Annexure 6

BUSINESS RESPONSIBILITY REPORT

Business Responsibility Report is a disclosure mandated by the Securities and Exchange Board of India (SEBI) for the top 500 listed companies [Reg.34(2)(f)]. It covers initiatives taken from an environment, social and governance perspective.

SECTION A- GENERAL INFORMATION ABOUT THE COMPANY

1. Corporate Identity Number (CIN) of the Company	L85110KA1987PLC008699
2. Name of the Company	CAN FIN HOMES LIMITED
3. Registered Address	No.29/1, 1st Floor, Sir M N Krishna Rao Road, Basavanagudi, Bengaluru 560004 Tel: 080 26564259/ 26567655 FAX: 080 26565746
4. Website	www.canfinhomes.com
5. Email id	compsec@canfinhomes.com development@canfinhomes.Com
6. Financial Year reported	2019-20
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Housing Finance- 64192 Insurance – 65110 (Industrial Group as per National Industrial Classification Ministry of Statistics and Programme Implementation)
8. List three key products / services that the Company Manufactures / provides (as in balance sheet)	(i) Housing loan to individuals (ii) Housing loan to Builders/developers and (iii) Loan against Property.
9. Total number of locations where business activity is undertaken by the Company	
a. Number of International Locations (Provide details of major 5)	NA (No overseas presence as on date).
b. Number of National Locations	As on date CFHL is spread across Country with 165 branches, 21 Affordable Housing Loan Centres and 14 Satellite offices in 21 States/Union Territories.
10. Markets served by the Company - Local / State / National / International	India

SECTION B - FINANCIAL DETAILS OF THE COMPANY

1.	Paid up capital	2,663.31 (Rs. in Lakh)
2.	Total turnover	2,03,045.08 (Rs. in Lakh) (FY2019-20)
3.	Total profit after taxes	37,312.35 (Rs. in Lakh) (FY2019-20)
4.	Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2.69%
5.	List of activities in which expenditure in four above has been incurred:	Activites promoting education including special education, setting up hostels for tribal children, Construction of class room blocks for schools, Scholarships for under privileged, renovation of schools and anganawadis, Sponsorship of child education. The Company also focuses on healthcare by donating advanced medical equipment's to various hospitals. To promote eradication of hunger, Company has contributed for mid-day meals at schools through Akshaya Patra Foundation. The Company has donated Relief materials to Cyclone and Flood affected areas. To promote Environmental Sustainability, donation of tree saplings, contribution towards "Cauvery Calling", a campaign to revitalize the southern Indian river Cauvery by planting trees in the river basin was undertaken. Contribution to Prime Minister's Citizen Assistance and Relief in Emergency Situations Fund (PM CARES), Karnataka State Disaster management Authority, CM Relief Fund, Karnataka during COVID-19 pandemic, also forms part of its CSR activities.

SECTION C - OTHER DETAILS

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

CFHL does not have any subsidiary.

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

Not applicable.

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

Not applicable.

SECTION D - BUSINESS RESPONSIBILITY INFORMATION

1. Details of Director / Directors responsible for BR:

a. Details of the Director / Directors responsible for IMPLEMENTATION of the BR policy/ policies:

The Board of the COMPANY is collectively responsible for the IMPLEMENTATION of the BR policies of the COMPANY.

b. Details of the BR head:

Sl. No.	Particulars	Details
1.	DIN (if applicable)	08524205
2.	Name	Shri Girish Kousgi
3.	Designation	Managing Director and CEO
4.	Telephone no.	080-26568687
5.	E-Mail id	girish.kousgi@canfinhomes.com

2. Principle-wise (as per NVGs) BR Policy / policies (Reply in Y / N)

Principle 1

Businesses should conduct and govern themselves with ethics, transparency and accountability.

Principle 2

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

Principle 3

Businesses should promote the well being of all employees.

Principle 4

Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

Principle 5

Businesses should respect and promote human rights.

Principle 6

Businesses should respect, protect and make efforts to restore the environment.

Principle 7

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

Principle 8

Businesses should support inclusive growth and equitable development.

Principle 9

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

(a) Details of Compliance (Reply in Yes 'Y' or No 'N')

Sl. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy / policies for:	Y	Y	Y	Y	Y	Y	N	Y	Y
2.	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	N	Y	Y
3.	Does the policy conform to any national / international standards? If Yes, specify? (50 words)	All the policies have been developed as a result of detailed consultation, experience and research on the best practices adopted in the Industry.								
4.	Has the policy being approved by the Board? If yes, has it been signed by MD / Owner / CEO / appropriate Board Director?	Y	Y	Y	Y	Y	Y	N	Y	Y
5.	Does the company have a specified committee of the Board/Director / Official to oversee the Implementation of the policy?	Y	Y	Y	Y	Y	Y	N	Y	Y
6.	Indicate the link for the policy to be viewed online?	www.CANFINHOMES.COM/Policies-Codes.aspx								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	N	Y	Y
8.	Does the company have in-house structure to implement the policy/ policies?	Y	Y	Y	Y	Y	Y	N	Y	Y
9.	Does the company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	N	Y	Y
10.	Has the company carried out independent audit / evaluation policy by an internal or external agency?	All the policies of the Company are reviewed/ evaluated internally.								

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

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

*The company presently is not a member of any trade and chamber or association.

3. Governance related to BR:

(a) Indicate the frequency with which the Board of Directors, committee of the Board or CEO meets to assess the BR performance of the company - within 3 months, 3-6 months, annually, more than 1 year.

3-6 months.

(b) Does the company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The company publishes the BR Report in the Annual Report, on the website of the company (www.canfinhomes. com) and files the same online on NSE & BSE websites.

Section e – Principle-Wise Performance

Principle 1 – Business should conduct and govern themselves with ethics, transparency and accountability.

1. Does the Policy relating to ethics, bribery and corruption cover only the Company?

Yes. Can Fin Homes Ltd., is committed to setting up, utmost standards for transparency and accountability in all its affairs. Can Fin Homes Ltd., strives in attaining its mission through compliance of high legal and ethical standards. The Company has set out the responsibilities of CFHL and its employees in observing and upholding Company's commitment to Ethical Practices in all its endeavors.

The Company believes in empowerment and has delegated decision-making powers to appropriate levels in the organizational hierarchy. Each executive and employee is similarly accountable for the functions and responsibilities entrusted to him. The Company believes that Transparency increases accountability and scrutiny. Every employee of the Company shall conduct himself/herself professionally and deal on behalf of the Company with honesty and integrity while conforming to high ethical standards.

The Board attaches the utmost importance to transparency and applies a "zero tolerance" approach to acts of bribery and corruption by any of its employees. Any breach is regarded as a serious matter and is likely to result in serious disciplinary action which could ultimately lead to dismissal.

2. Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

Not Applicable.

3. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?

1356 complaints were received/attended during the financial year 2019-20, from various stake-holders (housing loan applicants, borrowers, depositors, shareholders and debenture holders). 1356 complaints (inclusive of pending cases of last year), working out to 100% percentage were satisfactorily resolved.

During the year, the Company had received One complaint (SEBI SCORES) from investors and One complaint has been resolved satisfactorily. Therefore Number of complaints (SEBI SCORES) pending as on 31-03-2020 is NIL.

Principle 2 – Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

CFHL emphasizes that Company Businesses should design products and services in a manner that creates value to customers. The Company believes in doing Business with moral values and principles and the Company has integrated its business and values to meet the expectations of its customers, employees, investors, stakeholders and society at large. The Company provides and maintains clean, healthy and safe working environment and strives to enhance standards of service delivery to customers. The main objective of the Company is by itself a big social responsibility of helping people to have a home of their own by providing loans for construction and purchase of dwelling units at competitive ROI.

1. List upto 3 products or services whose design has incorporated social or environmental concerns, risks and /or opportunities.

a. Concessional ROI for Housing loans to Women applicants who will be sole/joint owners of the property they acquire or build to bring about empowerment of women.

b. 21 Affordable Housing Loan Centers (AHLC) to cater to Credit Linked Subsidy Scheme loans under (PMAY) offering Loans at competitive Rate of Interest for beneficiaries belonging to EWS,LIG, MIG, Women, SC, ST, BC, Minorities, Persons with disabilities and Transgender.

c. ROI concession for Housing Loans to alleviate economic difficulties due to impact of Covid-19 Pandemic.

2. For each product, provide the following details in respect of resource use (energy, water, raw material etc.,) per unit of product (optional)?

The Company does not involve in manufacturing activity therefore reporting resource use of energy, water and raw

material per unit of product may not be applicable. However, it may be pertinent to mention here that the Company minimizes the consumption of electrical energy and natural resources and under its green initiative, has installed solar power in 16 branches and has been ensuring usage of paper to the minimum.

3. Does the Company have procedures in-place for sustainable sourcing (including transportation), if yes, what percentage of your inputs was sourced sustainably?

   The Company is not as such involved in manufacturing activity therefore the reporting on sustainable sourcing is not applicable.

4. Has the Company taken steps to procure any goods and services from local and small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve the capacity and capability of local and small vendors?

   Local and Small Service Providers play an important role in the competitiveness of Indian Service Industry. They are integral parts of the supply chain in the financing services industry. The Role of Regional Component of Service Providers is adopted in Company's operations to ensure the development of a cohesive system of assistance in the geographical areas represented by CFHL. The Company has, to the best possible extent tried to improve the quality, quantity, capacity, capability of local and small vendors/service providers to get different services rendered by them for its day to day Administration and Business Operations. They include a whole chain of small service providers like Technical Valuers, Advocates & Legal firms, External Verification Agencies, AMC providers for its computer systems and electrical equipment, Documents Courier Service providers, Event managers and Suppliers and Vendors of Electrical items, stationery items, Owners of Branch Premises, Security Service Providers etc.,

5. Does the Company has a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as below 5%, 5-10% and above 10%. Also, provide details thereof, in about 50 words or so.

   The Company is not involved in manufacturing activity therefore reporting on recycle mechanism is not applicable. The Company minimizes the consumption of electrical energy and natural resources and shall strive to prevent pollution of air, water and land.

Principle 3 – Businesses should promote the wellbeing of all employees.

1. Please indicate the total number of employees.

   Total number of employees as on March 31, 2020 was 838

2. Please indicate the total number of employees hired on temporary/contractual/casual basis

   186 employees are hired on a contractual basis.

3. Please indicate the number of permanent women employees.

   167 permanent women employees are working in the Company as on March 31 2020, which constitute 25.61 percent of the total employee strength of the Company

4. Please indicate the number of permanent employees with disabilities.

   3 employees.

5. Do you have employee association that is recognized by management?

   There is no employee association. However, mechanisms are in place for employees to represent their issues, if any.

6. What percentage of your permanent employees are members of this recognized employee association?

   Not Applicable

7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as at the end of the financial year.

Sl. No.	Category pending as on	No. of complaints filed during the financial year	No. of complaints pending at the end of the financial year
1.	Child Labour/Forced Labour/ Involuntary labour	CFHL does not hire child labour, forced labour or involuntary labour – No cases reported.	Not applicable
2.	Sexual harassment	None	Not applicable
3.	Discriminatory employment	None	Not applicable

8. What safety and skill upgradation training was provided in the last year?

The Company constantly strives to provide internal and external training to its employees at all levels. Company provides (a) On-the-job Training involving employees training at the place of work, (b) Class-Room Training involving skilled and experienced instructor with subject expertise, above and beyond, (c) Employees are subjected to external training sessions by participation in Seminars and Workshops conducted by professional Training Institutes. Training was given last year to enhance skills and knowledge level of different categories of employees viz., permanent employees, (including women and employees with disabilities) and contract employees.

Principle - 4 : Business should respect the interest of, and be responsive towards all stake holders, especially those who are disadvantaged, vulnerable and marginalized.

1. Has the Company mapped its internal and external stakeholders?

The Company's key stakeholders comprises of Promoters, Employees, Customers, Business Associates, Recovery Agents, Investors, Direct Selling Agents, Suppliers and Regulatory Agencies. Our investors include Share Holders (comprising Individual investors, Corporate Bodies, Foreign Institutional Investors, Indian Institutional Investors, foreign bodies, NRIs etc.,)

CFHL and its employees strive to provide value based services to the stake holders. The Company is in constant touch with its various stakeholders to understand their concerns and assess their requirements and respond to their needs in an effective manner.

2. Out of the above, has Company identified the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so

The Company through its schemes for Affordable home loans helps customers with income in the lower brackets/under privileged lower strata of the Society.

3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so provide details thereof, in about 50 words or so.

CFHL, through its CSR initiatives participated in Socio-Economic Development of marginalized and disadvantaged segments of the Society by funding Projects involving (a) Free Formal Education to Underprivileged Children of Rural areas,(b) Vocational Training aimed at skilling of unemployed youth, (c) Sponsoring Building Construction of schools for blind, (d) Sponsoring water and sanitary facilities for Government Primary Schools, (e) Sponsoring requirements of Rural Schools like Chairs, Tables, Almirah's, free books (f) Providing Lab and Medical equipment to Hospitals run by Charitable Institutions offering free treatment to poor and improving access for poor to health care in rural areas etc.,

Formal and Informal consultations/meetings are held with the different stakeholders at different management levels to obtain their ideas, views and opinions for better handling of their interests.

If the customers have any grievances, they can make a complaint by letter or by email addressed to the concerned Branch Manager and later if redressal becomes pending beyond 7 days escalate it to Registered Office.

Principle 5 – businesses should respect and promote human rights.

1. Does the policy of the company on human rights cover only the Company or extend to the Group/Joint Venture/ Suppliers/Contractors/NGO

The Company conducts its business in a manner that respects the rights and dignity of all the people, complying with all the legal requirements. In conduct of its day to day business with individuals, CFHL respects and adheres to all the human rights laws framed under the Constitution of India. CFHL treats every stakeholder with dignity and respect. All individuals or institutions impacted by the Company's business are provided access to grievance redressal mechanisms.

2. How many stake holders complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

For Stakeholder complaints, kindly refer Principle 1 under Section E of this BR Report.

Principle 6 – Business should respect and protect and make efforts to restore the environment.

1. Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint-ventures/ Suppliers/Contractors/NGOs/Others?

The Company follows electronic mode of communication with all Stake Holders to promote green environment and avoid usage of paper. CFHL complies with all legal and regulatory requirements in respect of environment protection. Besides running 16 of its branches on solar power, CFHL, as a part of its CSR activities, extended financial support for installation of solar plants, funded tree saplings along with guards to borrowers under environmental sustainability.

2. Does Company have strategies/initiatives to address global environmental issues such as climate change, global warming etc.,?

   CFHL has in the past sponsored programs for popularizing Low-Cost Housing Technologies which promotes several environmental friendly raw-materials correcting the impact of so called modern industries on climate change and global warming. In its day to day functioning also, CFHL has reduced usage of paper by making optimum use of computer technology for records, communication and is gradually moving towards a paperless environment. CFHL takes pride in recording that it has installed solar energy powered lighting and computer operation in 16 branches. Energy consuming old Computers, Printers, ACs, Xerox Machines are constantly replaced with energy efficient new equipment making best use of latest advanced technological developments in these areas.

3. Does the Company identify and assess potential environmental risks?

   Yes. The Company takes note of the direct and indirect environmental impact of its business and considers them carefully in its decision making. CFHL supports Builder/ Developer Projects which are environmentally safe and secure by insisting adherence to Project Permission Guidelines and Construction Permissions issued by competent authorities and insisting compliance with bylaws of Apartment Acts is respective States. CFHL being in the business of granting housing loans ensures housing projects which are environmentally safe and secure, by taking opinion from experts, i.e., from panel valuers.

4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filled?

   Not Applicable.

5. Has the Company undertaken any other initiatives on clean technology, energy efficiency, renewable enrgy, etc., Y/N. If yes, please give hyperlink for web page etc.,

   Nil

6. Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?

   Not Applicable

7. Number of Show Cause/Legal Notices received from CPCB/SPCB which are pending (i.e., not resolved to satisfaction) as on end of Financial Year.

   NIL.

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

1. Is your Company a member of any trade and chamber of association?

   The Company presently is not a member of any trade and chamber of association.

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good?

   Not Applicable.

Principle 8 – Business should support inclusive growth and equitable development

1. Does the Company have specified programs/initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof.

   CFHL has taken up in letter and spirit it's support to inclusive growth and equitable development in our Country. Guided by its objective the Company strives to promote home ownership and increasing housing stock in the Country across all segments of the Society more so particularly the Low income group and Middle income group families. CFHL takes pride in recording that the Company is first to respond to PMAY Schemes by opening 21 Affordable Housing Loan Centers across the Country to cater to CLSS Schemes of funding EWS/LIG/MIG. These Centers are apart from 179 Branches/Satellite Office spread across 21 States in the Country to cater to vast population to helping them to have a home of their own. These include many non-metro branches catering to housing needs in Tier 2 and Tier 3 Cities which enable lending to peripheral developing semi urban and rural areas. In this way, CFHL is actively participating in inclusive growth and equitable development.

   Besides these efforts, through CSR activities CFHL has chosen to help Government institutions, NGOs, Charitable Institutions which are helping poor, handicapped, needy and marginalized sections of the society to have better dwelling units, education, hygiene, water and power connections and medical facilities. During the year CFHL helped 13 number of Govt Schools to improve their infrastructure besides helping Charitable Hospitals to procure Medical Equipment and distributed School Bags and Accessories to poor children.

2. Are the programs/projects undertaken through in-house team/own foundation/external NGO/Government structures/any other organization?

The Company as a part of its Corporate Social Responsibility (CSR) initiative (for current year) has identified and funded 13 Schools for infrastructure and basic amenities that were lacking, through its in-house teams.

3. Have you done any impact assessment of your initiative?

All CSR activities of CFHL are conducted with direct involvement of Company officials and the impact of the initiative are measured by follow-up visits. We are contacting the beneficiaries of our CSR initiatives to ascertain/quantify the impact on the society.

4. What is your Company's direct contribution to community development projects – amount in INR and the details of the projects undertaken?

Apart from contributions towards CSR activities to the extent of Rs.10.04 Crore, the Company has made small contributions towards other activities viz., Sponsored Social Events like Marathon Runs with end-use going to donations to education to rural poor and under privileged children for community development.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words or so.

CFHL is constantly contacting the beneficiaries of its CSR initiatives to ascertain/quantify the impact on the Society.

CFHL participated in a big way by donating Rs.1.5 Crore to Prime Minister Cares Fund during the critical lock down period while the country was battling the devastating economic toll impacted by Covid-19 Pandemic.

CFHL donated Rs.1 Crore to Karnataka State Disaster Management Authority Fund for strengthening Govt., fight against the Covid-19 Pandemic.

CFHL donated Rs.25 Lakhs towards Flood Relief to Karnataka CM Flood Relief Fund during Floods in North Karnataka.

Contribution of Rs.24.15 Lakhs to Sanjay Gandhi Institute of Trauma and Orthopedics towards Medical Equipment.

Contribution of Rs.21.60 Lakhs to SOS Children's Villages of India, Bengaluru, promoting Education.

Contributed Rs.15.12 Lakhs to Isha Foundation, Coimbatore, Tamil Nadu., towards Environmental Sustainability Project.

Donated Rs.12 Lakhs to Lady Goschen Hospital, Mangalore, Karnataka for procurement of Ventilator.

Donated Rs.10 Lakhs to Jayapriya Eye Hospital towards Health Care Medical Van.

Principle 9 – Business should engage with and provide value to their customers and consumers in a responsible manner.

1. What percentage of customer complaints/consumer cases are pending as on the end of the financial year?

Percentage of customer complaints pending as on March 31, 2020 – Zero percent (NIL pending cases out of 1292 received/ attended during the year, inclusive of last year's pending cases 34).

2. Does the Company display product information on the product label, over and above what is mandated as per laws?

CFHL is a housing finance company hence not applicable.

3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible, advertising, and/or anti-competitive behavior during the last five years and pending as at end of financial year. If so, provide details thereof, in about 50 words or so.

There is no such instance.

4. Did your Company carry out any consumer survey consumer satisfaction trends?

The Company has not carried out any formal consumer survey/ consumer satisfaction trends. However, the Company collects customer feedback through mailers and gathers feedback on an ongoing basis through its customer portal hosted on the website of the Company.

Place: Bengaluru
Date: July 23, 2020

Sd/-
Girish Kousgi
Managing Director & CEO

Sd/-
Bharati Rao
Chairperson