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# ICICI Prudential Life Insurance Company Ltd. – Environmental Policy

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## **Change History**

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### **1. Purpose**

The policy outlines the Company's sustainability goals, priorities and actions that reaffirms its commitment to environmental protection and reduction of its carbon footprint. The Company shall undertake initiatives to reduce energy consumption that directly or indirectly impact the environment and thereby, create a sustainable long term business.

### **2. Scope and Applicability**

The Company's commitment towards environment protection shall apply to all its employees across all offices as well as the operations of its business partners and vendors across the country.

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### 3. Context and Background: Environmental commitment

As a financial services organisation, the Company's impact on the environment is mostly indirect. The Company shall follow the 3R framework of Reduce, Reuse & Recycle as a part of its commitment towards responsible consumption with focus on reduction of energy consumption, dry waste, e-waste and wet waste as well as conservation of water through efficient practices. Wherever possible, the Company shall reuse and recycle consumable resources & minimise business related travel through enabling collaboration tools for reducing travel related emissions, thereby minimising its impact on environment.

### 4. Multi-pronged approach to environmental initiatives:

- A. Responsible consumption of energy: The Company aims to enhance energy efficiency through replacement of conventional air-conditioners with Variable Refrigerant Flow AC systems or 5 star rated Inverter ACs in a phased manner. Energy optimisation will also be undertaken through deployment of LED lighting and LED signage in place of conventional lighting. Periodic maintenance activity of major electrical equipment & capacity optimisation shall be undertaken in managing energy efficiency. 24 degree Celsius temperature policy for air conditioners, regular energy audits and heat load assessment shall be an integral part of the framework for reducing the carbon footprint.
  
- B. Water: Sensor-based or water less urinals installation and sensor based & aerator taps installation shall be deployed in all new offices to optimise water consumption. For corporate head office, sewage treatment plant has been installed and recycled water shall be used for gardening purposes thereby, minimising the impact to the environment.

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- C. **Reduction of waste and recycle & reuse wherever possible:** To reduce e-waste, safe disposal of office IT equipment shall be done through government certified vendors. Reduction in dry waste shall primarily be driven through reduction in paper consumption and managed print services, tracking of paper consumption, using environment friendly copier paper, minimal use of single use plastic and bio-degradable waste bags. Digital Communication to/from Customers & distributors shall be adopted and every effort made to reduce the dependence on paper usage. The Company shall also undertake measures to reduce wastage of food in cafeterias and promote responsible consumption of food and other consumables.
- D. **Digitisation for customer convenience & operational efficiencies:** The Company has put in place end to end digital solutions along the entire customer and employee life cycle. Customers shall be encouraged to adopt digital servicing and avoid paper usage through applications such as Smart Doc app and WhatsApp; fulfilling medical requirement through telephonic or video methods; availing the policy document (e-Welcome Kit) online; online verification of annuitants, etc. Enabling 24x7 customer servicing through digital touch points like the website, mobile app, Chatbot LiGo on WhatsApp and on Google Assistant form an integral part of the Company's policy to promote digital adoption and use of self-help channels. The adoption of digital initiatives and collaboration tools like MS Teams not only help reduction in usage of paper but also helps to reduce carbon emission by avoiding travel for selling or servicing.

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- E. **Enhancing the quality of our work environment for promoting employee well-being:** Offices shall have natural lighting to the maximum extent possible and deployment of Air purifiers with HEPA filters shall be done in offices having high foot fall to ensure optimal standard of air quality. Premises that have AHU for Air-conditioning, UVGI lamps installation shall be done to improve air quality. Live plants shall be deployed in office premises with the intent to make office spaces soothing & improve the quality of air.
- F. **Environmental awareness campaign:** Employees are brand ambassadors of the organisation and regular campaigns shall be conducted on environmental issues so that employees are co-opted for promoting sustainability. Employees shall be made aware of initiatives being taken by the Company for sustainable and go-green goals, efforts to minimise Green House Gas (GHG) emissions, optimal water utilisation, reduce and reuse philosophy, minimal natural resource utilisation and waste reduction. The campaigns shall be undertaken through multi-channel communication networks such as mailers, face to face meetings, videos on environmental awareness or any other digital means that maybe available.

## 5. **Monitoring**

The ESG (Environment, Social and Governance) committee of the organisation shall review the initiatives undertaken by the organisation twice a year to ensure they are in alignment with the environmental policy. The Committee shall also review the key metrics of the Company's environment performance and the net reduction in its carbon footprint.

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## 6. Governance and implementation

The responsibility for the environmental policy shall be with the ESG (Environment, Social and Governance) committee.

The Risk, IT, Finance, CSR, Administration & Infrastructure functions of the organisation will ensure that all directives of this policy are executed and followed by the organisation.

## 7. Policy review

This policy shall be reviewed annually by ESG Committee to incorporate modifications and further enhancement.