's key office locations is managed through authorised agencies, with appropriate segregation of wet and dry waste. Dry waste is routed for recycling, while wet waste is processed to generate natural compost. These measures support responsible waste handling and contribute towards reduction in waste sent to landfills at an organisational level. In addition, 0.66 metric tonnes Sanitary napkins waste diverted from landfill in an environmentally and socially conscious manner.

Electronic waste generated from operational activities is disposed of in a responsible manner through authorised recyclers, in compliance with applicable environmental regulations. During the reporting period, 14.16 metric tonnes of e-waste was handed over to approved vendors for safe disposal.

As part of its commitment towards environmental stewardship and responsible operations, the Company actively discourages the use of single-use plastics (SUP) across its offices and operational activities. This commitment is communicated to employees and extended to vendor partners, reinforcing adherence to sustainable procurement and operational practices.

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

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
Not Applicable. The Company does not have offices in or near ecologically sensitive areas. All offices are situated in buildings with the required permits and adheres to local municipal regulations.			

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

Name and brief details of project	EIA Notification No.	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web-link
Not applicable owing to the nature of business.				

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

Sr. No.	Specify the law/regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes. ICICI Lombard adheres to all relevant environmental laws, rules, and guidelines in India, such as the Environment Protection Act and Rules, the Air (Prevention and Control of Pollution) Act, and the Water (Prevention and Control of Pollution) Act. The Company did not experience any instances of non-compliance with the aforementioned laws and regulations.				

## Leadership Indicators

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

Not Applicable

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

**(i) Name of the area**

Not Applicable

**(ii) Nature of operations**

Not Applicable

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

Not Applicable

Parameter	FY2026	FY2025
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	-	-
<b>Total volume of water consumption (in kilolitres)</b>	-	-
<b>Water intensity per rupee of turnover (Water consumed/turnover)</b>	-	-
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	-	-
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To Seawater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(v) Others		
No treatment	-	-
With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	-	-

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

Not Applicable



## 2 Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY2026	FY2025
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	39,303.12	5,660.40
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO <sub>2</sub> equivalent/million rupees of turnover	0.13	0.02
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	(Metric tonnes of CO <sub>2</sub> equivalent/ Headcount)	2.39	0.34

### Notes:

- The Company has employed "Operational Control Approach" denoting that activities only which are under the operating control of the Company have been considered.
- Basis / Benchmark for Intensity ratio computation:
  - Employee count is taken as year-end employee count.
  - PPP conversion rate is considered based on latest available International Monetary Fund (IMF) publication for respective year (FY2026 – 20.34 INR / USD and FY2025 – 20.66 INR / USD).
  - Turnover is considered as Gross Written Premium including Premium on Reinsurance accepted for respective years.
- Basis / Benchmark for other conversion factors are as follows:

Scope	Particulars	Basis / Benchmark considered for FY2025	Basis / Benchmark considered for FY2026
Scope 3 – Business Travel – Air Travel	Kilometre	DEFRA - 2024 (WTTW)	DEFRA - 2025
Scope 3 – Business Travel – Road Travel	Other than electric vehicle – Kilometre Electric vehicle – Kilometre	DEFRA - 2024 (WTTW) CEA v20	DEFRA - 2025 CEA v21
Scope 3 – Business Travel – Hotel Stay	Spend basis	Emission Not Reported	Inflation adjusted US EEIO 2022
Scope 3 – Waste	Kilogram	DEFRA - 2024	DEFRA - 2025
Scope 3 – Fuel & Energy related Activities	Diesel Electricity T&D loss	DEFRA - 2024 CEA v20 NITI Aayog Climate & Energy Dashboard	WTT - Diesel DEFRA - 2025 CEA v21 NITI Aayog Climate & Energy Dashboard
Scope 3 – Employee Commute	Kilometre	No Emissions	DEFRA - 2025
Scope 3 – Purchased Goods & Services	Spend basis	Emission Not Reported	Inflation adjusted US EEIO 2022
Scope 3 – Capital goods	Spend basis	Emission Not Reported	Inflation adjusted US EEIO 2022

- Scope 3 categories include Fuel and Energy related activities (Electricity Transmission & Distribution losses), Waste Generated in operations, Business Travel (Road and Air Travel through Company empanelled vendors and Hotel Stay), Employee Commuting, Purchased Goods & Services, Capital goods. Purchased Goods & Services, Capital goods and Business Travel (Hotel Stay) are reported first time for FY2026.
- For FY2026, Scope 3 Employee Commuting emission reporting is based on extrapolation of internal employee commute survey instead of WFH emission reporting in FY2025 and is reported for the year end employee count basis normal working calendar of the Company.
- Company has applied spend based emission calculation methodology for emissions from Purchased Goods & Services, Capital goods and Business Travel (Hotel Stay). Category for Purchased Goods & Services serves as residual spend category beyond those not directly identified to other Scope 3 emissions. Only spends against operating expenses relating to insurance business (Schedule 4 of Financial Statements) are considered for this reporting
- Purchased Goods & Services, Capital goods. Purchased Goods & Services, Capital goods and Business Travel (Hotel Stay) are reported first time and revision to the employee commuting methodology for FY2026, hence previous year numbers are not comparable.

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

Yes, PKF Sridhar & Santhanam LLP has conducted independent reasonable assurance in accordance with the Assurance Engagements on Sustainability Information' ('SSAE 3000') and Standard on Assurance Engagements 3410, 'Assurance Engagements on Greenhouse Gas Statements' ('SAE 3410').

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

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

**4 If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Use of energy efficient LEDs	Installed LED fixtures in access offices.	324 branches are 100% LED.
2	Procurement of Renewable Energy	Procured renewable energy in branches wherever feasible	Total Renewable Electricity Consumption = 5,631.131 MWh Total emissions avoided = 3,998.10 MT CO <sub>2</sub> e
3	Responsible disposal of Sanitary Napkins	Disposed sanitary wastes responsibly thereby diverting waste from landfill	0.66 MT of sanitary wastes are recycled
4	Replacing air conditioners with more energy efficient models	Replaced air conditioners (ACs) that have reached the end of their lifecycle with more efficient models	<ul style="list-style-type: none"> <li>Adopted low-Global Warming Potential, eco-friendly refrigerants</li> <li>Preventive maintenance processes have been strengthened</li> <li>Refrigerant handling enhanced by trained service partners</li> </ul>
5	Environment Management Systems aligning with ISO 14001:2025 standards	Conducted environmental aspect impact assessment to study causes and effects to manage environmental footprint	In FY2026, the Company's Corporate office is certified under ISO 14001:2015. Further, the Company plans to extend the ISO 14001:2015 framework to additional branches, with an objective to include five more locations over the next financial year.

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

ICICI Lombard has established a comprehensive Business Continuity Management (BCM) policy and a resilient BCM plan to safeguard against unforeseen events or uncertainties. Endorsed by the Board, the BCM policy provides broad directives for recovering and restoring information, resuming operations, and sustaining business continuity in the face of various incidents that could adversely impact continuity. These incidents may stem from nature, technology, or human actions, including potential threats like global pandemics or epidemics. Recognising the constant risk of disruptions, the Company has implemented a strategic Business Continuity Management plan. This proactive measure aims to mitigate the adverse effects of operational risks, specifically business disruption and system failures.

ICICI Lombard prioritises data security in compliance with ISO 27001 and ISO 27017 standards. To ensure business continuity in case of disruptions, it has implemented a tiered disaster recovery (DR) strategy.

- Tiered Application Classification: ICICI Lombard has categorised its applications into four tiers based on criticality.
- DR Activation for High-Impact Applications: Tier 1 and Tier 2 applications, considered the most critical, are operational at disaster recovery site DR Enabled as per strategy.
- Regular DR Testing: In line with compliance requirements, ICICI Lombard conducts DR drills at least once a year for DR-enabled applications. These drills verify the effectiveness of the Company's DR plan and identify areas for improvement.
- Up-to-Date Documentation: ICICI Lombard maintains a comprehensive DR plan along with all relevant documentation. These documents are regularly reviewed and updated to reflect any changes in the Company's systems or processes.

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

Given the nature of business, there has been no adverse impact on environment.

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

The Company during the year adopted the Supplier Code of Conduct and made it applicable to its material suppliers with immediate effect. This Code requires suppliers to abide by environmental related rules and regulations, adopt best environmental management practices, track and report their performance and work in harmony with the community. The Company also engages with the suppliers periodically to encourage compliance to the Code.

**8 How many Green Credits have been generated or procured:**

**a. By the listed entity**

ICICI Lombard has not generated or procured any Green Credits under MoEFCC's Green Credit Programme in current financial year

**b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners**

We are currently undertaking process of identifying and developing capacity of material value chain partners on ESG topics, including Green Credits.



## PRINCIPLE 7:

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



### Essential Indicators

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

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

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

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

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

During the reporting period, the Company did not engage in any instances of anti-competitive behaviour, and as a result, no corrective action was required.

### Leadership Indicators

#### 1 Details of public policy positions advocated by the entity:

Sr. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly/ Others – please specify)	Web-link, if available
	ICICI Lombard actively participates in public policy advocacy with the regulator, namely Insurance Regulatory and Development Authority of India (IRDAI) directly as well as through trade bodies/associations such as Confederation of Indian Industries (CII), FICCI and the General Insurance Council (GIC) to enhance the policy and governance framework within the insurance sector. The Company also engages in knowledge-sharing activities to foster social and regulatory advancements. Additionally, it participates in various forums or working groups and nominates employees to be a part of multiple working groups established by the GIC or IRDAI, providing valuable input to facilitate development of the insurance sector and the smooth implementation of regulatory changes in the industry. The Company maintains regular engagement with the Government agencies and regulators and stands committed to provide timely and accurate information, suggestions and recommendations, feedback on draft policies, etc. as and when required. In alignment with the initiative of the IRDAI, aimed at promoting insurance inclusion in the country, the Company was allotted the states of Bihar and Tripura, and has been actively working in these states for carrying out insurance awareness activities and enhance insurance penetration in rural areas.				

**PRINCIPLE 8:**

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



**Essential Indicators**

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

Name and brief details of project	SIA Notification No	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web-link
Road Safety Initiative for awareness and helmets distribution	NA	NA	Yes	Yes	<a href="https://www.icicilombard.com/corporate-social-responsibility/ride-safety">https://www.icicilombard.com/corporate-social-responsibility/ride-safety</a>
Caring Hands – Employee volunteering initiative for eye health	NA	NA	Yes	Yes	<a href="https://www.icicilombard.com/corporate-social-responsibility/caring-hands">https://www.icicilombard.com/corporate-social-responsibility/caring-hands</a>

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

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

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

The Company actively encourages community members to report their grievances or concerns to ICICI Foundation and other NGO partners. Collaborating closely with these partners, ICICI Lombard addresses grievances and takes appropriate action.

For any queries or complaints on projects implemented by NGO partners, the email ids and contact numbers of respective partners are shared with the beneficiaries. Any queries or complaints related to projects implemented by ICICI Foundation can be shared by sending an email to [info@icicifoundation.org](mailto:info@icicifoundation.org).

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

	FY2026	FY2025
Directly sourced from MSMEs/small producers	10.7%	5.4%
Sourced directly from within the district and neighbouring districts	100.0%	100.0%

**Notes:**

- The calculations are derived considering payments made during the year.
  - Payment made towards reinsurance ceding, reinsurance inward commission and claim loss adjustment expenses are not considered as purchases in reporting.
- Commission payment for direct business does not include payment for GST and is considered without any impact of TDS deducted under Income Tax Act.
- Payments other than commission for direct business, include any amount paid for GST netted off with TDS deducted under Income Tax Act.
- Identification of MSME vendors is based on information available with the Company. Company has not identified any small producers for the purpose of above disclosures.



**5 Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost:**

Location	FY2026	FY2025
Rural	0.2%	0.1%
Semi-urban	5.9%	6.0%
Urban	22.2%	22.6%
Metropolitan	71.7%	71.3%

(Place to be categorised as per RBI Classification System - rural / semi-urban / urban / metropolitan)

**Notes:**

- Wages paid considers fixed contracted Cost-to-Company (with proportionate adjustment for new joinee and resigned employees during the year) excluding Retirals, Stock options and including Target Annual Variable Pay.
- Classification of employee location to above categories is based on 2011 census data published by Govt. of India.

**Leadership Indicators**

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

Details of negative social impact identified	Corrective action taken
Social Impact Assessment (SIA) has been conducted for the activities implemented in FY2025. No negative impacts were identified from SIA studies reported in Principle 8: Essential Indicator, Question 1 Positive impacts from community development programmes are reported in the SIA.	

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

Outlined below are the details of CSR initiatives implemented by ICICI Foundation on behalf of ICICI Lombard in aspirational districts as identified by the governing bodies:

Sr. No.	State	Aspirational District	Amount spent (in ₹)
1.	Jammu & Kashmir	Kupwara	1,623,145

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

No, the Company does not have a preferential procurement policy. Due to the nature of the Company's business, resource consumption is limited to operational needs. In promoting inclusive growth and equitable development, the Company advocates equal opportunity for vendors, especially those from disadvantaged or marginalised groups.

**(b) From which marginalised/vulnerable groups do you procure?**

Not Applicable

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

Not Applicable

**4 Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:**

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

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

## 6 Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised group
1.	<b>Caring Hands</b> - Through this programme, the Company aims to address vision-related challenges at an early stage, enabling better learning outcomes and overall well-being among children. The company conducted eye checkup camps across schools and provided corrective lenses to children identified with vision impairment. This initiative is driven by strong employee participation, with volunteers across multiple locations contributing to on-ground implementation and community engagement.	During the reporting period, the project benefitted 50,000+ individuals.	100.0%
2.	<b>Road Safety</b> - Ride to Safety, the Company's flagship initiative, focuses on driving behavioural change through awareness and preventive action. The company continues to engage with parents and children to promote responsible road practices, with a strong emphasis on helmet usage among young pillion riders. To reinforce this, the Company distributed ISI-marked helmets across multiple cities this year, helping Instil safety habits from an early age. The Company also conducted road safety workshops and partnered with traffic police authorities to amplify outreach through awareness campaigns and rallies.	In FY2026, 91,000+ helmets were distributed benefitting 0.2 million+ individuals.	100.0%
3.	<b>Physiotherapy and Neuro-rehabilitation Centres</b> – The Company continued to support physiotherapy and neuro-rehabilitation centres in Patna and Noida, providing integrated, community-focused care to underserved populations including accident survivors, stroke patients, persons with spinal cord injuries, specially-abled children and individuals with neurological conditions.	Over 20,000+ sessions were supervised benefitting 4,200+ individuals.	100.0%
4.	<b>Healthcare</b> – The Company continued to strengthen public healthcare infrastructure through targeted investments in advanced medical equipment, institutional capacity building and critical care services. Healthcare remains a key focus area within the Company's CSR efforts, with interventions spanning multiple regions and public healthcare institutions.	Implemented by ICICI Foundation on behalf of the Company, healthcare initiatives have benefitted 6,000+ individuals.	75%*
5.	<b>Environment</b> – The Company continued to advance environmental sustainability through initiatives focused on renewable energy adoption, afforestation and ecological conservation. These interventions are designed to enhance green cover, improve resource efficiency and strengthen conservation infrastructure across geographies.	Not Applicable	70%**
6.	<b>Livelihood &amp; Skilling</b> – The Company continued to prioritise employability through investments in technical education and vocational training infrastructure, aligning with evolving industry needs. The Company's initiatives focused on enabling access to industry-relevant skills across both urban and rural geographies.	Implemented by ICICI Foundation on behalf of the Company, Livelihood & Skilling initiatives have benefitted 10,000+ individuals.	67%#

\*Varies from project to project, ranging between 10% and 100%.

\*\*Varies from project to project, ranging between 40% and 100%.

#Varies from project to project, ranging between 20% and 100%.



**PRINCIPLE 9:**

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



**Essential Indicators**

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

The Company continues to operate a robust and well-governed Grievance Redressal mechanism to receive, respond to and resolve customer complaints in a timely, transparent and effective manner. The framework is supported by an interactive Customer Relationship Management (CRM) system and dedicated well-trained teams that manage grievances received through multiple channels including the Bima Bharosa Portal, National Consumer Helpline, and the Department of Administrative Reforms and Public Grievances.

Grievance Resolution Process Portal: <https://www.icicilombard.com/grievance-redressal>

The grievance redressal process is embedded within the Board-approved Policy for Protection of Policyholders' Interests and is aligned with applicable regulatory requirements and industry best practices. The framework is periodically reviewed to ensure continued relevance in line with evolving regulations, customer expectations and digital advancements. Beyond compliance, the mechanism serves as a key enabler of customer trust, service excellence and operational effectiveness.

To strengthen service quality, the Company continues to conduct structured Root Cause Analysis (RCAs) for recurring complaints, enabling identification of systemic gaps across people, processes and technology. Insights from these analyses are translated into corrective and preventive actions, helping to reduce repeat grievances and improve overall customer experience.

The Company has a clearly defined escalation matrix to ensure prompt resolution of unresolved complaints. Customers may register grievances through various channels, with further escalation available to senior customer support leadership, including the Deputy Vice President and the Head of Customer Support, where required. Escalated cases are independently reviewed by the Service Quality (SQ) division, which is empowered to coordinate with relevant departments for expedited resolution.

The grievance redressal system continues to be ISO 9001:2015 certified, reaffirming adherence to quality management standards.

Through sustained investments in digital capabilities, self-service solutions and continuous process improvements, the Company remains committed to delivering a consistent, responsive and customer-centric service experience while strengthening trust and long-term stakeholder relationships.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable owing to the nature of business
Safe and responsible usage	
Recycling and/or safe disposal	

### 3 Number of consumer complaints in respect of the following:

	FY2026		Remarks	FY2025		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	None	None	The Company ensures that all the complaints are resolved within defined timelines.	5	None	All the pending complaints were satisfactorily resolved after the financial year.
Advertising	17	None		5	None	
Cyber-security	None	None		5	None	
Delivery of essential services	None	None		None	None	
Restrictive Trade Practices	None	None		None	None	
Unfair Trade Practices*	635	7		713	7	
Other**	10,574	194		6,817	138	

\*All complaints wherein customers alleged of 'Misselling' of policy are categorised under 'Unfair Trade Practices', however same were not proven.

\*\*The nature of 'other' category complaints include Claim Related, Customer Grievance, Policy Coverage Related, Cancellation, Policy not received, Policy Renewal, Refund Related, Endorsement Related, Premium Related, NCB Related, Health Check Up, Proposal Related, MParivahan related, Website Related and Not related to IL.

### 4 Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	ICICI Lombard, being an insurance company, holds no liability for voluntary or forced recalls in relation to the products and services.	
Forced recalls		

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

Yes. The Company is committed to providing services to its customers in the safest and secure manner keeping in mind that data protection for its customers is as important as providing quality insurance services across the spectrum. The company's security framework is built on the CIA triad, i.e. Confidentiality, Integrity and Availability, through a multi-layered 'Defence-in-Depth' strategy. This includes a zero-trust architecture, network segmentation, strong governance with best-in-class security solutions, 24x7 SOC monitoring and ongoing system testing, ensures robust defence. Stringent security measures are in place to protect systems and infrastructure, while incident, crisis management and disaster recovery plans are regularly tested to validate resiliency. Security is reinforced through periodic assessments by external agencies.

Cybersecurity risks are a critical component of the Company's enterprise risk management framework. The Company remains committed to adapting to the evolving threat landscape through a dedicated cyber and information risk management team. To address growing cybersecurity threats, the Company has implemented a well-structured information and cybersecurity framework supported by strong leadership, organisational structures and processes. This framework enables establishing comprehensive information and cybersecurity management practices across the organisation. Cybersecurity governance is overseen by multiple committees. The Board of directors oversee the implementation of the cybersecurity framework, with governance managed by the Board-level Management Committees - Information Technology Strategy Committee & Risk Management Committee and governed by the senior management-level Information Security Committee. Moreover, the Company maintains detailed risk-based dashboards for Information Security and IT, capturing key performance and risk indicators for periodic review and proactive management of security risks. The Company also has a well-defined Information and Cyber Security Policy (ICSP) aligned with global standards, framework and regulations. This policy gets reviewed periodically and duly authorised by the Board. This policy is hosted on the Company's intranet site, providing accessibility to all internal stakeholders.



The Company's cloud infrastructure holds multiple certifications, including ISO/IEC 27001:2022 and ISO/IEC 27017:2015, indicating a strong commitment to cloud and data security. In addition, the Company undergoes periodic audits by CERT-IN empaneled auditors for the IRDAI annual audit report. A team of independent internal auditors is responsible for overseeing the administration, application and effectiveness of the cyber security policy.

Given the critical importance of data protection and security, the Company has deployed a comprehensive Data Leakage/Loss Prevention (DLP) system with strict protection rules to safeguard sensitive data across endpoints, emails, web and API gateways. On top of that, an Information Rights Management (IRM) system ensures access rights, including read/write permissions, with preset validity periods, guaranteeing that data is used solely for its intended purpose. To further strengthen the security posture, identity protection controls are in place to safeguard digital identities and enforce the principle of least privilege, ensuring users are granted only the access required for their roles. Additionally, data is encrypted both at rest and in transit, further mitigating the risk of unauthorised access.

The Company conducts comprehensive security awareness programmes to enhance the level of cybersecurity and privacy awareness among its customers and employees using multiple channels to reach customers, such as social media, website, SMS, emails and posters in branches, among others. The Company also regularly issues mandatory information security awareness training, email advisories and conducts quiz on various themes of security attacks for employees. Over 10,000+ employees have successfully completed the mandatory annual information security awareness training, while new employees undergo this training as part of their induction programme. The Board members also receive dedicated training from Information Security Management team in collaboration with industry experts and are regularly updated on the cyber risk profile and emerging risks.

With respect to privacy compliance, the Company protects all identified data in various phases of its life cycle including collection, processing, transmission, storage, exchange, and retirement. Privacy of Personally Identified Information (PII) and Sensitive Private Data or Information (SPDI) shall be ensured as per applicable statutory, legal, and regulatory requirement. Privacy policy is hosted on Company's website (Link: <https://www.icicilombard.com/legal/privacy-policy>). In line with the Digital Personal Data Protection (DPDP) Act, the Company has formally initiated its DPDP compliance programme and is executing a structured roadmap to achieve compliance within the timelines prescribed by the regulatory authorities.

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

None

**7 Provide the following information relating to data breaches:**

**a. Number of instances of data breaches**

None

**b. Percentage of data breaches involving personally identifiable information of customer**

0.0%

**c. Impact, if any, of the data breaches**

Not Applicable

## Leadership Indicators

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

The Company remains committed to delivering a comprehensive, consistent, and seamless service experience across all customer touchpoints and throughout the entire policy life cycle. As part of its continued transition towards paperless and digitally enabled operations, the Company leverages multiple channels including its website, mobile application, instant messaging platforms such as WhatsApp and email-based digital solutions to facilitate easy access to information and efficient customer interactions.

Information relating to all products and services offered by ICICI Lombard is available on the Company's official website: <https://www.icicilombard.com>.

#### Key customer access channels include:

##### 1. Company Website:

The official website (<https://www.icicilombard.com>) serves as a comprehensive, end-to-end platform enabling customers to purchase and renew policies, upgrade coverage, intimate and track claims, and access a wide range of self-service features. It also functions as a knowledge repository, providing detailed product information and guidance to help customers understand policy benefits and resolve insurance-related queries.

##### 2. IL TakeCare App:

The IL TakeCare app continues to act as a one-stop digital solution for ICICI Lombard policyholders across health, motor, travel insurance and wellness needs. The app enables customers to view and download policies, access coverage details, upload medical records, intimate claims and utilise wellness features such as diet and exercise tracking, step count monitoring, expert consultations, second opinions on health queries and 24/7 doctor support.

##### 3. RIA (Our Service Champion):

RIA, the Company's AI-enabled chatbot powered by machine learning and natural language processing, is available on instant messaging platform - WhatsApp. RIA enables intuitive, conversational interactions, understands customer intent and dynamically guides customers to relevant menus and services, effectively bridging automation with personalised assistance.

##### 4. Service Videos:

To promote self-service and customer empowerment, the Company continues to offer curated service videos that explain key processes in a simple and engaging manner. These videos enhance customer understanding, reduce dependency on assisted support and improve awareness of products and services.

##### 5. WhatsApp:

The WhatsApp channel provides a wide range of customer services, including access to policy documents, claim status, claim intimation, endorsements, renewals and break-in surveys, with support available in both Hindi and English. Educational content and service-related videos are also shared via WhatsApp to improve customer awareness and engagement.

##### 6. Email Bot:

During FY2026, the Company introduced an AI-enabled Email Bot to enhance responsiveness and efficiency in email-based customer interactions. The Email Bot is designed to understand customer queries and concerns received via email, provide automated response where appropriate and intelligently redirect customers to WhatsApp or connect them with a service agent based on the identified intent. This addition further strengthens the Company's Omni channel service model and ensures faster resolution and seamless continuity across channels. As customers can write to us at [customersupport@icicilombard.com](mailto:customersupport@icicilombard.com)



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

ICICI Lombard continues to prioritise clear, accurate and timely communication with customers to ensure they are well-informed about product/service benefits, features and applicable terms and conditions, thereby minimising the risk of mis-statements or mis-representations. The Company's Insurance Awareness Policy remains central to this approach and clearly outlines customer rights, reinforcing transparency and trust across all customer interactions.

The Company's Info Centre on its website continues to serve as a comprehensive knowledge hub, offering easy access to policy wordings, frequently asked questions and other relevant product information. Customers are also regularly educated on the tax benefits applicable to the Company's insurance products, enabling informed decision-making.

Building on its digital-first customer education initiatives, the Company continues to leverage WhatsApp Channels and social media platforms to disseminate simplified, easy-to-understand educational content under its Know-Your-Policy series. These initiatives help demystify complex policy features, encourage customer engagement and promote better understanding of coverage and benefits across a wider audience.

In FY2026, the Company further strengthened its customer communication framework by expanding the use of digital and interactive platforms to deliver contextual, bite-sized educational content and proactive updates, ensuring consistent messaging across channels and improving reach and effectiveness.

The Fair Practices Code and Code of Conduct for Customers continue to be publicly available on the Company's website, reinforcing the Company's commitment to ethical conduct, transparency and customer protection. The Fair Practices Code and Code of Conduct for Customers can be accessed on the website through this link: <https://www.icicilombard.com/docs/default-source/default-document-library/code-of-conduct.pdf>.

## **3 Mechanisms in place to inform consumers of any risk of disruption/discontinuation of bring the essential services above besides of**

The Company continues to maintain a robust and well-tested Business Continuity Plan (BCP) to minimise the risk of operational disruptions and ensure continuity of critical services for customers. The framework is designed to support uninterrupted service delivery across scenarios through strong digital infrastructure and alternate service arrangements.

The Company's digital service ecosystem including the website, ILTakeCare application, WhatsApp-based services and assisted support channels ensures that customers can continue to access essential services even during periods of operational constraints or external disruptions.

In the event of any potential interruption or discontinuation of critical services, the Company follows a structured communication protocol to proactively inform customers through appropriate channels such as written communication, call centre outreach and digital platforms, along with the relevant rationale for such interruptions.

Where products or services are withdrawn or discontinued, customers are informed through multiple communication channels to ensure adequate awareness and transparency. Details of withdrawn products continue to be disclosed on the Company's website <https://www.icicilombard.com/legal/products-withdrawn>, enabling customers to access relevant information in a timely manner.

Through continuous strengthening of its business continuity framework, digital capabilities, and customer communication mechanisms, the Company remains committed to safeguarding service reliability and maintaining customer trust.

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

Yes, the Company continues to uphold a strong commitment to transparency by providing stakeholders and customers with timely, accurate and relevant information. IRDAI Circulars and Grievance Redressal Officer (GRO) contact details remain prominently displayed across the Company's offices. In addition, the Company's website serves as a comprehensive information platform, offering detailed product information, features, FAQs and a clearly defined grievance redressal mechanism.

The Company continues to support customers in adopting appropriate risk-minimisation measures through educational initiatives, including health-focused blogs and videos, which promote awareness and informed decision-making.

Customer feedback remains a critical input for continuous improvement. The Company conducts structured Customer Satisfaction Surveys across key customer touchpoints, including policy purchase, renewal, cashless claims and reimbursement claims. Insights from these surveys, along with Net Promoter Score (NPS) assessments, are systematically analysed through Root Cause Analysis (RCAs) to identify opportunities for improvement across people, processes and technology.

Based on these insights, the Company implements targeted action plans encompassing process enhancements, focused training programmes, and technology interventions to strengthen service delivery and customer experience. As a result of these sustained efforts, the Company continued to maintain strong customer advocacy levels during FY2026, reflecting improved service quality and customer trust. Consequently, the Overall Claims Net Promoter Score for both Health & Motor stood at 71 for FY2026 an improvement as against 68 in FY2025.



# GLOSSARY

<b>AC</b> – Air Conditioners	<b>ERM</b> – Enterprise Risk Management
<b>AI</b> – Artificial intelligence	<b>ESG</b> – Environmental, Social and Governance
<b>BCM</b> – Business Continuity Management	<b>ESI</b> – Employee's State Insurance
<b>BMC</b> – Brihanmumbai Municipal Corporation	<b>EV</b> – Electronic Vehicle
<b>BOD</b> – Board of Directors	<b>EEIO</b> – Environmentally Extended Input Output models
<b>BRSR</b> – Business Responsibility and Sustainability Report	<b>E-waste</b> – Electronic Waste
<b>BSE</b> – Bombay Stock Exchange	<b>FAQ</b> – Frequently Asked Questions
<b>BSI</b> – British Standards Institution	<b>FCU</b> – Fraud Control Unit
<b>C &amp; D</b> – Construction and Demolition	<b>FICCI</b> – Federation of Indian Chambers of Commerce and Industry
<b>CAPEX</b> – Capital Expenditure	<b>FY</b> – Financial Year
<b>CEO</b> – Chief Executive Director	<b>GDPI</b> – Gross Direct Premium Income
<b>CGWA</b> – Central Ground Water Authority	<b>GHG</b> – Greenhouse Gases
<b>CEA</b> – Central Electricity Authority	<b>GIC</b> – General Insurance Council
<b>CIA</b> – Confidentiality, Integrity and Availability	<b>GIFT</b> – Gujarat International Finance Tech
<b>CII</b> – Confederation of Indian Industry	<b>GJ</b> – Gigajoule
<b>CIN</b> – Corporate Identity Number	<b>GRI</b> – Global Reporting Initiatives
<b>CO<sub>2</sub></b> – Carbon dioxide	<b>GST</b> – Goods and Services Tax
<b>CoC</b> – Code of Conduct	<b>GWP</b> – Global Warming Potential
<b>CRM</b> – Customer Relationship Management	<b>HIRA</b> – Hazard Identification and Risk Assessment
<b>CSR</b> – Corporate Social Responsibility	<b>HR</b> – Human Resources
<b>DC</b> – Designated Consumers	<b>ICS</b> – Information and Cyber-Security
<b>DEI</b> – Diversity, Equity & Inclusion	<b>III</b> – Insurance Institute of India
<b>DG Set</b> – Diesel Generator Set	<b>IL</b> – ICICI Lombard General Insurance Company Limited
<b>DEFRA</b> – Department for Environment, Food and Rural Affairs	<b>INR</b> – Indian Rupee
<b>DIN</b> – Director Identification Number	<b>IRDAI</b> – Insurance Regulatory and Development Authority
<b>DLP</b> – Data Loss Prevention	<b>IMF</b> – International Monetary Fund
<b>DR</b> – Disaster Recovery	<b>IRM</b> – Information Rights Management
<b>EIA</b> – Environmental Impact Assessments	<b>IPCC</b> – Intergovernmental Panel on Climate Change
<b>EPR</b> – Extended Producer Responsibility	<b>ISO</b> – International Organisation for Standardisation

<b>KMP</b> – Key Managerial Personnel	<b>R&amp;D</b> – Research & Development
<b>KPIs</b> – Key Performance Indicators	<b>R&amp;R</b> – Rehabilitation and Resettlement
<b>LCA</b> – Life Cycle Assessment	<b>R/O</b> – Risk or Opportunity
<b>LED</b> – Light-emitting Diode	<b>RBI</b> – Reserve Bank of India
<b>LLP</b> – Limited Liability Partnership	<b>RI</b> – Reinsurance
<b>LTIFR</b> – Lost Time Injury Frequency Rate	<b>RIA</b> – Responsive & Intelligent Assistant
<b>MCA</b> – Ministry of Corporate Affairs	<b>RM</b> – Risk Management
<b>MD</b> – Managing Director	<b>RPA</b> – Robotic Process Automation
<b>MISPs</b> – Motor Insurance Service Providers	<b>RPT</b> – Related Party Transaction
<b>ML</b> – Machine Learning	<b>SEBI</b> – Securities and Exchange Board of India
<b>Mn</b> – Million	<b>SIA</b> – Social Impact Assessments
<b>MOEFCC</b> – Ministry of Environment, Forest and Climate Change	<b>SME</b> – Small Medium Enterprises
<b>MSME</b> – Micro, Small and Medium enterprises	<b>SOP</b> – Standard Operating Procedures
<b>MTCO<sub>2</sub></b> – Metric tons of carbon dioxide	<b>SO<sub>x</sub></b> – Sulphur Oxides
<b>MwH</b> – Megawatt- Hour	<b>SPDI</b> – Sensitive Private Data or Information
<b>NA</b> – Not Applicable	<b>SPOC</b> – Single Point of Contact
<b>NGO</b> – Non Government Organisation	<b>SQ</b> – Service Quality
<b>NGRBC</b> – National Guidelines on Responsible Business Conduct	<b>SSAE</b> – Standard on Sustainability Assurance Engagements
<b>NIC</b> – National Industrial Classification	<b>SUP</b> – Single use Plastics
<b>NLP</b> – Natural Language Processing	<b>T&amp;D</b> – Transmission and Distribution
<b>No<sub>x</sub></b> – Nitrogen Oxides	<b>TCFD</b> – Task Force on Climate-related Financial Disclosures
<b>NPS</b> – Net Promoter Score	<b>TDS</b> – Tax Deducted at Source
<b>NSE</b> – National Stock Exchange	<b>UNGP</b> – United Nation Guiding Principle
<b>OD</b> – Own Damage	<b>UPS</b> – Uninterruptible Power Supply
<b>PAT</b> – Performance, Achieve and Trade	<b>USD</b> – US Dollars
<b>PF</b> – Provident Fund	<b>UT</b> – Union Territory
<b>POSH</b> – Prevention of Sexual Harassment	<b>VAS</b> – Value-Added Services
<b>PPP</b> – Purchasing Power Parity	<b>WB</b> – Whistle Blower
<b>RCA</b> – Root Cause Analysis	<b>WFH</b> – Work from Home



# INDEPENDENT PRACTITIONER'S REASONABLE ASSURANCE

## PKF SRIDHAR & SANTHANAM LLP Chartered Accountants

### Independent Assurance Report

Independent practitioner's reasonable assurance report on Identified Sustainability Indicators in **ICICI Lombard General Insurance Company Limited's** Business Responsibility and Sustainability Report

To the Board of Directors of **ICICI Lombard General Insurance Company Limited**

1. We had undertaken to perform a reasonable assurance engagement, for **ICICI Lombard General Insurance Company Limited** (the 'Company') vide our Engagement Letter dated March 31, 2026, in respect of the agreed sustainability indicators listed below (the "Identified Sustainability Indicators") in accordance with the criteria stated below. These Indicators / parameters are included in the Business Responsibility and Sustainability Report ('BRSR') of the Company for the year ended March 31, 2026.

### Identified Sustainability Information

2. The Identified Sustainability Indicators for the year ended March 31, 2026 include Greenhouse Gas-Scope 3 emissions and other agreed indicators / parameters listed in **Annexure 1**, identified per Securities and Exchange Board of India (the 'SEBI')'s circular number SEBI Master circular HO/49/14/14(7)2025-CFD-POD2/1/3762/2026 dated January 30, 2026 read with paragraph 34(2)(f) of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 as amended (the 'SEBI LODR Regulations').
3. Our reasonable assurance engagement was with respect to the year ended March 31, 2026 only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR of the Company and, therefore, do not express any conclusion thereon.

### Criteria

4. The criteria used by the Company to prepare the Identified Sustainability Information is summarised below (hereinafter referred to as the "BRSR Criteria"):
  - a. SEBI Master circular HO/49/14/14(7)2025-CFD-POD2/1/3762/2026 dated January 30, 2026; and
  - b. Paragraph 34(2)(f) of the SEBI LODR Regulations.

### Management's Responsibility

5. The Company's Management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information, taking into account applicable laws and regulations related to reporting on the Sustainability Information, the identification of key aspects, engagement with stakeholders, content and presentation of the Business Responsibility and Sustainability Report in accordance with the BRSR Criteria mentioned above. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Business Responsibility and Sustainability Report and measurement of Identified Sustainability Indicators, which are free from material misstatement, whether due to fraud or error.
6. The Company's Management is also responsible for ensuring that methodologies / assumptions for calculation of Identified Sustainability Indicators as included in Annexure - I are appropriately disclosed in BRSR Reporting.

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PKF SRIDHAR & SANTHANAM LLP is a registered Limited Liability Partnership with LLPIN AAB-6552 (REGISTRATION NO. WITH ICAI IS 003990S/S200018)



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**Chartered Accountants**

**Continuation Sheet**

7. The Board of Directors are also responsible for overseeing the Company's BRSR reporting process.

**Inherent Limitations**

- 8. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.
- 9. Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining such information. The precision of different measurement techniques may also vary.

**Our Independence and Quality Control**

- 10. We have maintained our Independence and confirm that we have met the requirements of the Code of Ethics Issued by the Institute of Chartered Accountants of India and have the required competencies and experience to conduct this assurance engagement.
- 11. The firm applies Standard on Quality Control (SQC) 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements", and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

**Independent Practitioner's Responsibility**

- 12. Our responsibility is to express a reasonable assurance conclusion on the Identified Sustainability Indicators based on the procedures we have performed and evidence we have obtained. Reasonable assurance is a high-level assurance, but it is not a guarantee that an examination conducted in accordance with standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, that could reasonably be expected to influence the decisions of users taken on the basis of Identified Sustainability Indicators.
- 13. We conducted our examination of the Identified Sustainability Indicators in accordance with the Standard on Sustainability Assurance Engagements 3000, "Assurance Engagements on Sustainability Information" ("SSAE 3000") and Standard on Assurance Engagements 3410, "Assurance Engagements on Greenhouse Gas Statements" ("SAE 3410"), issued by the Sustainability Reporting Standards Board of the Institute of Chartered Accountants of India. These standards require that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Indicators are prepared, in all material respects, in accordance with the BRSR Criteria. A reasonable assurance engagement involves assessing the risk of material misstatement of the Identified Sustainability Indicators whether due to fraud or error and responding to the assessed risk as necessary to the circumstances.
- 14. The procedures we performed were based on professional judgement and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling the underlying records. Given the circumstances of the engagement, in performing these procedures, we:
  - a. Obtained an understanding of the Identified Sustainability Indicators and related disclosures.
  - b. Obtained an understanding of the assessment criteria and their suitability for the evaluation and /or measurement of the Identified Sustainability Indicators.
  - c. Made enquiries of Company's management and those with responsibility for managing Company's BRSR Reporting.





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Chartered Accountants

### Continuation Sheet

- d. Understood and evaluated the design of the key structures, systems, processes and controls for managing, recording and reporting on the Identified Sustainability Indicators, but did not include testing the operating effectiveness of management systems and controls.
- e. Based on that understanding and the risk that the Identified Sustainability Indicators may be materially misstated, determined the nature, timing and extent of further procedures.
- f. Performed substantive testing on a selective basis of the Identified Sustainability Indicators to check that data had been appropriately measured, recorded, collated and reported.
- g. Checked consolidation for various sites/offices and corporate offices for ensuring the completeness of data being reported.
- h. Reviewed records and performed testing including recalculation for sample data to establish an assurance trail.
- i. Reviewed the level of adherence to the reporting criteria and the reporting framework followed by the Company in preparing the BRSR Report.
- j. Ensured that methodology / assumptions used by management in preparation of data for reporting of Identified Sustainability Indicators are appropriately included in Annexure - 1.

#### Exclusions

15. Our assurance scope excludes:
- Data / information for factors not under Operational Control of the Company other than Greenhouse Gas – Scope 3 emissions.
  - Aspects of the BRSR Report and the data/information (qualitative or quantitative) other than the Identified Sustainability Indicators.
  - Data and information outside the defined reporting period, unless otherwise stated. (Refer our Assurance Report dated June 02, 2025, for the year ended March 31, 2025).
  - The statements that describe the expression of opinion, belief, aspiration, expectation, aim or future intentions provided by the Company.

Our opinion is not modified with respect to the above matters.

#### Opinion

16. Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Indicators for the year ended March 31, 2026 (as stated under "Identified Sustainability Indicators") are prepared in all material respects, in accordance with the BRSR Criteria.



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**Chartered Accountants**

**Continuation Sheet**

**Restriction on use**

17. Our Reasonable Assurance report has been prepared and addressed to the Board of Directors of the Company at the request of the Company solely, to assist the Company in reporting on Company's BRSR and inclusion in its integrated report. Accordingly, our report should not be used for any other purpose or by any person other than the addressees without our written consent. The firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our report is shown or into whose hands it may come without our prior consent in writing.

For PKF Sridhar & Santhanam LLP  
Chartered Accountants  
Firm Registration No: 003990S/S200018

*Dhiraj Kumar Birla*



**Dhiraj Kumar Birla**  
Partner  
Membership No: 131178  
UDIN: 26131178AGKNZI9619

Date: May 22, 2026  
Place: Mumbai



## **FORWARD-LOOKING STATEMENTS**

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



IRDAI Reg. No. 115

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