

# EESG PERFORMANCE TABLE

EESG Factor	Measurement Criteria	Unit
<b>Economy</b>	Total equity	Rs Mn
<b>Economy</b>	Capital Adequacy Ratio	Rs Mn
<b>Economy</b>	Determination Ratio	Rs Mn
<b>Economy</b>	Total assets	Rs Mn
<b>Economy</b>	Insurance contract liabilities	Rs Mn
<b>Environment</b>	GHG emissions	t CO2 e
<b>Environment</b>	Electricity consumption	kWh
<b>Environment</b>	Water consumption	m3
<b>Environment</b>	Paper consumption	kg
<b>Social</b>	Total employees	No. of employees
<b>Social</b>	% of female employees	%
<b>Social</b>	Employee training and development	Average training hours
<b>Social</b>	Customer complaints per 1,000 claims	%
<b>Social</b>	Community Impact (Micro insurance claims paid)	Mn
<b>Social</b>	Policies in Force	No. of Policies
<b>Social</b>	New policies issued	No. of Policies
<b>Social</b>	MDRT qualifiers	No
<b>Social</b>	No. of reinsurers	No
<b>Social</b>	No. of suppliers	No
<b>Social</b>	No. of branches	No
<b>Social</b>	Investment in Intangible Assets	Rs Mn
<b>Governance</b>	ESG policy & compliance	
<b>Governance</b>	Customer data privacy & cybersecurity	Number of Data Breaches
<b>Governance</b>	Anti-corruption	Incidents



2024	2023	2022	Capital	Paragraph Reference	Page No
10,355	13,333	10,873	Financial Capital	2.1	113
298	367	287	Financial Capital	2.1	112
114	140	126	Financial Capital	2.1	112
53,594	51,339	48,248	Financial Capital	2.3	115
33,290	27,925	25,339	Financial Capital	2.1	113
4,671	2,004	2,220	Natural Capital	4.0	167
7,971	7,028	5,700	Natural Capital	2.1	165
15,023	14,713	12,147	Natural Capital	2.2	165
12,187	14,449	11,150	Natural Capital	2.3	166
947	985	999	Human Capital	2.1	120
33	32	29	Human Capital	2.1	120
3.64	1.3	12	Human Capital	3.3	126
0.87%	1.20%	0.85%	Social & Relationship Capital - Customer	3.4	141
176	117	326	Social & Relationship Capital - Community	6.0	153
748,101	733,002	844,398	Social & Relationship Capital - Customer	2.2	138
128,088	74,827	133,872	Social & Relationship Capital - Customer	2.2	138
243	263	263	Social & Relationship Capital - Business Partner	2.0	146
3	5	6	Social & Relationship Capital - Business Partner	3.0	147
279	277	228	Social & Relationship Capital - Business Partner	11.0	148
115	116	103	Manufactured Capital	2.2	162
2.5	0.52	1.8	Intellectual Capital		157
Established ESG Policy	Established ESG Policy	Established ESG Policy	Social & Relationship Capital, Natural Capital	1.0	151
No	No	No	Social & Relationship Capital - Customer	1.2	135
No	No	No	Social & Relationship Capital - Community	1.1	151

