



# Mphasis ESG Databook 2021-22



*We provide an accurate and transparent account of our Company's sustainability data that are material to our business through this Environmental, Social and Governance (ESG) Databook 2021-22. The ESG Databook contains the key performance indicators of Mphasis (Global) across material business categories and reflects our commitment to responsibly disclose the impacts of our business. In this ESG Data Book, we disclose relevant financial and non-financial information (including historical figures in some cases) that we consider to be of material significance to our stakeholders.*

*The reported data reflects the ESG priorities of the organization and are aligned with the Global Reporting Initiative (GRI) and Dow Jones Sustainability Index (DJSI). All reported data is as of and for the fiscal year ended March 31, 2022, unless otherwise noted.*

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# Economic Performance

## Economic value

Category	Unit	2021-22
<b>Economic value generated</b>		
Total revenue	Million INR	121,218.94
Earnings before tax	Million INR	19,129
Taxes reported	Million INR	4,820.11
Effective tax rate	%	34.9
<b>Economic value distributed and retained</b>		
Total operating costs	Million INR	28,093.38
Total employee-related expenses (salaries and benefits)	Million INR	70,345.01
Payments to providers of capital	Million INR	744.03
Payment to government	Million INR	4,859.65
Community investments	Million INR	294.59
Economic value retained	Million INR	16,882.28

# Philanthropic contributions, Business ethics

Category	Unit	2021-22	2020-21	2019-20	2018-19
CSR expense	Million INR	294.59			
Community investments out of total CSR expense (at the group level)	Million INR	294.59			
Political contributions	Million INR	No political contributions			
Fines/settlements/ complaints category	Unit	No fines/ settlements/ complaints		0	0
Fines or settlements related to anti-competitive practices	Million INR	0	0	0	0
Fines as % of total revenue	%	0	0	0	0
Ongoing investigations related to anti-competitive practices	No.	0			
Confirmed cases of cor- ruption and bribery	No.	0	0	0	0
Current involvement in any ongoing corruption and bribery cases	No.	0			
Contributions to and spending for political campaigns, political organizations, lobbying, trade associa- tions, tax-exempt entities	Million INR	0	0	0	0
No. of incidents of dis- crimination and harassment	No.	30			
No. of cases of breach of code of conduct	No.	0			
Complaints concerning breaches of customer privacy and losses of customer data	No.	0			

# Customer relationship management

Category	Unit	2021-22	2020-21	2019-20	2018-19
Customers using the online services solutions/ sales platform	%	Not applicable			
% of revenues generated online (e.g., through direct sales, advertising, etc.)	%				
Respondents satisfied by Customer Satisfaction Survey	%	91	92	90	92
Data coverage: % of customers/consumers surveyed out of the total number of customers	%	49	44	60	65

# Social Performance

## Workforce

Category	Employees	Unit	2021-22
Board of directors	Male	No.	9
	Female	No.	3
	<30	No.	0
	30-50	No.	4
	>50	No.	8
Senior management	*Male	No.	63
	*Female	No.	12
	<30	No.	0
	30-50	No.	48
	>50	No.	27
Middle management	*Male	No.	610
	*Female	No.	90
	<30	No.	0
	30-50	No.	519
	>50	No.	181
Junior management	*Male	No.	1,837
	*Female	No.	433
	<30	No.	12
	30-50	No.	1,949
	>50	No.	309
Other employees	Male	No.	19,642
	Female	No.	11,737
	<30	No.	16,205
	30-50	No.	14,234
	>50	No.	940

Category	Employees	Unit	2021-22
Share of women in management positions in revenue-generating functions (e.g. sales)	as a % of all such managers	%	17.59
Share of women in STEM-related positions	as a % of total STEM positions	%	33
People with disabilities	as a % of the total workforce	%	0.1409
LGBTQI+	as a % of the total workforce	%	0.026
Contractual employees	Total	No.	2,486
	*Male	No.	23,949
	*Female	No.	12,961
Workforce global	*<30	No.	16,819
	*30-50	No.	18,440
	*>50	No.	1,650

# New employee hires

Category	Employees	Unit	2021-22	2020-21	2019-20	2018-19
Senior management	Male	No.	3			
	Female	No.	1			
	<30	No.	0			
	30-50	No.	2			
	>50	No.	2			
Middle management	Male	No.	98			
	Female	No.	7			
	<30	No.	0			
	30-50	No.	68			
	>50	No.	37			
Junior management	Male	No.	580			
	Female	No.	134			
	<30	No.	8			
	30-50	No.	580			
	>50	No.	126			
	Male	No.	14,689			
Other employees	Female	No.	8,840			
	<30	No.	13,548			
	30-50	No.	9,341			
	30-50	No.	9,341			
	>50	No.	646			
New employee hires	Male	No.	15,370			
	Female	No.	8,982			
	<30	No.	13,556			
	30-50	No.	9,991			
	>50	No.	811			



Category	Employees	Unit	2021-22	2020-21	2019-20	2018-19
Percentage of open positions filled by internal candidates (internal hires)	-	%	26.65	30	34	47
*Average hiring cost/FTE	-	INR	65,459	65,731	43,466	36,692
New employee hires	-	No.	15,040	5207	4104	2478

## Gender-pay indicators

Employee level	Unit	
Executive level (base salary only)	Million INR	No gender pay gap assessment was conducted during this reporting year.
Executive level (base salary + other cash incentives)	Million INR	
Management level (base salary only)	Million INR	
Management level (base salary + other cash incentives)	Million INR	
Non-management level	Million INR	

Indicator	Difference between men and women employees (%)
Mean gender pay gap	No gender pay gap assessment was conducted during this reporting year.
Median gender pay gap	
Mean bonus gap	
Mean bonus gap	

## Employee turnover rate

Category	Employees	Unit	Voluntary	Involuntary	Total (2021)
Senior management	Male	%	0.05	0	0.05
	Female	%	0.03	0	0.03
	<30	%	0	0	-0
	30-50	%	0.03	0	0.03
	>50	%	0.02	0	0.02

Category	Employees	Unit	Voluntary	Involuntary	Total (2021)
Middle management	Male	%	0.59	0.43	1.02
	Female	%	0.03	0.13	0.16
	<30	%	0	0	0
	30-50	%	0.45	0.33	0.75
	>50	%	0.16	0.23	0.39
Junior management	Male	%	3.78	3.09	6.79
	Female	%	0.76	1.63	2.39
	<30	%	0.02	0.03	0.05
	30-50	%	3.97	3.13	7.1
	>50	%	0.55	1.56	2.11
Other employees (non-executive)	Male	%	39.91	40.52	80.43
	Female	%	34.89	44.20	79.09
	<30	%	50.03	37.08	87.11
	30-50	%	43	48.29	91.29
	>50	%	1.77	9.34	11.11
Total employee turnover rate	-	%	34.39	9.78	44.17
Voluntary employee turnover rate	-	%	34.39		
Data coverage (as % of all FTEs globally)	-	%	100	100	100

## Training man hours

Category	Unit	2021-22
Senior management	No. of participants	36
	Avg. hours of training	10.72
Middle management	No. of participants	142
	Avg. hours of training	17.79
Junior management	No. of participants	612
	Avg. hours of training	19.85
Other employees (non-executive)	No. of participants	11,030
	Avg. hours of training	38.06
Average hours per FTE of training and development	Avg. hours of training	9.20
Average amount spent per FTE on training and development	INR	7,707

## Parental leave (Permanent employees)

Category	Unit	2021-22	
		Male	Female
Employees entitled to parental leave	No.	22152	12272
Employees that took parental leave	No.	644	311
Employees that returned to work in the reporting period after parental leave ended	No.	644	309
Employees that returned to work after parental leave ended that were still employed 12 months after their return to work	No.	483	280
Rate of return to work that took parental leaves	%	87.42	95.11
The retention rate of employees that took parental leave	%	62.41	57.88

## Suppliers and procurement spend\*

Category	Unit	2021-22
Total suppliers	No.	2,627
Total procurement spend	Million INR	2,416
Procurement spend on locally-based suppliers	Percentage of total	91

\* The values correspond only to the India entities of the Mphasis group

## Benefits provided to permanent and temporary employees

Category/types of benefits provided	Unit	Permanent employees	Temporary employees
Life insurance	Yes/No	Yes	No
Health care	Yes/No	Yes	No
Disability	Yes/No	No	No

Category/types of benefits provided	Unit	Permanent employees	Temporary employees
Parental leave (maternity leave or paternity leave)	Yes/No	Yes	No
Marriage leave additional to normal leaves allotted)	Yes/No	No	No
Bereavement leave additional to normal leaves allotted)	Yes/No	No	No
Leave for Haj (additional to normal leaves allotted)	Yes/No	No	No
Leave for baptism (additional to normal leaves allotted)	Yes/No	No	No
Leave for circumcision ceremony (additional to normal leaves allotted)	Yes/No	No	No
Retirement provision	Yes/No	Yes (PF)	No
Stock ownership	Yes/No	No	No
Transportation	Yes/No	Yes	Yes
Housing	Yes/No	No	No
Transportation	Yes/No	Yes	No
Food allowance	Yes/No	Yes	Yes
Extra paid holidays	Yes/No	No	No
Citizen leave	Yes/No	Yes	No
Car lease	Yes/No	Yes	No
Sabbatical	Yes/No	Yes	No
Gender reassignment leave	Yes/No	Yes	No
Family treatment leave	Yes/No	No	No
Fertility treatment leave	Yes/No	Yes	No
Learn while you can	Yes/No	Yes	No

## Human capital return on investment

Indicator	Unit	2021-22
a) Total Revenue	INR Million	121,218.94
b) Total Operating Expenses	INR Million	28,093.38
c) Total employee-related expenses (salaries + benefits)	INR Million	70,345.01
Resulting HC ROI (a - (b-c)) / c	-	1.32
Total employees	No.	32,424

# Environmental Performance

## Energy consumption

Category	Unit	2021-22	2020-21
Energy consumed (from non-renewable sources)	MWh	21,836	23,216
Captive DG power	MWh	109	175
Total renewable energy purchased or generated	MWh	7.74	5.23
Total cost of energy consumption	INR	23,85,06,035	26,34,28,429
Data coverage	%	100	100
Total energy consumption	MWh	21,945	23,391

## Emissions

Category	Unit	2021-22	2020-21	2019-20	2018-19
<b>GHG emissions</b>					
Scope 1: Direct emissions	tCO <sub>2</sub> eq	83	137	263	387
*Data coverage (%)	%	100	100	100	100
Scope 2: Indirect emissions	tCO <sub>2</sub> eq	18,072	18,924	31,446	29,704
*Data coverage	%	100	100	100	100
Scope 3: Employee commuting	tCO <sub>2</sub> eq	2,756			
Total GHG emissions	tCO <sub>2</sub> eq	20,911			
GHG emission intensity	tCO <sub>2</sub> eq/ Revenue in Million INR	0.17			

**Air pollutant management**

The main emissions from our support activities are Nitrogen Oxide (NOx), Sulfur Oxide (SOx). These are emitted primarily through the use of Diesel Generators sets at Mphasis campuses. An external agency is hired to conduct air quality testing once in 6 months within our work area after which the results are studied and verified by the EHS team. However, we do not monitor or measure air emissions other than GHG emissions.

**Emissions of ozone-depleting substances (ODS)**

Heating, ventilation, and air conditioning (HVAC) systems that are used at our facilities utilize refrigerants like R22 and R410A. The Ozone Depleting Potential (ODP) of each of these substances are different but a group-wide decision has been made to find minimum ODP and Global Warming Potential alternatives to replace all R22 refrigerants.

Category	Unit	2021-22
HCFC-22 or R-22	Tonnes	0.371
CFC-12 or R-12v	Tonnes	0
CFC-11 or R-11	Tonnes	0
HFC-134a or R-134a	Tonnes	0
R404A	Tonnes	0
R123	Tonnes	0
R417A	Tonnes	0
R410A	Tonnes	0
R407C	Tonnes	0
R32	Tonnes	0



**Water consumption:**

Water is consumed within the organization only for drinking, cooking and lavatory operation. Water consumption is part of the maintenance charges of the company as all facilities are leased. Since our operations are not water-intensive, we do not track our water consumption. However, there are efforts made to ensure that water is consumed judiciously within all Mphasis facilities through the use of water aerators and sewage treatment plants. We also encourage our employees to minimize the impacts of their water consumption by raising awareness through collaboration with NGOs and internal awareness programs.

# Waste Management

Category	Unit	2021-22	Disposal method
<b>Waste generation and disposal</b>			
Dry paper and paper products	Tonnes	16.03	Paper wastes are often sent to mills for recycling
Plastic waste	Tonnes	0.45	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.
Food waste	Tonnes	24.89	We follow waste segregation practices across all our offices. The wet waste (food waste) collected, goes to animal feeds and the solid waste is disposed of as per the Waste Management Rules, 2018. Since the onset of the pandemic, we have set up separate bins for hazardous waste disposal (facemasks, tissues, etc.) to avoid any cross-contamination
E-waste	Tonnes		Disposed of as per E-waste Management Rules, 2016 in our Indian locations and we follow adequate methods to dispose of e-waste in other areas of operations.

Category	Unit	2021-22		Disposal method	
<b>Waste generation and disposal</b>					
Biomedical waste (including sanitary waste)	Tonnes	2.64		Biomedical waste such as sanitary napkins is safely collected and disposed of with proper care.	
Batteries (UPS + dry)	Tonnes	0.37		Disposed of as per Batteries (Management and Handling) Amendment Rules, 2010 and we follow adequate methods to dispose of batteries in other areas of operations.	
DG batteries	Tonnes	0			
DG filters	Tonnes	0			
Oil-soaked cotton waste	Tonnes	0			
Used oil	KL	0			
Paint can and residues	Tonnes	0			
Metal waste	Tonnes	0.58			
Chemical cans/containers	Tonnes	0			
General office waste	Tonnes	30.16			
<b>Total waste generated</b>	Tonnes	75.13			
Waste disposed	Unit	2021-22	2020-21	2019-20	2018-19
A) Total waste generated	Tonnes	75.13	79.14	104.02	230.68
B) Total waste used/recycled/sold	Tonnes	21.62	16.03	11.57	16.85
<b>Total waste disposed (A-B)</b>	Tonnes	53.51	64.48	92.45	213.83
		100	100	100	100



# Data center efficiency

Average PUE	Unit	2021-22	2020-21	2019-20	2018-19
Average PUE	-	2.08	2.1	2.73	2.58
Coverage (% of total ICT population)	%	71	71	71	71
Total energy used in data centers	MWh	7241.4	8,957	8,968	8,282
*% of renewable energy (of total energy)	%	9.29	15.55	13.45	0