

## QUARTERLY NEWSLETTER – Q1

## APRIL-JUNE 2021

### Message from MD & CEO

It gives me immense delight to share with you that, we have entered the 22<sup>nd</sup> year of our service as brand "Grameen Koota". CA Grameen has successfully steered through trying times and has created sustainable value for all its stakeholders over the years. Over the last two decades, the company has proven itself to be purpose-driven, resilient, and agile. It has been able to manoeuvre through various challenges and deliver its commitment to all its stakeholders. This incredible journey of ours with a mission to provide affordable financial and developmental services to the underserved is a result of the vision of our founders, support from our investors, board, regulators, lenders, along with decades of hard work, and commitment of our team! I take this opportunity to thank all our well-wishers for their persistent support in helping us positively impact the socio-economic development of underprivileged families of our country through women empowerment.

I would like to extend my gratitude to all our employees for their unwavering support, and dedication, in helping us to fulfil our mission of empowering low- and poor-income families, even amidst the challenging times like the COVID-19 pandemic.

I wish to take this opportunity to share that, CA Grameen Ltd is recognized as one of the Best Workplaces™ in the Microfinance Industry - 2021 by the Great Place To Work® Institute for a second consecutive year. This recognition stands as a solid testament to CA Grameen's employee-centric work culture, which always encourages them to deliver their best and scale heights. We are grateful for being acknowledged with such a prestigious recognition, and we strive to ensure continued development of our employees.

Lastly, I urge all of you to take possible precautions, safety measures and pray for the well-being of all. In this challenging time, our role as a MFI will be even more vital for fulfilling timely financial services. These services are imperative for the seamless operation of several small businesses across the country. We at CA Grameen, are dedicated to fulfilling our responsibility to serve our customers, and continue to extend our support to the Corona warriors.

-Udaya Kumar Hebbar

### Mr. Ganesh Narayanan Appointed as Deputy CEO



Mr. Ganesh Narayanan has been appointed as the Deputy CEO of CA Grameen. He will take over the additional responsibility of assisting the company in achieving its strategic goals alongside his current position as the Chief Business Officer of the company. Mr. Ganesh has over 23 years of experience in the financial services industry. He has extensive knowledge and exposure to various sectors like microfinance, agriculture, rural, SME & retail businesses covering assets & liabilities. Before joining

CA Grameen, he has served as the Group President & Deputy National Head – Indian Financial Institutions Banking at Yes Bank. He has also held the position of the Vice President – Rural Division at Fullerton India, and as Assistant General Manager at ICICI bank.

### Brief synopsis of our Financial Results for the First Quarter FY 2021-22

Particulars	Q1 FY 22	Q1 FY 21	% Change
Total Income	617.4	619.9	-0.4% ↓
Net Interest Income	10.2%	12.4%	
Profit Before Tax	28.6	100.5	-71.6% ↓
Profit After Tax	20.3	74.6	-73.0% ↓
Cost to Income	41.2%	34.2%	

### Growth and Expansion

Particulars	Q1 FY 22	Q1 FY 21	Growth%
Gross AUM (Crore)	12,664	11,724	8% ↑
No. of Borrowers	37,85,000	40,11,000	-5.6% ↓
Number of Branches	1,424	1,388	2.6% ↑
Number of Employees	14,357	14,213	1.0% ↑

### Best Workplace in Microfinance Industry – 2021



CA Grameen is humbled to be recognized as one of the Best Workplaces™ in the Microfinance Industry – 2021 by the Great Place To Work® Institute (India). This recognition is considered a gold standard that more than 10,000 organizations from over 60 countries aspire to showcase their excellence in work culture and strengthen their employer brand.

According to GPW®, CA Grameen's strong people practices have successfully steered positive employee experience across the areas of Fairness, Care, Recognition, Career Development, and Management Reliability. The company has built and nurtured a High-Trust, High-Performance Culture™ for its employees along the five dimensions of Credibility, Respect, Fairness, Pride, and Camaraderie. CA Grameen Limited constantly strives to foster a culture of trust and engagement that helps its people to scale heights and deliver their best!

### COVID-19 Relief Efforts

#### Gratitude to India's Frontline COVID Warriors

The COVID-19 pandemic has resulted in a significant loss of lives and livelihoods across the world. It continues to place unprecedented pressure on public health and the economy. In these trying times, our COVID warriors are working selflessly and serving humankind 24\*7 at the risk of their lives. CA Grameen salutes the bravery and commitment of India's frontline COVID warriors. To do its bit towards helping them, CA Grameen has extended its support through various initiatives.

The company was appreciated for undertaking various initiatives in the need of the hour. Mr. Rajendra, District Collector, Mangalore, lauded the company for distributing COVID-19 protection equipments. He said, "COVID-19 protection equipments provided by CA Grameen will be put to good use across the Government hospitals. We would like to thank team CA Grameen for this initiative." Mrs. Chandrika, a CA Grameen customer, thanked the company for providing masks and sanitizers. She said "masks and sanitizers will help us in staying safe and reduces the risk of contracting the corona virus".

Activities	Q1 - No. of Kits	Cumulative No. of Kits	Q1 - No. of beneficiaries	Cumulative No. of beneficiaries
Health Kits (Sanitizers, Masks)	12,958	27,608	2,76,568	7,71,359
Groceries Kits	1,184	11,747	1,184	10,710
Oximeters and Oxygen Concentrators	373	373	13,906	13,906
PPE-Kits and COVID Care equipments	106	301	700	1315
Others	8	358	470	52,764
<b>Total</b>	<b>14,629</b>	<b>40,387</b>	<b>2,92,828</b>	<b>8,56,054</b>

(As on June 30, 2021)



### Udaya Kumar Hebbar Appointed as Board Member of Microfinance Industry Association (MFIN)

Mr. Udaya Kumar Hebbar, MD & CEO, CreditAccess Grameen, has been appointed as one of the Board Members of MFIN (Microfinance Industry Association) at its 12th Annual General Meeting (AGM).



## “Employee First – COVID Care” Program for Employees and Their Family

CA Grameen has launched “Employee First- COVID Care” – an employee assistance program to ensure their health and safety, particularly in light of the current pandemic. Under this initiative, CA Grameen provides medical insurance through ESIC/ Group medical insurance program for all the employees. It has also assured enhanced COVID care benefits like special paid leaves and option to avail salary in advance for the COVID-affected employees. Considering the unfortunate fatalities due to COVID-19, the company will also provide benefits to the immediate family members of the deceased employees. These benefits include continued payment of last drawn fixed salary till 12 months / providing suitable employment opportunity to the family members as per their eligibility, life insurance cover up to 3x the CTC, and waiving off outstanding loans. In addition to these benefits, CA Grameen has announced the COVID-19 vaccination reimbursement program for employees and their family members. Furthermore, the company also undertakes frequent sanitization of the workplace and provides COVID protection equipments at all its branches to ensure a safe working environment.

CA Grameen employees extended a helping hand by voluntarily contributing a sum of Rs 6,56,201, towards the surviving family members of our seven employees who passed away unfortunately due to COVID. The collected amount was equally distributed amongst the families of the deceased employees.



## Relief Drives for Customers Affected by Cyclones

In May 2021, amidst the second wave of COVID, India witnessed two severe cyclones Tauktae and Yaas in Maharashtra and Odisha. These severe cyclonic storms had ravaged houses, destroyed livelihoods, and caused severe fatalities. During this crisis, CA Grameen extended its help to its customers in the cyclone-affected areas by distributing grocery kits to 158 beneficiaries.



## COVID-19 Vaccine Drive and RT-PCR Tests for Employees at Head Office

CA Grameen facilitated COVID-19 vaccination drive on June 16, 2021, for its employees, at its Head Office, in collaboration with BBMP (Bruhat Bengaluru Mahanagara Palike). Around 160 employees availed the vaccination.

The company also organized RT-PCR COVID-19 detection test for its employees at its Head Office. Around 125 employees were examined, and all of them were tested negative.



## COVID-19 Vaccine Drive at Tirukoilur Branch

On June 26, 2021, CA Grameen Ltd facilitated the COVID-19 vaccination drive at its Tirukoilur Branch, Tamilnadu, in association with the District Health Office. Around 80 beneficiaries, including the CA Grameen employees, CA Grameen customers, and community residents, were vaccinated.

## Interactive Session on Prevention of Sexual Harassment (POSH) at the Workplace

On June 11, 2021, the training department of CA Grameen organized an interactive virtual session on “POSH (Prevention of Sexual Harassment) at the workplace”. The training was facilitated by Ms. Bhoomika Hallemane from the Centre for Social Research and Development for a duration of three hours. The session addressed topics like sexual harassment at the workplace and regulatory guidelines for the same. Twenty-four top and senior management employees from both CA Grameen and Madura Microfinance Ltd attended the program.

## ‘Dialogue on DNA’ – An Interactive Session with Field Level Senior Management Team

On June 26, 2021, Mr. Udaya Kumar Hebbar, MD & CEO, facilitated a virtual interactive session – ‘Dialogue on DNA’ with the field level senior management team. The session was a refresher focused on the DNA of CA Grameen. Seventeen participants from the field level senior management team attended the session along with Mr. Ganesh Narayanan, Dy CEO & CBO, Mr. Gururaj Rao, CAO, Mr. Srivatsa, Business Head, and few other senior management employees from the HR department.

## 22<sup>nd</sup> Foundation Day

CA Grameen celebrated its 22<sup>nd</sup> foundation day on May 31, 2021. Mr. Udaya Kumar Hebbar, MD & CEO, congratulated the employees for being an invaluable part of this milestone. He reminisced the humble journey of the company, commencing as an NGO in 1999, to presently standing as the country’s largest microfinance institution. Speaking on the occasion, Mr. Udaya Kumar Hebbar said, “I would thank all our employees for their unwavering support and dedication in helping us to empower low- and poor-income families”. He also extended his gratitude to Mrs. Vinatha Reddy, the company’s founder, Mr. Paolo Bricchetti, Chairman, CreditAccess India, and to all the investors for their tremendous support for the company’s progress. He further encouraged the employees to accomplish greater milestones and scale new heights in line with the company’s aim to serve 10mn low-income households by the year 2025.



## Spreading the Aroma of Success

Swayamprabha is a customer of CA Grameen, who lives in Pallakad, Kerala with her husband and two children. She was introduced to CA Grameen by one of her close friends, who also informed her about the rising market demand for incense sticks. Her idea of being financially stable and giving her family a quality life gave her the much-needed confidence to visit the nearby CA Grameen branch. The loan officers at CA Grameen explained to her the process of acquiring a business loan.

Swayamprabha took a loan from CA Grameen to set up her business and bought raw materials for the production and packaging of incense sticks. Her business took a steep rise in a matter of months, and she started reaping considerable benefits from it. Soon she began to supply her products in bulk to the local shops in her town, which gave a substantial boost to her endeavour. The spirit to make a name for herself has given Swayamprabha the status of a successful businesswoman, and ability to provide financial stability to her family. She renders her thankful words to CA Grameen for their unconditional support and the hassle-free loan they offered her when she was going through financial troubles in her life.

## Our Financial Products



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