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BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2024

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Section A: General Disclosures

Details

1	Corporate Identity Number (CIN) of the Company	L30007KA1992PLC025294
2	Name of the Company	Mphasis Limited
3	Year of incorporation	1992
4	Registered office address	Bagmane World Technology Center, Marathahalli Outer Ring Road, Doddanakundi Village, Mahadevapura, Bengaluru- 560 048, India
5	Corporate address	Bagmane World Technology Center, Marathahalli Outer Ring Road, Doddanakundi Village, Mahadevapura, Bengaluru- 560 048, India
6	E-mail	subramanian.narayan@mphasis.com
7	Telephone	+91 8067504613
8	Website	www.mphasis.com
9	The financial year for which reporting is being done	FY 23-24
10	Name of the stock exchange(s) where shares are listed	The National Stock Exchange of India Limited (NSE) BSE Limited (BSE)
11	Paid-up capital	INR 1,889.98 million
12	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Mr. Subramanian Narayan Senior Vice President & Company Secretary Telephone: +918067504613 E-mail id: subramanian.narayan@mphasis.com
13	Reporting boundary	Disclosures made in this report are on a standalone basis and pertains to Mphasis Limited, India.
14	Name of assurance provider	Not Applicable
15	Type of assurance obtained	NA

* For FY 23-24, only the top 150 listed entities by market capitalization are required to provide reasonable assurance for the BRSR Core. As Mphasis Limited is ranked 168th in the list of companies released by National Stock Exchange of India Limited based on market capitalization (as of March 28, 2024), the company is exempt from this requirement for FY 24. Products/services

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

S. No	Description of the main activity	Description of business activity	% of turnover
1	Computer programming and related activities	Computer programming and related activities (IT consultancy, Information, and communication services, etc.)	100%

17. Products/services sold by the entity (accounting for 90% of the entity's turnover):

S. No	Description of the main activity	NIC Code	% of turnover contributed
1	Computer programming and related activities	6,201	100%

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	21	21
International		13	13

*Please note these facilities/offices and locations include Mphasis Ltd and all its subsidiaries.

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19 Markets served:

a. Number of locations:

Locations	Number
National (No. of states)	5
International (No. of countries)	24

Mphasis has business activities in:

- ◆ National locations: Bengaluru, Chennai, Hyderabad, Mangalore, Mumbai, Noida, and Pune.
- ◆ International locations: Australia, Argentina, Belgium, Canada, China, Costa Rica, France, Germany, Hungary, Ireland, Japan, Jordan, Kingdom of Saudi Arabia, Malaysia, Mexico, New Zealand, Netherlands, Poland, Singapore, Sweden, Switzerland, Taiwan, the United Kingdom, and The United States of America.

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

Mphasis Limited's export sales percentage is 91% for FY24.

c. A brief on types of customers

We serve customers from a range of diversified industry sectors such as banking, capital markets, insurance, healthcare, life sciences, logistics, consumer products and airlines.

Note: More information on our customers is available on our company website: www.mphasis.com

Employees

20. Details as of the end of the financial year:

a. Employees and workers (including differently abled)

S.No	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No.(C)	% (C/A)	No.(D)	% (D/A)
Employees								
1.	Permanent (D)	11,445	8,460	73.92%	2,985	26.08%	0	0.00%
2.	Other than permanent (E)	NA	NA	NA	NA	NA	NA	NA
3.	Total employees (D + E)	11,445	8,460	73.92%	2,985	26.08%	0	0.00%
Workers								
4.	Permanent (F)	13,073	7,282	55.70%	5,786	44.26%	5	0.04%
5.	Other than permanent (G)	633	451	71.24%	182	28.75%	0	0.00%
6.	Total workers (F + G)	13,706	7,733	56.42%	5,968	43.54%	5	0.04%

* Employees: "Permanent Employee"- Levels 4 and above (FTEs).

* Workers: "Permanent Workers" - L1-L3 (FTEs).

Non-binary team members who prefer not to be categorized as strictly male or female make up 0.02% of the Permanent employees.

b. Differently abled employees and workers

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent (D)	47	38	80.85%	09	19.15%
2.	Other than permanent (E)	02	02	-	-	-
3.	Total employees (D + E)	49	40	81.63%	09	18.37%
Differently abled workers						
4.	Permanent (F)	81	47	58.02%	34	41.98%
5.	Other than permanent (G)	03	02	-	1	-
6.	Total employees (F + G)	84	49	58.33%	35	41.67%

*Employees: "Permanent Employee"- Levels 4 and above (FTEs).

*Workers: "Permanent Workers" - L1-L3 (FTEs).

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21. Participation/inclusion/representation of women

Particulars	Total (A)	No. and % of females	
		No. (B)	% (B/A)
Board of Directors	12	3	25.00%
Key Management Personnel *	3	0	0.00%

*Note: Mphasis Executive Committee has one woman member

22. Turnover rate for permanent employees and workers

Particulars	FY 23-24 (Turnover rate in current FY)			FY 22-23 (Turnover rate in previous FY)			FY 21-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	27.51	30.85%	26.31%	26.97%	28.08%	27.25%	31.22%	28.50%	30.56%
Permanent Workers	21.68	24.00%	22.71	27.97%	28.92%	28.38%	39.39%	36.34%	38.05%

23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name	Holdings/ subsidiary/ associate/ joint venture	% of shares held by the listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	BCP Topco IX Pte. Ltd	Holding	55.45%	Yes
2	Mphasis Software and Services (India) Private Ltd.	Subsidiary	100%	Yes
3	Msource (India) Private Limited	Subsidiary	100%	Yes
4	Mphasis Corporation	Subsidiary	100%	Yes
5	Mphasis Deutschland GmbH	Subsidiary	91%	Yes
6	Mphasis Australia Pty. Ltd	Subsidiary	100%	Yes
7	Mphasis (Shanghai) Software and Services Co. Ltd.	Subsidiary	100%	Yes
8	Mphasis Consulting Limited	Subsidiary	100%	Yes
9	Mphasis Europe B.V.	Subsidiary	100%	Yes
10	Mphasis UK Limited	Subsidiary	100%	Yes
11	Mphasis Pte Ltd	Subsidiary	100%	Yes
12	Msource Mauritius Inc.	Subsidiary	100%	Yes
13	Mphasis Ireland Ltd	Subsidiary	100%	Yes
14	Mphasis Belgium BVBA	Subsidiary	100%	Yes
15	Mphasis Lanka (Private) Limited	Subsidiary	100%	Yes
16	Mphasis Poland Sp.zoo	Subsidiary	100%	Yes
17	Mphasis Infrastructure Services Inc.	Subsidiary	100%	Yes
18	PT. Mphasis Indonesia	Subsidiary	100%	Yes
19	Mphasis Wyde Inc	Subsidiary	100%	Yes
20	Wyde Corporation	Subsidiary	100%	Yes

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S. No.	Name	Holdings/ subsidiary/ associate/ joint venture	% of shares held by the listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
21	Wyde Solutions Canada Inc.	Subsidiary	100%	Yes
22	Mphasis Wyde SASU	Subsidiary	100%	Yes
23	Mphasis Philippines Inc.	Subsidiary	100%	Yes
24	Digital Risk, LLC	Subsidiary	100%	Yes
25	Digital Risk Mortgage Services, LLC	Subsidiary	100%	Yes
26	Digital Risk Services, LLC	Subsidiary	100%	Yes
27	Investor Services, LLC	Subsidiary	100%	Yes
28	Stelligent Systems LLC	Subsidiary	100%	Yes
29	Datalytx Limited	Subsidiary	100%	Yes
30	Dynamyx Limited	Subsidiary	100%	Yes
31	Datalytx MSS Limited	Subsidiary	100%	Yes
32	Mphasis Digi Information Technology Services (Shanghai) Limited	Subsidiary	100%	Yes
33	Blink Interactive, Inc.	Subsidiary	100%	Yes
34	Mrald Limited	Subsidiary	51% with 100% economic benefits	Yes
35	Mphasis Solutions Services Corporation	Subsidiary	100%	Yes
36	Mrald Services Private Limited	Subsidiary	100%	Yes
37	Mrald Services Limited	Subsidiary	100%	Yes
38	eBECS Limited	Subsidiary	100%	Yes
39	eBECS Business Solutions (Ireland) Limited	Subsidiary	100%	Yes
40	Sonnick Partners LLC	Subsidiary	100%	Yes
41	Shift US Holdings LLC	Subsidiary	100%	Yes
42	Silverline Canada Holdings, Inc.	Subsidiary	100%	Yes
43	Sonnick CRM Solutions LLP	Subsidiary	100%	Yes
44	Mphasis Arabia Limited	Subsidiary	100%	Yes

Mphasis has extended its business responsibility and ESG policies to its subsidiaries, which are actively involved and participate in ESG initiatives. The subsidiaries are an integral part of the 'One Mphasis' culture, which ensures a consistent set of values, policies, and practices across all entities.

CSR details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 : Yes
- (ii) Turnover (in ₹) : 90,929.71 million
- (iii) Net worth (in ₹) : 57,209.76 million

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Transparency and disclosures compliances

25. Complaints/grievances on any of the principles (principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGBRC):

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 23-24		FY 22-23	
	If yes, then provide web-link for the grievance redress policy	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year
Communities	Yes	0	0	0	0
Investors (other than shareholders)	Yes, investor grievances can be sent through email to: investor.relations@mphasis.com	0	0	0	0
Shareholders	Yes	2	0	7	0
Employees and workers	Yes	5	0	17	0
Customers	Mphasis maintains a Whistleblower Policy to facilitate stakeholders in reporting observed unethical practices, regardless of their legality, to the whistleblower custodian while maintaining anonymity if preferred. Various reporting channels are provided for actual or suspected fraud or violations of the company's Code of Conduct or Ethics Policy, including email to whistleblower@mphasis.com , written submissions to the whistleblower drop box at respective company locations, and reporting via the whistleblower hotline. For our customers and value chain partners, we also have a 'Contact us' form on the company website, which we use to receive feedback or requests for responses. The policy is accessible on the Mphasis website: https://www.mphasis.com/home/corporate/whistleblower.html	3	0	0	0
Value chain partners		0	0	0	0
Others (violation of code of business conduct and ethics)	Mphasis maintains an authorized corporate investigation team tasked with providing support to all relevant functionaries in conducting thorough and professional investigations into the majority of complaints. This investigation team comprises qualified investigators and possesses its own forensic laboratory.	20	0	29	0

*With respect to grievance redressal of communities, Mphasis directly works with the implementation partners who address the grievances of the communities we are involved with.

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26. Overview of the entity's material responsible business conduct issues.

Mphasis carried out its initial all-inclusive materiality assessment to determine our material ESG aspects in FY21. The primary objective of this assessment was to recognize how the determined ESG aspects impact our business and our stakeholders and vice versa. We have identified and assigned KPIs against the high-priority material aspect to enhance our business operations/performance, and stakeholder engagement and strengthened our ESG strategy. Double Materiality assessment is planned to be conducted for this FY 24-25.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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	Data privacy/ Cyber / IT System Security and Resilience	Risk	<ul style="list-style-type: none"> Being a leading IT services provider, Mphasis is expected to implement policies, systems, and practices to secure and protect data and build resilience against cyber-attacks as the IT services sector is a highly targeted sector year after year. Additionally, India ranked fifth on the list of countries most hit by cyberattacks according to a 2022 report by Surfshark, a Netherlands-based VPN company. Improper data and systems management can have a major reputational impact on Mphasis, as employees and other stakeholders lose trust in the Company's ability to safeguard sensitive information. Additionally, data breaches can have significant financial impacts. IBM's Cost of a Data Breach report (2021) estimates that the average total cost of a data breach increased by 10%, from US\$3.86 million to USD 4.24 Million, the highest average total cost in the 17-year history of this report. 	<ul style="list-style-type: none"> Data Privacy Officer (DPO) is appointed and will address queries, when required, with regards to the "Data Subject Access Requests (DSAR)", "stakeholder grievances" and "breaches" etc. in context to personal data. Data Privacy Office conducts internal audits at least annually and facilitates Audits conducted by external bodies to validate the effectiveness of the data privacy controls deployed. Annual training is made available to all the employees to raise awareness on safeguarding their information and company-wide security / privacy practices. 	<p>Negative:</p> <p>Mphasis has access to sensitive data, such as personal information of stakeholders, customer data etc. Poor data security management could thus result in legal and reputational risks for Mphasis in addition to being a breach of trust imposed by the data owners in Mphasis.</p>

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
2	Business ethics	Risk and Opportunity	<p>It is important for businesses to be transparent, accountable, and ethical to build trust with stakeholders.</p> <p>By adhering to ethical principles, IT companies can protect customer data and privacy, treat employees and other stakeholders fairly, be transparent in their business operations and management, and promote overall innovations and social responsibility.</p>	<ul style="list-style-type: none"> The Board of Directors along with the Chief Ethics and Compliance Officer provides oversight and promotes responsible governance practices across the Company. The Board Committees ensure adherence to the highest standards of corporate governance by setting internal policies on responsible business conduct which has been effective. Such policies include CoBC, Anti-bribery and Anti-corruption Policy, Anti-Slavery Policy, and the Whistleblower Policy. The Company whistleblower mechanism enables all our stakeholders to report any suspicious eventualities that come to their attention, by writing to whistleblower@mphasis.com. Written complaints can also be dropped into the whistle-blower drop box present at the company's location. 	<p>Positive: Companies that prioritize ESG and ethical practices may experience cost savings through increased efficiency, reduced risk, and improved reputation. Moreover, companies that incorporate ethical practices in their business strategies may be more likely to identify new business opportunities, thereby driving long-term growth and value creation.</p> <p>Negative: Likelihood of costly litigation, fines, and reputational damage.</p>
3	Customer centricity/ satisfaction	Risk and Opportunity	<ul style="list-style-type: none"> The transparency, accuracy, and comprehensibility of marketing statements, / service descriptions, service terms and processes play an important role in the relationship between customers and companies. Customers should have access to accurate and adequate information to make an informed purchasing decision. In the case of Mphasis, this is linked to the disclosure of reliable information regarding the services 	<p>The company has a well-defined process to proactively measure the levels of customer satisfaction and obtain feedback from various perspectives, including, the satisfaction of the customer with the present work, growth of the account, and innovative and cost-effective solutions offered by the Company.</p>	<p>Positive: Customer satisfaction and loyalty have a significant positive influence on the Company's profitability. Improved customer satisfaction can also lead to better business opportunities and growth.</p>

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
				The CSAT surveys are conducted half yearly with both Operational and Strategic stakeholders of the customer. For a CSAT score less than 4.5, the service improvement plan is established by the delivery team, and actions are agreed upon with the customer and tracked to closure. CSAT Score is measured on a scale of 1 to 5. The CSAT scores are closely monitored by the Company Board.	Negative: Consumers can lose trust in Mphasis's reliability to provide proposed quality services, which can lead to loss of business opportunities.
4	Protection of human rights	Risk	<p>Mphasis operates in multiple geographies across the globe, and it is our responsibility to protect core human rights in the communities in which we operate.</p> <p>Additionally, human rights issues may pose a business risk to tech/IT companies. In 2011, the United Nations Human Rights Council (UNHRC) passed the Guiding Principles on Business and Human Rights (UNGPs) which recognize the role of the state and businesses in protecting human rights, which is widely followed by businesses globally and Mphasis recognizes its role in protecting human rights and identifies it as a potential material aspect to the company.</p> <p>Tech/IT companies have been battling controversies on issues such as censorship, data protection, digital security, and protection against surveillance amongst others. Additionally, child labour, forced labour, modern slavery etc. are increasingly drawing attention globally.</p>	<p>Our publicly available <u>CoBC</u>, <u>Anti-bribery and Anti-corruption Policy</u> and <u>Anti-Slavery Policy</u> encourage our people to conduct business lawfully, ethically and in the best interest of Mphasis. These policies explicitly forbid violations of human rights. Mphasis takes responsibility to address workplace issues such as working hours, child labor, forced labor, non-discrimination, health and safety, and the environment.</p> <p>Mphasis has a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policies and the human rights issues.</p>	Negative: Human rights violations can be a business risk, and employee risk and conversely, a good record on human rights can also be a competitive advantage. Any accusation of a violation of rights is seen as a breach of trust and erodes customer confidence in the company. Additionally, this could have potential financial impacts on the company and brand reputation.

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
5	Climate Change	Risk and Opportunity	<p>Climate change increases the risk of extreme weather events across India (ranked 7th on Climate Risk Index). These events could disrupt operations, damage infrastructure, and affect Mphasis' supply chains. Rising temperature could also result in higher energy costs for cooling data centers, central to the company's operations.</p> <p>However, climate change also provides opportunities for Mphasis to innovate, and offer climate/carbon-linked solutions to its customers. Such offerings not only help combat climate change but also open new markets and revenue streams for the company. Embracing climate positive practices can enhance relationships with environmentally conscious stakeholders and help establish the company as a leader in the green IT sector.</p>	<p>Some of the steps taken by Mphasis to address the risks posed by Climate Change include:</p> <ul style="list-style-type: none"> - Increasing share of renewable energy in energy mix - Inventorization of GHG emissions (Scope 1, Scope 2, Scope 3 (partly)) - Commitment to achieve 'Carbon Neutrality' by 2030 through 5% energy reduction YoY and 1% Carbon Footprint reduction YoY - Release of Climate Whitepaper, aligned with TCFD requirements - The use of energy-efficient equipment and adoption of energy saving initiatives at all Mphasis facilities. 	<p>Negative: Extreme weather events can potentially damage Mphasis infrastructure and cause disruptions to operations and the company's supply chain. These could affect Mphasis' ability to carry out its services, impacting the company's revenue and assets..</p> <p>Positive: Development of solutions that address climate change issues could potentially help Mphasis enter new markets and augment revenue streams.</p> <p>The adoption of climate change adaptation measures like the use of renewable energy and GHG reduction initiatives helps Mphasis future-proof its business and safeguards the company from financial risks associated with the climate transition.</p>

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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.

S. No.	Principle description
P1	Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all their stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses when engaging in influencing public and regulatory policy should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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								
b. Has the policy been approved by the Board? (Yes/No)	Yes								
c. Web-link of the policies, if available.	Whistle Blower Policy Code of Business Conduct Anti Bribery and Anti Corruption	EHS Policy Mphasis Sustainable Supply Chain Management Policy Mphasis Supplier Code of Conduct	POSH Global POSH India	Code of Business Conduct Supplier code of Conduct	Anti Slavery Policy Mphasis Limited Human Rights Statement	EHS Policy	Code of Business Conduct	CSR Policy Mphasis Sustainable Supply Chain Management Policy	Privacy Policy
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes. Adherence to Mphasis policy requirements such as Code of Business Conduct (CoBC), Anti Bribery and Corruption policy, Anti-Slavery Policy, Human Rights statement, Sustainable Supply chain management Policy and Supplier Code of Conduct are included in our agreements with our value chain partners. Compliance and ethical requirements are communicated periodically to our suppliers covering aspects such as Prevention of Sexual Harassment (POSH), ethical, and legal dealings and the company's Whistle-blower Policy.								
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) mapped to each principle.									

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Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Principle 1: Ethics, transparency	ISO 37001 for Anti-bribery management, ISO 31000 for Risk management and ISO 22301 for Business Continuity.								
Principle 2: Product and service responsibility	ISO 9001 for Quality Management system.								
Principle 3: Human resources	ISO 45001 for Occupational health and safety management system.								
Principle 4: Responsive to stakeholders, particularly themarginalized	Mphasis CoBC outlines the values and standards for stakeholders, code enables to conduct operations responsibly.								
Principle 5: Respect for human rights	International Labor Organization's (ILO) Declaration on Fundamental Principles and Rights at Work, the UN Guiding Principles on Business and Human Rights, United Nations Global Compact (UNGC).								
Principle 6: Environmental responsibility	ISO 14001:2015 for Environmental management system, ISO 50001 for Energy Management system, LEED - Leadership in Energy and Environmental Design, Gold standard certification.								
Principle 7: Public policy advocacy	CoBC complies with Principle 7.								
Principle 8: Inclusive growth	United Nations Global compact 10 principles (UNGC) & UNWEP – United nations Women Empowerment principles. Mphasis' CSR policy and Health safety and environment policy are the major policy frameworks that promote inclusive growth and equitable development. While the CSR policy outlines our commitment to operate in a socially responsible and ethical manner, the EHS policy outlines our company's commitment to protect the environment, promote health and safety in the workplace, and comply with relevant regulations and standards.								
Principle 9: Customer engagement	Compliant with ISO 27001 for Information Security management system. Mphasis Information Security Management System (ISMS) complies with ISO 27001 standards which set necessary guidelines and best practices for identifying, assessing, and mitigating risks associated with confidentiality, integrity, and availability of the organization's information assesses and it assures all concerned stakeholders that the company has implemented adequate data protection and information security measures to mitigate information and cyber security threats.								
5. Specific commitments, goals, and targets set by the entity	<p>Emissions Reduction and Energy Management Commitments:</p> <ul style="list-style-type: none"> Reduce GHG emissions (Scope 1 & 2) 5% annually. Achieve carbon neutrality by 2030. Decrease carbon footprint by 1% each year. Lower energy consumption 5% annually. <p>Diversity, Equity & Inclusion Commitments:</p> <ul style="list-style-type: none"> 40% Women representation in workforce by 2025. 25% consistent women representation on the Board. Boost supplier diversity (minorities, women-owned, veterans, LGBT, PWD) 1% yearly. Improve participation of persons with disability in the workforce. <p>Customer Satisfaction Commitments:</p> <ul style="list-style-type: none"> Enhance CSAT score by improving delivery alignment, innovation, responsiveness, and trust by 2024. <p>Community Involvement Commitments:</p> <ul style="list-style-type: none"> Increase employee volunteer hours by 10% by 2025. 								
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	<p>Emissions Reduction and Energy Management:</p> <ul style="list-style-type: none"> In FY 2024 Scope 1 emissions decreased by 2.28% and Scope 2 emissions increased by 6.51% Carbon footprint increased by 8.35%. Energy consumption increased by 6.50%. <p>Diversity, Equity & Inclusion:</p> <ul style="list-style-type: none"> The gender ratio in FY 2024 was 35:65 (F: M). Representation of Women Board of Directors in FY 2024 is 25%. 18.8% of suppliers belong to the diverse supplier category. % of persons with disability in the workforce in FY 2024 is 0.41%. <p>Customer Satisfaction:</p> <ul style="list-style-type: none"> CSAT score in FY 2024 is 4.42/5. 								

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Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Governance, leadership, and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements									
Please refer to the 'Message from the CEO' – Page number 5 - ESG report FY 2023..									
8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy/policies	Nitin Rakesh Chief Executive Officer and Managing Director (CEO and MD) DIN:00042261								
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.	Yes. The CEO and MD, Mr. Nitin Rakesh, leads the implementation of the company's ESG vision. The CSR Committee of the Board oversees ESG-related initiatives whilst the Risk Governance and Management Committee oversees the ESG risks. Mphasis maintains an 'ESG Steering Committee', a cross-functional management body responsible for assisting leadership in identifying, managing, and achieving ESG commitments and objectives. This committee monitors the implementation of environmental, social, and corporate governance principles and policies, providing consistent and standardized performance reports.								

10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether the review was undertaken by the Director/Committee of the Board/ any other Committee.									Frequency (Annually/Half-yearly/Quarterly any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against the above policies and follow-up action	Committee of the Board (CSR Committee and the Risk Governance and Management Committee - RGMC)									Half-yearly								
Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	Committee of the Board (CSR Committee)									Half-yearly								

11. Has the entity carried out an independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide the name of the agency.

Independent Assessment or evaluation of the working of the policies has not been conducted by an external agency. However, the policies are reviewed as a part of the entity-level controls under the review of the internal Financial Control audit carried out by an external agency.

12. If the answer to question (1) above is “No” i.e., not all principles are covered by a policy, reasons to be stated:

Not Applicable.

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Section C: Principle-wise Performance Disclosure



BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2024

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	% of persons in the respective category covered by the awareness programmes
Board of Directors	01	Orientation programs covers Statutory duties, Roles, rights, responsibilities and compliance, Industry trends and Business models.	100%
Key Managerial Personnel	03	Mphasis's ISMS, Data Privacy and COBC serves to guide our actions, which are governed by integrity, honesty, fair dealing, and compliance with all applicable laws.	100%
Employees other than BoD, KMPs		The mandatory certification on COBC is designed to provide a framework against which conduct, and behavior can be measured. It covers in detail the expected code as but is not limited to the equal opportunity employer, data and people privacy, conflict of interest, insider trading, bribery, and improper payment, compliance and sanction obligations, intellectual property, BCMS human rights, safe and secure work environment, POSH, etc.	
Workers			

**100% of Mphasis employees are trained on CoBC – (Code of Business conduct) The COBC, which outlines the approach and commitment to cover all Mphasis employees.*

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

Nil

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

Not applicable.

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, Mphasis has an Anti-Bribery and Anti-Corruption Policy, reflecting our zero-tolerance stance towards unethical practices. Committed to ethical conduct, the policy mitigates associated risks and upholds our code of conduct, ensuring integrity across all levels of the company.

Link to the ABAC policy [Mphasis Anti Bribery & Anti-Corruption Policy.pdf](#)

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

	FY 23-24	FY 22-23
Directors	Nil	Nil
KMPs		
Employees		
Workers		

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

There are no complaints received in relation to the conflict of interest against directors and KMPs in the current as well as in the previous financial year.

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.

Not applicable.

8. Number of days of accounts payables:

	FY 23-24	FY 22-23
Number of days of accounts payables	27	28

9. Open-ness of business

		FY 23-24	FY 22-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Most of our purchases are services, so trading house concept may not apply to us for services.	Most of our purchases are services, so trading house concept may not apply to us for services.
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.92	0.93
	b. Sales (Sales to related parties / Total Sales)	0.06	0.06
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.00	0.90
	d. Investments (Investments in related parties / Total Investments made)	0.44	0.67

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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
02	<p>Supplier code of conduct: Ethical Dealings, Environment, Legal dealings, Modern slavery, Child labor, POSH, Supplier social responsibility including Health and safety, Intellectual property, Confidentiality, Use of Mphasis assets and electronic resources, Consequences of termination, Violations of this code of conduct, Feedback, whistle blower policy.</p> <p>Sustainable supply chain management policy: General obligations, Compliance with laws, Human rights, POSH, Expectations from our suppliers for sustainable growth, Supplier assessment, Supplier performance evaluation</p>	100%

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. Our Company's Code of Business Conduct (COBC) encompasses guidelines for our directors, mandating adherence to legal standards and regulations. This includes directives against bribery and corruption, alongside mandates for ethical conflict of interest management. We make the COBC publicly accessible and strongly encourage all employees and the Board to align with its directives. It acts as a detailed framework, offering clear instructions for conducting business with utmost integrity. Additionally, the company adheres to a Related Party Policy, which is overseen by the Audit Committee and Board in line with the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and the Companies Act, 2013 to regulate transactions involving related parties.

Link to the policy: https://www.mphasis.com/content/dam/mphasis-com/global/en/investors/governance/policies/cobc_policy_v_2-6_05-feb-2024.pdf

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2024

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 product and processes' environmental and social impacts to total R&D and capex investments made by the entity, respectively.

Mphasis has an R&D initiative that aims to enhance operational efficiency and improve delivery to clients while promoting sustainability through digitization. However, at present, the Company does not quantify the proportion of R&D investments in particular technologies to enhance the environmental and social impact of our products and processes.

	FY 23-24	FY 22-23	Details of improvements in environmental and social impacts
Capex	3.21%	0.83%	Capital investment on energy conservation equipment

2. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes, Mphasis implements a sustainable sourcing strategy in line with our Sustainable Supply Chain Management Policy, emphasizing environmental and social considerations in our procurement processes. As part of our supplier selection procedure, we employ a comprehensive registration form that suppliers must complete. This helps us ensure a thorough assessment and proper evaluation of the following ESG (Environmental, Social, and Governance) criteria when acquiring IT assets:

- (i) Vendor diversity.
- (ii) MSMED status.
- (iii) Yearly revenue.
- (iv) Quality certification.
- (v) POSH policies.
- (vi) ISO certification.
- (vii) Policy on anti-slavery and human trafficking.
- (viii) Environmental management.
- (ix) Policy on the prohibition of child labor.

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

100% of our suppliers undergo the sustainable procurement procedure of Mphasis.

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) (b) E-waste (c) Hazardous waste and (d) other waste.

Waste type	Waste management procedure in place
Plastic (including packaging)	Plastic waste is sent to ITC for recycling. Mphasis has a "Say no to plastic program" which helps to divert waste and reduce our effects on the local community and, as a result, the climate. It will necessitate a few minor adjustments to everyday routines, both at home and at work. Our leadership team, the administration SPOC's and the CEO took the challenge to ban single-use plastic at all offices with each one of our employees to support in becoming the poster child for a plastic-free organization. All Mphasis facilities have also resorted to using 100% biodegradable plastic garbage bags to collect and dispose of wet waste, diverting thousands of disposable plastic waste in the process.
E-waste	Disposed of as per E-Waste (Management) Rules, 2022 through authorized e-waste recyclers
Hazardous waste	Disposed of as per Battery Waste Management Rules, 2022.

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Waste type	Waste management procedure in place
Other waste (wastepaper and paper products)	<p>Sent to ITC paper mills for recycling and the food waste is sent to organic waste compost which is under builder scope.</p> <p>Mphasis has implemented a visitor management tool to reduce the consumption of paper and waste generation resulting from security visitor management. The Company's transport tool ETMS has been integrated with the mobile app for reducing paper consumption which is being used to maintain and monitor trip details.</p>

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 EPR plan submitted to Pollution Control Boards?

Not applicable

Leadership Indicators

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

Not applicable to Mphasis.

2. If there are any significant social or environmental concerns and/or risks arising from the 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.

Not applicable to Mphasis.

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).

Not applicable to Mphasis.

4. Of the products and packaging reclaimed at end of life of products, the amount (in metric tons) reused, recycled, and safely disposed of.

Not applicable to Mphasis.

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

Not applicable to Mphasis.

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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	% of employees covered by										
	Total (A)	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)
Permanent employees											
Male	8,460	8,460	100%	8,460	100%	NA	NA	8,460	100	We do not provide daycare facilities to our employees.	
Female	2,985	2,985	100%	2,985	100%	2,985	100%	NA	NA		
Total	11,445	11,445	100%	11,445	100%	2,985	100%	8,460	100		
Other than permanent employees											
Male	NA										
Female											
Total											

Maternity benefits are provided to Mphasis employees as per the Maternity Benefits Act 1961.

*Only permanent employees are eligible.

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

Category	% of workers covered by									
	Total (A)	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)	
Permanent workers										
Male	7,282	7,282	100%	7,282	100%	NA	NA	7,282	100%	We don't provide day care facilities to our workers.
Female	5,786	5,786	100%	5,786	100%	5,786	100%	NA	NA	
Others	05	05	100%	05	100%	NA	NA	NA	NA	
Total	13,073	13,073	100%	13,073	100%	5,786	100%	7,282	100%	
Other than permanent workers										
Male	Contractors who hire workers (Other than permanent workers) on a temporary or non-permanent basis offer benefit such as health and accident insurance coverage, parental leave, and other amenities to the workers.									
Female										
Total										

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

	FY 23-24	FY 22-23
Cost incurred on well-being measures as a % of total revenue of the company	0.58%	0.88%

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2. Details of retirement benefits.

Benefits	FY 23-24			FY 22-23		
	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% of India-based	100% of India-based employees	Yes	100% of India-based	100% of India-based	Yes
Gratuity	100% India-based	100% of India based employees	Yes	100% of India-based	100% of India-based	Yes
ESI	NA	27.59	Yes	NA	44.33	Yes

* Last year, we reported that 6,621 employees were covered under ESI based on eligibility. This represents 44.33% of our workforce.

3. Accessibility of workplaces

Yes, Mphasis offices are accessible to employees with disabilities, and we conduct regular facility audits to ensure that the workplace is accessibility friendly.

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.

Mphasis adheres to all regulations and standards related to providing accommodations for disabilities within the workplace. The company's disability policies underscore its dedication to offering equal opportunities for individuals with disabilities during hiring and employment processes. These guidelines aim to foster an inclusive environment that allows these employees to perform efficiently within our community.

Relevant policies can be accessed at the [Board Diversity Policy](#), [Diversity and Inclusion Policy](#) and: [Code of Business Conduct](#)

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	85.00%	74.42%	90.00%	74.44%
Female	92.00%	61.69%	86.5%	49.24%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers (Permanent workers, Other than permanent workers, Permanent employees, Other than permanent employees)? If yes, give details of the mechanism in brief.

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Employees	<ul style="list-style-type: none"> Employees and workers can submit complaints regarding policy violations to their direct manager, HR Business Partner, or the Inclusion and Diversity office via email at inclusion.diversity@mphasis.com Reporting instances of workplace harassment, especially sexual harassment, should be directed to posh@mphasis.com for swift investigation under the Prevention of Sexual Harassment (POSH) policy. The whistle-blower policy allows stakeholders to report violations of the Code of Business Conduct (COBC) via email to whistleblower@mphasis.com or through a written complaint placed in the whistle-blower drop box at company premises. Confidentiality is maintained throughout investigations, and retaliation against reporters is strictly prohibited.

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	Yes/No (If yes, then give details of the mechanism in brief)
Other than Permanent Employees	Grievance redressal for contract employees is managed by their respective hiring or contractor agencies.
Permanent Workers	Yes, the same system is in place that is accessible to all employees and workers for receiving and resolving complaints
Other than Permanent Workers	Hiring/contractors agencies take care of redress grievances for contract employees and workers (other than permanent employees and workers). Mphasis' whistle-blower policy enables all our stakeholders to raise and report all allegations of suspected improper activities that are in breach of our COBC without fear of retaliation. The complainant can lodge actual or suspected fraud or any violation of the company's COBC at whistleblower@mphasis.com or a written complaint can be dropped into the whistleblower drop box at the respective company's location.

7. Membership of employees and workers in association(s) or Unions recognized by the listed entity:

The Company does not have any employee/worker associations. However, Mphasis recognizes the right to freedom of association, subject to local laws and regulations, as long it does not violate the company's policies and mandates, which seek to ensure our independence, in line with the regulatory requirements of our business.

8. Details of training given to employees and workers:

Category	FY 23-24					FY 22-23				
	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)
Employees										
Male	8,460	-	-	3,531	41.73%	9,308	NA	NA	3,320	36%
Female	2,985	-	-	1,034	34.63%	3,176	NA	NA	1,082	34%
Total	11,445	7,787	68.03%	4,565	39.88%	12,484	7,161	57.36%	4,402	35%
Workers										
Male	7,282	NA	NA	3,221	44.23%	8,090	NA	NA	3,052	38%
Female	5,786	NA	NA	2,381	41.15%	6,396	NA	NA	2,262	35%
Others	05	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	13,073	NA	NA	5,602	42.86%	14,486	NA	NA	5,314	37%

*We do not track the gender wise breakdown of HSE Trainings conducted for the employees.

**Data has been provided for those employees and workers who are eligible for skill upgradation through our "Talent Next". Other employees receive on-the-job training or external training based on the training process of the Company which also contributes to upskilling.

9. Details of performance and career development reviews of employees and workers:

Regular performance evaluations enable us to prepare and achieve both our individual and the Company's goals effectively. The Annual Appraisal is conducted in April, aiming to provide a fair and open system for performance review and discussion of yearly objectives between employees and managers. This includes analyzing the past, assessing the present, and planning for the future. Additionally, the Nomination and Remuneration Committee of the Board evaluates the executive management's performance annually.

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Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	For the year 2023-24 performance and career development reviews of employees under process.		7,825	6,937	88.65%	
Female			6,205	5,448	87.80%	
Others			07	07	100.00%	
Total			14,037	12,392	88.28%	
Workers						
Male	For the year 2023-24 performance and career development reviews of employees under process.		9,060	8,068	89.05%	
Female			3,123	2,823	90.39%	
Others			0	0	0.00%	
Total			12,183	10,891	89.40%	

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, what is the coverage of such a system?**

Yes, Mphasis has a Health and Safety Management System, guided by the company's Environmental, Health, and Safety (EHS) Policy. This policy addresses EHS related concerns involved with our business operations. The relevant extracts from the EHS Policy are provided below:

- Ensuring timely compliance with all environment-related requirements such as hazardous waste annual returns, environmental audit statements, battery returns, and e-waste returns across all business locations in the country.
- Improving sustainability efforts to decrease the company's carbon footprint and regularly monitoring carbon data.
- Minimizing resource usage and promoting recycling and purchasing of recycled material to conserve natural resources.
- Optimizing energy consumption by conserving energy, using energy-efficient devices, and preferring renewable energy sources where possible.
- Working towards pollution prevention and minimizing environmental impacts caused due to our operations.
- Educating suppliers to follow the Supplier code of conduct and relevant environmental standards.
- Setting targets for environmental performance improvement and reporting (e.g., hazardous waste annual returns, environmental audit statements, battery, and e-waste returns) progress to stakeholders.

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

Mphasis has an Aspect-Impact Register, in accordance with ISO standards, in which all work-related hazards are identified.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

Yes, Mphasis has a procedure in place, the purpose is to identify work-related hazards that can be controlled and those that can influence the overall environmental performance of the company and determine the significance of the associated environmental impacts.

- d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?**

Yes. All employees of the company are covered under the company's health insurance policy and at all the company facilities paramedical facilities are available for the employees and workers.

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11. Details of safety-related incidents.

Mphasis corporate security function has not received any information/complaints pertaining to the category of safety-related incidents for the last four financial years.

Safety Incident/Number	Category	FY 23-24	FY 22-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	Nil	Nil
	Worker		
Total recordable work-related injuries	Employee		
	Worker		
No. of fatalities	Employee		
	Worker		
High-consequence work-related injury or ill-health (excluding fatalities)	Employee		
	Worker		

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Mphasis has taken numerous measures to ensure a safe and healthy workplace, some of which are listed below:

- EHS Data Assessment and Reporting: We have a strong EHS policy and most of the facilities are certified for ISO14001:2015 standard towards Environmental management system.
 - Quarterly reports on EHS data are prepared, covering energy consumption, paper consumption, transportation distance, waste inventory, and water consumption from pan-India facilities.
- EHS Activities and Training:
 - Various EHS activities like health check-ups, awareness camps, and wellness camps are organized.
 - First aid, fire safety, and chemical safety training are provided across all facilities.
 - The entity participates in EHS award categories, supports external EHS audits, and conducts regular EHS calls for PAN India facilities.
- Fire Drills and Safety Measures:
 - Fire drills and safety training occur every six months at each facility.
 - Self-temperature checks are conducted using temperature scanners installed at all entrances.
- Sanitation Measures:
 - Pedal-based sanitizers are placed at entry/exit points, cafeterias, restrooms, and other common areas.
 - Fogging/Fumigation with Viroff 206/Virex II 256 disinfectants is carried out weekly in all facilities.
- Communication and Awareness:
 - (EHS Corporate communication emails are sent on important EHS days to enhance awareness among employees.

13. Number of complaints on the following made by employees and workers

	FY 23-24			FY 22-23		
	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	Nil					
Health & Safety						

14. Assessments for the year

	% of offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	60%
Working conditions	100%

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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.

Associated Risk Matrix is in place and the ways to mitigate the risk are well documented.

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)

(A) Employee - Yes

(B) Workers - Yes

For employees and workers (permanent only), Term Insurance is provided with the additional option to purchase voluntary term life insurance from vendor also. For Covid 19 related deaths, a Care policy was in place to provide compensation to family members.

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

The Company confirms that its supply chain partners have abided by the necessary legal and regulatory requirements by managing and submitting statutory dues. Mphasis mandates that its partners comply with the company’s ethical guidelines, principles of business responsibility, and core values. When Mphasis issues a purchase order, the vendor is paid the amount plus GST, which is then the vendor’s responsibility to remit to the government. The Mphasis Tax team oversees this procedure, as the company is not entitled to claim the GST amount from the government until the vendor has completed the deposit.

Furthermore, contractors are required to ensure compliance with local laws. Proof and declarations of statutory dues payments must be presented at the time invoices are submitted. Additionally, all contractors providing manpower to Mphasis are required to undergo a quarterly review to ensure compliance with relevant labor laws.

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

Not applicable, as there are no work-related injuries in FY 23-24 and FY 22-23

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

Yes, we are formulating Mphasis collective - a trust to help the needy employees. Specific transition assistance program for retired or terminated employees as the employees are mostly highly skilled and compelling requirement for transition assistance.

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 conditions	Mphasis requires its value chain partners to comply with relevant/applicable regulations on health, safety, and working conditions as mandated by the Company as well as the applicable regional standards. While there is currently no specific evaluation of partners’ health and safety practices, suppliers are obligated to adhere to Mphasis’ sustainability policies, which include maintaining healthy working conditions and prohibiting human rights violations. The policies can be found on Mphasis’ website under the “Corporate Governance” section. (https://www.mphasis.com/home/corporate/investors.html) Additionally the company has a zero-tolerance for human rights violations.
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.

Nil.

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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.

Key stakeholders, including employees, society, suppliers, clients & partners, investors, shareholders, regulators, and policymakers, are identified based on their direct impact on our operations. Through a materiality assessment process conducted in FY21, we categorized stakeholders according to international standards like GRI and domestic guidelines such as NGBRC principles. Factors such as impact, diversity, influence, urgency, and legitimacy were considered to prioritize engagement with principal stakeholders. We maintain ongoing communication with these stakeholders through various channels to foster trust-based relationships. This engagement aids in identifying significant ESG themes, guiding our strategic decisions, goal setting, and reporting priorities.

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 & marginalized 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
Employees	Yes Mphasis has identified specific groups of employees to provide support	Internal portal, Email, SMS, Town Halls, Intranet	Ongoing & Need-based	Our employees are integral to our company's success, bringing diverse perspectives, talents, and experiences that drive our growth. To gauge overall satisfaction, we conduct biannual pulse surveys focusing on five key areas: Manager Effectiveness, Learning and Development opportunities, Workload Management, Team Dynamics, and Rewards and Recognition. These surveys help us ensure that our workforce remains engaged and motivated.
Society	Yes Through Mphasis CSR, specific groups are identified and supported by partnering with various NGOs	Email, social media, SMS, Website, In-person events, Community meetings	Ongoing & Need-based	By promoting positive social and environmental outcomes, Mphasis strives to set an example of how a corporate entity can contribute to a more sustainable world while simultaneously driving innovation and growth in the IT industry.
Suppliers	Yes Through Mphasis CSR specific groups are identified and supported by partnering with various NGOs	Email, Meetings	Need-based	As their services directly impact our operational efficiency, we assess and streamline processes with suppliers to enhance effectiveness and ensure timely service delivery.
Clientele and partners	No	Email, social media, SMS, Website, In-person events, External events	Need-based	This is essential for enhancing delivery quality, optimizing service performance, and expanding business opportunities for overall growth.

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Stakeholder group	Whether identified as vulnerable & marginalized 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
Investors / Analyst or external channels	No	Email, Meetings, Earnings call	Quarterly	Engaging with shareholders and investors is vital for our growth and expansion plans, with a commitment to providing timely updates on company developments, performance, and addressing concerns promptly to foster a positive relationship.
Shareholders	No	Email, Meetings, public notices	Annual and Need-based	To ensure legal compliance and operational continuity, engaging regulators is essential, facilitating interpretation of regulations and timely disclosures to maintain transparency.
Regulators and policymakers	No	Statutory reporting to the regulators, Participation in seminars, webinars etc. organized by various regulators	As stipulated by law.	To ensure legal compliance and operational continuity, engaging regulators is essential, facilitating interpretation of regulations and timely disclosures to maintain transparency.

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.

We prioritize active engagement with stakeholders to address their needs and concerns responsibly. Regular communication ensures effective dissemination of ESG topics, and feedback is promptly relayed to the board for consideration. Integrating stakeholder input into strategic decisions reflects our commitment to sustainability and societal impact.

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 the policies and activities of the entity.

Yes, a materiality assessment involving key stakeholders—leadership, customers, investors, and suppliers—was conducted to identify Mphasis’ significant ESG issues. Detailed information is available on our website and in the ESG report. The selection of material topics was data-driven and consultative, prioritized based on their impact on stakeholders and our business.

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

CSR initiatives at Mphasis are implemented through the F1 Foundation (an independent registered public trust), which works for socially excluded and economically disadvantaged groups. There are no vulnerable/marginalized groups among our other stakeholder groups.

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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:

Category	FY 23-24			FY 22-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	11,584	11,501	99.28%	11,640	11,618	99.81%
Other than permanent	NA	NA	NA	NA	NA	NA
Total employees	11,584	11,501	99.28%	11,640	11,618	99.81%
Workers						
Permanent	14,329	14,170	98.89%	13,100	13,088	99.91%
Other than permanent	613	565	92.17%	NA	NA	NA
Total employees	14,942	14,735	98.61%	13,100	13,088	99.91%

2. Details of minimum wages paid to employees and workers

Category	FY 23-24					FY 22-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (B)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	11,445	0	0	11,445	100%	12,482	0	0	12,482	100%
Male	8,460	0	0	8,460	100%	9,306	0	0	9,306	100%
Female	2,985	0	0	2,985	100%	3,176	0	0	3,176	100%
Workers										
Permanent	13,073	0	0	13,073	100%	14,468	438	0.30%	14,048	96.98%
Male	7,282	0	0	7,282	100%	8,090	216	0.30%	7,874	97.33%
Female	5,786	0	0	5,786	100%	6,396	222	0.30%	6,174	96.53%
Others	05	0	0	05	100%	-	-	-	-	-

3. a. Details of remuneration/salary/wages

Category	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)	09	INR 6.90 Million	03	INR 6.61 Million
Key managerial personnel	03	INR 48.96 Million	Nil	Nil
Employees other than BoD and KMP	8,670	INR 1,700,000	3,058	INR 1,480,000
Workers	7,858	INR 400,000	6,254	INR 380,000

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

	FY 23-24 (Current Financial Year)	FY 22-23 (Last Financial Year)
Gross wages paid to females as % of total wages	27.00%	26.70%

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, Mphasis has appointed multiple personnel to address human rights impacts or issues caused or contributed to by the business. The issues are resolved/addressed based on the nature of the matter. Mr. Eric Winston, who is the Chief Ethics and Compliance officer of the Company is responsible for the implementation and enforcement of the company's ethical and responsible business practices.

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

Mphasis has a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policies and the human rights issues.

Employees can raise complaints of sexual harassment to posh@mphasis.com. The organization has framed two Sexual Harassment policies i.e. PoSH India policy which is in adherence to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (the "POSH Act") which is applicable only to women employees in India and Global POSH policy which applies to all employees except women employees in India.

The Company has a Whistleblower Policy to enable persons who observe unethical practices (whether or not a violation of the law), to approach the Whistleblower Custodian without revealing their identity if they choose to do so. This Policy governs reporting and investigation of allegations that are a breach of the Code of Business Conduct.

Channel for reporting complaints:

- (i) Telephone: A complaint can be left at the Whistleblower hotline at +91-80-4004-1992
- (ii) Written Complaint: A written complaint can be dropped into the Whistleblower drop box.
- (iii) Email complaint: An email complaint can be sent to the Whistleblower committee at whistleblower@mphasis.com

6. Number of complaints on the following made by employees and workers:

	FY 23-24			FY 22-23		
	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	42	02	Cases under the PoSH Act (India)	39	05	Nil
Discrimination at workplace	No complaints			No complaints		
Child labor	No complaints			No complaints		
Forced labor/Involuntary labor	No complaints			No complaints		
Wages	No complaints			No complaints		
Other human rights-related issues	No complaints			No complaints		

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

Category	FY 23-24 (Current Financial Year)	FY 22-23 (Last Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	42	39
Complaints on POSH as a % of female employees /workers	0.47%	0.40%
Complaints on POSH upheld	08	06

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

Mphasis is committed to fostering a workplace devoid of discrimination or sexual harassment. The company has enforced Anti-discrimination and Prevention of Sexual Harassment (POSH) policies to deter and address such incidents. These guidelines provide a structure for managing sexual harassment complaints, applicable to employees of any gender or sexual orientation. Mphasis enforces a strict zero-tolerance approach to all forms of sexual harassment.

The company acknowledges the possibility of sexual harassment incidents and is dedicated to resolving any reported cases swiftly. An Internal Committee is in place to conduct detailed investigations into each report and take necessary corrective actions. For detailed information on the procedures, employees are encouraged to consult the POSH Policy and FAQ. Mphasis has established two distinct Sexual Harassment policies: the PoSH India policy, which aligns with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 (the “POSH” Act) and is specific to female employees in India, and the Global POSH policy, which covers all employees excluding female employees in India.

Measures to prevent retaliation include:

1. Ensuring the complainant's identity and the details of the complaint are kept confidential.
2. Zero tolerance policy for retaliation and taking immediate action against anyone found to be engaging in such behavior.
3. Conducting a thorough and impartial investigation.
4. Training and Awareness to employees on sexual harassment and channel for reporting.

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

Yes, Mphasis includes human rights requirements as a part of business agreements and contracts.

10. Assessments of the year

Mphasis does not conduct such assessment, however, the Company performs internal checks and reviews periodically to ensure compliance.

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)/Remarks
Child labor	Mphasis abides by the law of land, as applicable, and do not have such hiring/instances under child labor/forced labor.
Forced/involuntary labor	
Sexual harassment	<ul style="list-style-type: none"> • A quarterly update on sexual harassment is presented to the Board. • India- Annual report comprising complaints filed, disposed of, penal consequences and awareness initiatives for every location is submitted to the district offices. • The Company's Annual Report includes a report on sexual harassment.
Discrimination at workplace	<p>There is an anti-discriminatory policy in place and multiple awareness sessions are conducted at regular intervals on anti-discrimination.</p> <p>Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.</p> <p>Mphasis will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.</p> <p>Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.</p> <p>In case of non-compliances by employees, it can lead to termination of services/penalties extending to monetary fines/ imprisonment (where permitted by law).</p> <p>False and malicious complaints of harassment, discrimination, or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action</p>
Wages	The Company has a robust internal process in place to ensure that the Company complies with all the required minimum wage standards and expectations. This includes regular HR audits and client-specific audits.
Others – Please specify	NA

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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. To address the issues that arose as a part of the harassment cases, The Company has strengthened its approach and has put in place mechanisms to deal with Sexual Harassment. The PoSH Policy India is applicable for women employees in India pursuant to PoSH Act and Global POSH policy applies to all employees across the Globe except for women employees in India.

In addition to this, the company actively conduct the below-mentioned actions as well:

- Awareness sessions are conducted for employees through classroom sessions, virtual learning, mailers, wallpapers, screensavers, E-Learning modules and posters.
- Interim steps are taken when there is sexual harassment to avoid further harassment of the employee by making changes to the work arrangements etc.
- Counselling is provided for employees through the helpline 1to1help.net based on the requirement.
- Employees are sensitized to appropriate workplace behavior whenever required.
- Disciplinary actions are taken based on the PoSH Act and the Code of Business Conduct.

Leadership Indicators

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

There were no human rights violations, complaints, or cases during this reporting year. So no process has been modified/introduced. We recognize and value the unique qualities of each employee as an individual, and our commitment is to provide equal opportunities for everyone within our organization without any bias. We strive to create a work environment that is fair, and flexible, and fosters learning and growth while reflecting the diversity of the world. This applies to all officers, directors, employees, and contract employees working at Mphasis.

We expect our employees to maintain a work environment that is free from discrimination in their employment practices towards any potential or existing employees. Discrimination based on any characteristic, such as age, colour, cultural or social beliefs (such as religion, educational background, race, ethnicity, or nationality), spiritual, traditional, or customary beliefs, political opinion, physical features/appearances, gender identity and expression, marital status, judgments on the impacts of potential pregnancy on decisions, sexual orientation, or physical disability or impairment is prohibited.

We aim to promote an inclusive and diverse workplace where everyone feels valued and respected, and we actively encourage our employees to actively support and promote our corporate values.

2. Details of the scope and coverage of any human rights due diligence conducted

No. Currently, Mphasis does not conduct human rights due diligence.

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, Mphasis premises/offices are accessible to Persons with Disabilities (PwDs), as per the requirements of the Rights of Persons with Disabilities Act, 2016. Mphasis provide below facilities at their premises/offices:

- (i) Wheelchair.
- (ii) PWD friendly washrooms equipped with required spares.
- (iii) Foldable stretcher.
- (iv) Evacuation chair.
- (v) Dedicated parking with signages.
- (vi) Workspace – Customized workstation for PWD employees as per their request.
- (vii) Ramps and swing gates (while entering the floor).

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4. Details on assessment of value chain partners:

100 % of the value chain partners are reviewed based on the below-mentioned parameters.

Category	Remarks
Sexual harassment	Mphasis only empanels vendors who comply with our COBC. POSH Policy is applicable to Mphasis Limited and its subsidiary, affiliate and or group companies ("Mphasis"). The Policy applies to all officers, directors, employees, visitors, suppliers, contract labor, agents, and representatives of Mphasis, and or any third party with whom an employee may have to interact with or in connection with employment in Mphasis. All contractors for empanelment are required to be compliant with POSH law. Specifically, for India, all vendors that are empaneled are required to be compliant with the provision of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
Discrimination at workplace	Mphasis only empanels vendors who comply with our COBC The Guiding Principles of the Code of Conduct are listed below: Provide a safe, healthy, tolerant, and disciplined work environment that respects individuals and is free from discrimination.
Child labor	Mphasis has zero-tolerance for slavery and human trafficking. We ensure that child labor, forced labor, verbal or any other form of harassment and physical punishment is not permitted in any of our related business with Supply chain partners. We do not engage in any activities that would jeopardize safety or security.
Forced/ involuntary labor	
Wages	Mphasis ensures to pay all its workforce wages that are equal to or above the minimum wage as per legal requirements.
Others – please specify	Nil

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

Mphasis has taken preventive measures to address significant risks and concerns that may arise from the value chain assessments.

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Principle 6: Businesses should respect and make efforts to protect and restore the environment.

Essential Indicators

1. Details of total energy consumption (in Giga Joules) and energy intensity

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	42,380.64	39,916.29
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	40.64	42.30
Total energy consumed from renewable sources (A+B+C)	42,421.28	39,958.56
From non-renewable sources		
Total electricity consumption (D)	44,121.67	41,058.86
Total fuel consumption (E)	783.18	819.93
Energy consumption through other sources (F)	0	0
Total energy consumed from nonrenewable sources (D+E+F)	44,904.85	41,878.80
Energy intensity per rupee of turnover (MWh/Revenue in INR million)	0.96	0.86
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(MWh/Revenue in million International Dollars)	21.97	19.86
Energy intensity in terms of physical output	NA	NA

**Note: The figures for 'Electricity and Fuel Consumption from renewable and non-renewable sources' for FY 22-23 have been modified from those reported in the previous year's BRSR report. This is due to the mis-categorization of 'Green Energy Purchased under energy from non-renewable sources. This has been categorized in both the year's report.*

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.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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.

Not applicable

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

Our facility operators supply water for our operational needs, covered by our maintenance charges as we lease our facilities. We don't track water usage per BRSR requirements. Water is mainly used for employee consumption, and we aim for judicious use. To cut water consumption, we've installed water aerators. Wastewater is treated in our sewage treatment plant, and the recycled water is used for flushing toilets and landscaping.

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Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Last Financial Year)
(i) Surface water		
(ii) Groundwater	NA	NA
(iii) Third party water (purchased drinking water)		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)		
Total volume of water consumption (in kiloliters)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output		
Water intensity (optional) – the relevant metric may be selected by the entity		

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.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

4. Provide the following details related to water discharged:

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water	NA	NA
- 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		
Total water discharged (in kiloliters)		

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.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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5. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation.

Our operational Sewage Treatment Plant treats and recycles used water. The recycled water undergoes testing to meet acceptable standards. If within the range, it's reused for washrooms and landscaping, promoting responsible water use and environmental sustainability.

6. Please provide details of air emissions (other than GHG emissions) by the entity:

Parameter	Unit	FY 23-24	FY 22-23
NOx	Mphasis does not monitor air emissions other than GHG emissions, as our operations do not involve any material processes that emit air pollutants. Mphasis does not monitor air emissions other than GHG emissions, as our operations do not involve any material processes that emit air pollutants.		
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – ozone-depleting substances (HCFC - 22 or R-22)			

*Outdoor ambient air quality monitoring falls under Builder's scope.

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.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:

Parameter	Unit	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tons of CO2 equivalent	164.71	172.45
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tons of CO2 equivalent	17,140.93	18,659.52
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	t.CO2 eq./revenue INR million	0.19	0.19
Emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	tCO2 eq./revenue in million International Dollars	4.35	5.57
Total Scope 1 and Scope 2 emission intensity in terms of physical output	NA	NA	NA
Total Scope 1 and Scope 2 emission intensity – Full-time Employees	tCO2 eq/FTE	0.65	0.59

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.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

8. Does the entity have any project related to reducing greenhouse gas emissions? If yes, then provide details.

Yes, as part of our journey towards carbon neutrality, we're taking immediate steps to reduce our carbon footprint. This involves adopting energy efficient technologies, optimizing our operations, and sourcing renewable energy. We're also working closely with our supply chain partners to promote carbon reduction initiatives. Our comprehensive energy conservation programs include regular audits, identifying energy-saving opportunities, and implementing efficient technologies. Through careful monitoring and optimization of our energy usage, we aim to minimize our carbon footprint and contribute to global efforts in combating climate change.

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During this financial year, we have implemented several activities such as,

- 47.84% reduction in total energy consumption from non-renewable sources.
- 48% of total energy needs fulfilled through renewable energy.
- 3.3% reduction in total energy used in data centres.
- 148.69% increase in total waste recycled in 2023.
- Recycled 100% of wastewater across all our campuses in India.

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

Parameter	FY 23-24	FY 22-23
Total waste generated (in metric tons)		
Plastic waste (A)	1.28	1.52
E-waste (B)	5.33	2.79
Bio-medical waste (C)*	2.71	3.61
Construction and demolition waste (D)	0	0
Battery waste (E)	20.41	16.91
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)**	0.13	1.29
Other Non-hazardous waste generated (H). Please specify, if any. *** (Break-up by composition i.e. by materials relevant to the sector)	130.62	96.73
Total (A+B + C + D + E + F + G + H)	160.48	122.85
Waste intensity per rupee of turnover. (Metric tonnes/Revenue in INR million)	0.001	0.001
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Metric tonnes/revenue in million International Dollars)	0.04	0.03
Waste intensity in terms of physical output	NA	NA

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)

Category of waste		
(i) Recycled	108.37	28.14
(ii) Re-used	0	0
(iii) Other recovery operations	0	-
Total	108.37	28.14

For each category of waste generated, total waste disposed of by nature of disposal method (in metric tons)

Category of waste		
(i) Incineration	2.71	Nil
(ii) Landfilling	36.57	
(iii) Other disposal operations	0	
Total	39.28	

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.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Mphasis only deals with one type of hazardous waste - batteries. We ensure proper disposal according to the Batteries (Management and Handling) Amendment Rules, 2010, using approved vendors authorized by the Pollution Control Board. Additionally, we fulfill our obligation to the State Pollution Control Board by submitting a half-yearly return in Form VIII.

- 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:**

Not applicable to Mphasis.

- 12. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

Not applicable to Mphasis.

- 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 there under (Y/N). If not, provide details of all such non-compliances:**

Yes, Mphasis is compliant with the applicable environmental law/ regulations/ guidelines in India.

Leadership Indicators

- 1. Water withdrawal, consumption, and discharge in areas of water stress (in kiloliters):**

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

- (i) Name of the area : NA
 (ii) Nature of operations : NA
 (iii) Water withdrawal, consumption, and discharge, in the following format:

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Water withdrawal by source (in kiloliters)		
(i) Surface water	NA	NA
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kiloliters)		
Total volume of water consumption (in kiloliters)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		

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Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water	NA	NA
No treatment		
With treatment – please specify level of treatment		
(ii) Into Groundwater		
No treatment		
With treatment – please specify level of treatment		
(iii) Into 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		
Total water discharged (in kiloliters)		

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.

2. Please provide details of total Scope 3 emissions & their intensity:

Parameter	Unit	FY 23-24	FY 22-23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	3,417	2,864
Total Scope 3 emissions per turnover in million	tCO ₂ eq/Revenue in Million INR	0.26	0.03
Total Scope 3 emission intensity	tCO ₂ eq/FTE	0.13	0.23

3. With respect to the ecologically sensitive areas reported 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

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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 the outcome of such initiatives.

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Replacement of old PAC with energy-efficient new PAC.	The new PACs are energy efficient and fitted with electronic commutator fans for the efficient discharge of cold air. The refrigerants R410A are eco-friendly. The compressors are inverter-based scroll compressors.	There is an annual saving of 25% of energy consumed on a monthly average
2	All the UPS in the new fit-out interiors are energy efficient.	The energy efficiency of the UPS is 98%	There is a saving of 15 to 20% on energy monthly
3	The facilities are installed with VAV controllers	The VAVs ensure the flow of the chill air zone-wise in accordance with the set temperature automatically	There is a saving of 18 to 20% on energy consumption monthly
4	Occupancy sensors for lighting	Occupancy sensors for lighting across the workstation area ensure automatically that the lights are turned-on when employees occupy the workstations zone wise	There is a saving of 10% of lighting energy monthly
5	LED light fixtures	LED light fixtures are installed across all the facilities replacing the CFL light fixtures.	There is an energy saving of 35 to 40% achieved monthly.
6	Shredded paper and waste cardboard sent to ITC for recycling	Paper waste	Receive stationary items in return with appreciation certificate
7	49% of total energy consumption is from renewable sources	Wind energy	Reduction in GHG emission
8	HVAC - VRV type which are highly energy efficient with state-of-art technology	The HVAC systems are of and deploy refrigerant R407c and R410a which are environment friendly and do not deplete Ozone layer.	The HVAC systems are also provided with CO2 level monitoring sensors to ensure the quality of Air in the work area.
9	Electrical - Prismatic light diffuser for the LED fixtures	Which is highly energy efficient with the permissible color index and Lux level. These light fittings are controlled by daylight/occupancy sensors to ensure power saving.	The Energy Management System software (EMS) analyze the pattern of energy consumption which help to take necessary action to improve the energy efficiency and optimization at the floor.

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

Yes, Mphasis has a comprehensive Business Continuity Management System (BCMS) framework aligned with ISO 22301:2019 standards and industry best practices. This framework covers service delivery and supporting functions across all Mphasis facilities globally. Our Indian delivery centers, including subsidiaries, are ISO 22301:2019 certified. BCM integrates crisis and risk management, ensuring proactive implementation. Our approach includes site-level Incident Management Plans focusing on human safety and Business Continuity Plans tailored for each client service, activated by BCMS coordinators after ensuring staff and visitor safety.

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?

Mphasis does not assess its value chain partners for environmental impacts.

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

Mphasis does not assess its value chain partners for environmental impacts.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2024

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.

The Company is a member of six trade and industry chambers/associations.

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

Engaging with industry associations is a strategic imperative for Mphasis, ensuring our proactive readiness in a dynamic business landscape. As a key player in the IT services sector, we participate in meaningful dialogues with association members to stay abreast of industry developments. Through our involvement in forums and other collaborative channels, we invest time to reinforce our mission and contribute to the ongoing discourse within the sector.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	National Association of Software and Service Companies (NASSCOM)	National
2	The American Chamber of Commerce in India (AMCHAM India)	National
3	Confederation of Indian Industry (CII)	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.

No corrective actions were taken as we received no complaints on this matter.

Leadership Indicators

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

S. 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
1	NASSCOM	NASSCOM collaborates closely with the government to shape policies that foster growth and address industry concerns. It plays a pivotal role in crafting a conducive policy framework for the IT-BPM sector, leveraging evidence-based advocacy for unbiased insights. Drawing from diverse stakeholder inputs, NASSCOM offers balanced perspectives and recommendations to policymakers, facilitating constructive dialogue. Over time, NASSCOM's efforts have influenced significant policy changes in India, cementing its trusted partnership with the government. We remain committed to serving as a reliable industry ally in policy formulation and evaluation.	Yes	Annually	https://nasscom.in/

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2024

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.

Not applicable. As we are a service-based industry, SIAs do not apply to us. Mphasis strongly focuses on strengthening our community engagement, for which we conduct SIAs for the CSR projects conducted in the operational geographies.

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

Not applicable

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

Mphasis works alongside implementation partners to tackle challenges encountered by the communities we interact with. The company regularly organizes feedback sessions with stakeholders to measure their involvement, assess their satisfaction, and monitor advancements. Throughout the duration of the company's CSR initiatives, our implementation partners maintain ongoing communication with local communities to guarantee effective engagement and participation. This approach allows us to receive and redress grievances of the intended beneficiaries.

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

	FY 23-24	FY 22-23
Directly sourced from MSMEs/small producers	2.91%	6.80%
Directly from within India	27.70%	92.00%

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	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Rural	0.00%	0.00%
Semi-urban	0.00%	0.00%
Urban	0.41%	0.39%
Metropolitan	99.59%	99.61%

Note: Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan.

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):

Not applicable.

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

Not applicable. None of the CSR projects undertaken by the Company is in designated aspirational districts as identified by government bodies.

3. (a) Do you have a preferential procurement policy where you give preference to purchases from suppliers comprising marginalized/vulnerable groups?

Yes, we consider a diverse set of suppliers while performing a sourcing case to tap into new opportunities. This approach has enabled us to support local suppliers, minority-owned, women-owned, veteran-owned, LGBTQ+ owned, disabled-owned, SMEs, etc. across our supply chain.

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

We encourage the use of suppliers who are owned by minorities, women, veterans, LGBTQ+, People with disabilities (PwD), small to medium enterprises (SME), etc.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2024

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

21.30%

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:

Not applicable to Mphasis

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.

Not applicable to Mphasis

6. Details of beneficiaries of CSR projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	The Nudge-Life Skills Foundation Institute	3780 Youths	100%
2	MAP-Museum of Art & Photography	Inclusive Museums accessible to range of persons with disability and elderly focusing on Physical space, Education and outreach, Exhibitions and programming, HR and recruitment and technology.	100%
3	IITM-Quantum Centre of Excellence	To establish a world-class hub of research and applied technologies in Quantum Sciences and related applied technologies, to be called Mphasis Centre for Quantum Information, Communication and Computing "MCQuICC".	100%
4	Magic Bus Foundation-Cloud Practitioner Program	600+	100%
5	SOS Childrens Villages-Solar plant for school	200+	100%
6	NCPEDP-make India accessible	Policy Advocacy, it may help a million people approximately	100%
7	United Way-One Billion Drops	618 percolation wells completed. a. Stoppage of rainwater from being wasted and lost. b. To improvise Ground water. c. Improved green cover / vegetation around the site	100%
8	United Way -Afforestation	Creating a dense forest, planting of 1,00,000 saplings 1. Mitigate carbon 2. Enhance the quality of Soil 3. Enhance the Biodiversity and life 4. Enhance the Ecological Parameters – pollination, Purification of air, Mitigation of soil erosion, Temperature difference	100%
9	Akanksha Foundation	The grant will be used to support the school operations, which includes - Human Resources – Staff salaries & Training, Instruction Expenses, Child Welfare, School Overheads, Program Support and Capital Expenditure.	100%

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S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
10	Ashoka University	Set up a Laboratory for Machine Learning and Computational Thinking and Makerspace (“the Laboratory”) in Ashoka Innovation Center within the new, expanded campus of Ashoka University, the country’s leading Liberal Arts institution.	100%
11	Vigyaanshaala STEM-Education Girl Children	STEP education to 10,000+ girls	100%
12	United Way-Yamare Lake Conservation	4871 beneficiaries a) Improve quality of water in the lake b) Enhance the biodiversity around lake c) Create vibrant community to take ownership of lake	100%
13	AVAS-Association for Voluntary Action and Services	General Awareness and Sensitization of the common person, school children, and the community of Architects, Engineers, Designers, and others in the Construction Industry, hereinafter referred to as the ACED Community on barrier free environment and Universal Design Principles. <ul style="list-style-type: none"> Strengthening empathy and sensitivity in Designers through discussions and collaborations Enhancing technical understanding of a barrier-free environment and Universal Design Principles 	100%
14	United Way-Mangroves Rewilding	Rewild 10 lakhs Mangroves	100%
15	NCPEDP-AT HUB	1. Running the virtual Assistive Technology Hub. 2. Coordination & Quality Assurance across physical hubs and cluster institutions. 3. Seed Funding to 50 Start Ups over a period of 5 years.	100%

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2024

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.

Any customer complaints or feedback - received by email, over phone and sometimes feedback during leadership meetings - based on the complaints/feedback the project/account are internally flagged as RED and go to GREEN plan with definitive actions and timelines - established and agreed with customer. Action items are tracked for closure for better customer service & customer satisfaction.

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

Not applicable to Mphasis.

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

	FY 23-24			FY 22-23		
	Receive during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	No consumer complaints concerning data privacy, advertising, cyber security, etc. were received by our organization in 2023-24			No consumer complaints concerning data privacy, cyber security, etc. were received by our organization in 2022-23		
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive trade practices						
Unfair trade practices						
Other						

4. Details of instances of product recalls on account of safety issues.

Not applicable to Mphasis.

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? If available, provide a web link to the policy.

Yes, Mphasis has a Privacy Policy in place.

- Data Privacy - Yes, <https://www.mphasis.com/home/privacy.html>
- Information Security - Yes, Mphasis ISMS - (Information Security Management System) framework is as per ISO 27001:2013 standard.

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 the safety of products/ services.

Not applicable to Mphasis

7. Provide the following information relating to data breaches:

- Number of instances of data breaches: Nil
- Percentage of data breaches involving personally identifiable information of customers: NA
- Impact, if any, of the data breaches: NA

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2024

Leadership Indicators

1. Channels/platforms where information on products and services of the entity can be accessed.

The Company's services and offerings details can be found on <https://www.mphasis.com>. Any digital media communication promoting these offerings also directs users back to the website. Additionally, all brochures and case studies offering further information are accessible on the website: <https://www.mphasis.com/home/corporate/thought-leadership.html>

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

Not applicable to Mphasis.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Mphasis has instituted Disaster Recovery measures for critical enterprise applications. Additionally, the company holds ISO 22301 certification, signifying adherence to international standards for Business Continuity Management Systems (BCMS), offering clients assurance of service continuity.

4. Does the entity display product information on the product over and above what is mandated as per local laws?

Not applicable to Mphasis as it is not involved in the manufacturing sector.



About Mphasis

Mphasis' purpose is to be the "Driver in the Driverless Car" for Global Enterprises by applying next-generation design, architecture and engineering services, to deliver scalable and sustainable software and technology solutions. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^2 = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization, combined with integrated sustainability and purpose-led approach across its operations and solutions are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com | www.mphasis.ai