Shifting left for an ethical, inclusive, sustainable future

ESG Report 2020-21

Mphasis | ESG Report 2020-21

About Mphasis
Architecting Stakeholder Value
Applying Good Governance
Incorporating Inclusion
Engineering Climate Sustainability
Annexure

ESG @ Mphasis: Shifting left for an ethical, inclusive, sustainable future

In the face of a world disrupted by geostrategic, macroeconomic and societal forces, we strive to exhibit our commitment to our clients, investors, partners, employees and communities.

As a responsible and conscious corporate citizen, while moving ahead, we are also 'shifting left' to integrate sustainability across our operations and demonstrate what it means to be a leader in the industry setting exceptional standards driven by a purpose-led approach to solving challenges.

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Table of Contents

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Message from our CEO

The past year has displayed the power of our teams that collaborated and came together to deal with adversities, refusing to give anything less than the best. Even in the darkest days of the pandemic, our team rallied beside each other as we were presented with several challenges going beyond the immediate concern of health, safety and economic upheaval. Each influenced the way we work, our relationships and our responsibility to the world at large.

We have remained resilient, and effectively navigated the events while maintaining our critical role in the supply chain, benefiting all stakeholders including investors, customers, employees and business partners.

Sustainability and social responsibility have always been the cornerstone of our business. With the global pandemic enhancing our role as a leading technology partner, our responsibility of being a committed corporate citizen, required us to kickstart our formal ESG journey. All our efforts are underpinned by our commitment to the community, and building a sustainable business remains fundamental to our strategy; enabled by the power of technology and disruptive solutions.

Our ESG mission focuses on reducing company-wide environmental footprint, building sustainable supply chains build a

diverse professional culture and transparent and ethical governance, all converging on to tech for good.

Practising Good Corporate Governance

We believe that good corporate governance creates value for all our stakeholders. We uphold the highest ethical standards and business practices across our processes. We take measures to ensure accountability and to strengthen our corporate governance capabilities as well as adopt a proactive approach to risk management. As part of our commitment to conduct business with high ethical standards, we have developed a comprehensive set of policies to embed and practice responsible governance. These policies are applicable across all levels of management and operations including subsidiaries irrespective of their geographical location.

For the first time this year, we have undertaken an assessment of our material topics and issues. We intend to chalk a strategic way forward aligned with these topics and driven by our mission to deliver value to our stakeholders.

All our efforts are underpinned by our commitment to the community, and building a sustainable business remains fundamental to our strategy; enabled by the power of technology and disruptive solutions.

4

Mphasis | ESG Report 2020-21

About Mphasis | Architecting Stakeholder Value | Applying Good Governance | Incorporating Inclusion | Engineering Climate Sustainability | Annexure

Our Approach to Sustainability

To resolve global environmental concerns such as climate change and global warming, we have built a range of policies and initiatives. We recognize our obligation to the natural world and are committed to reducing the environmental effects of our operations. We have been one of the early adopters of renewable energy and we have set a year-on-year target for the reduction of energy consumption by 5% and carbon footprint by 1% and are consistently perming towards achieving the same. We also believe that providing a strong waste management system protects the environment, increases community health, helps in compliance and contributes to greater sustainability.

Empowering our People and Communities

At Mphasis, we strive to build a positive working atmosphere for our employees. We truly believe our employees to be our most important asset, thereby endlessly inspiring them to utilize their full potential integrating 'learnability' and 'agility' amongst our workforce.

To strengthen our deep-rooted culture, our HR initiatives are built on the values of equity, teamwork and openness. We concentrate on investing in the best-in-class, future-ready talent in this digital age. We also have pioneering policies and initiatives such as gender-neutral bathrooms, health insurance for same-gender couples and women in technology.

Mphasis CSR is committed to bringing social change by applying the power of technology and disruptive solutions. With a strong belief that technology can play a transformational role for positive outcomes in the areas of education, livelihood creation and equitable development,

Mphasis CSR has undertaken several programs. We are driven by the larger goal of becoming a corporate technology partner of choice, for the Indian higher educational institutions, to enable the development of demonstrable, applied research projects that are of social relevance, thereby also bridging the gap between corporate and academia.

I am extremely delighted to have started the ESG journey with a clear roadmap. It is more important to achieve goals than setting them, and I look forward to the support of our clients, shareholders, employees and partners as we embed these ESG values in our everyday lives.

Nitin Rakesh
CEO & MD

Mphasis | ESG Report 2020-21

About Mphasis | Architecting Stakeholder Value | Applying Good Governance | Incorporating Inclusion | Engineering Climate Sustainability | Annexure

About the Report

This report is our first step towards collating and disclosing our approach and performance on environmental, social and governance (ESG) initiatives. The report includes our activities related to ESG thematic areas for FY 2020-21, along with a focus on issues that we feel are of material importance to us from an ESG perspective.

We have prepared the report in accordance with the Global Reporting Initiative (GRI) Standards "Core" reporting requirements. We have also followed United Nations (UN) Global Compact principles as a guide while creating the report. Alignment with these standards and principles provide a credible framework to identify aspects for disclosure of interest and importance to our stakeholders.

Detailed financial and non-financial information required as per the GRI core option are available in this report as well as the Mphasis ESG Data Book FY 2020- 21. All data presented is for the financial year FY 2021 and no historical figures are provided across the report. The report supplements the information published in our Annual Report and Business Responsibility Report for the FY 2020-21.

Scope and boundary of the report

The scope of the report includes Mphasis' operations in 6 Indian and 20 international locations. Data pertaining to all business units have been provided as part of this report and the Mphasis ESG Data Book FY 2020- 21.

Feedback

We encourage you to share your insights, suggestions and queries regarding our sustainability report to strengthen our future reporting efforts. Your suggestions/ queries may be communicated through the following form - https://www.mphasis. com/home/corporate/contact-us.html

We provide global access to our reports via our company website.

Cautionary statement: This report contains forward-looking statements, which may be identified by their use of words like 'plans,' 'expects,' 'will,' 'anticipates,' 'intends,' 'projects,' 'estimates' or other words of similar meaning. All statements that address expectations, assumptions or projections about the future, including statements about Mphasis Limited's strategy for growth, market position, expenditures and financial results are also forward-looking statements. Mphasis Limited cannot guarantee that these assumptions and expectations are accurate or will be realized.

ESG Report 2020-21

🏠 **About Mphasis** | Architecting Stakeholder Value | Applying Good Governance | Incorporating Inclusion | Engineering Climate Sustainability | Annexure

Mphasis by Numbers

FY 2021

Financial strength

$ 8.05 billion

Market capitalization (on 30 September 2021)*

$ 1.3 billion

Revenue

Responsible governance

Zero tolerence

to modern slavery, human trafficking and violation of human rights; complaints with respect to data privacy from our customers and people; cases of unethical or fraudulent activities at Mphasis this year

95%+

employees received enterprise risk and human rights training

People

Mphasis amongst the top

100 best private companies for women to work in India

34.9% representation of women employees in the total workforce

105 recruiters and
121 panelists are trained on diverse and inclusive hiring in FY 2021

* $5.4 billion market capitalization as on 31 March 2021

INR 268.9 million CSR related

expenses covering 16 projects

Tech for Good

Supporting
over 25 start-ups

developing tech solutions to address societal challenges

Setting up 3 tech focused partnerships

across universities and institutions in India

Environment

100%
of the wastewater is recycled within our campuses in India

Accelerated our efforts to phase out ozone-depleting pollutants

Invested in
Solar Plants (10KW)

at Mangaluru facility to improve the energy mix

Our response to COVID-19

In 2020, as the world battled the disruption caused by COVID-19, we remained committed to ensure the safety of our people and communities. Our key interventions revolved around:

>> Ensuring workplace safety

>> Medical insurance and mental well-being support provided to affected employees and their families

>> Undertook vaccination drives for our employees

>> Collaborated with 7 NGOs to provide immediate COVID relief throughout India through the distribution of dry rations- 1 million+ meals were served

>> Collaborated with Magic Bus to fund income recovery projects in Karnataka and Tamil Nadu. About 2,700 people were covered under the initiative.

>> Supported 2 technological innovations to combat COVID-19

Efforts Validated. Excellence Appreciated

We believe that when better results are achieved, acknowledgement follows:

>> Mphasis ranks among the Top 50 of UK's Fastest Growing Indian Companies- June 2020

>> Mphasis wins Brandon Hall Group Gold Award 2020 for Excellence in the Talent Acquisition category

>> Mphasis- Cloud Project of the Year in DCS Awards 2020

>> ET Best Tech Brands 2021: Mphasis wins 'Most Accelerated Digital Transformation Company' award

>> Prestigious Diana Award - received by 5 Ashoka Young Changemakers from India supported by the Mphasis F-1 Foundation

7

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Architecting Stakeholder Value

> Continuity and acceleration aligned for a scalable, sustainable growth organization
> Technological innovation that architects agility, customer centricity and societal needs
> Behavioral changes that drive stakeholder value beyond shareholder value

Applying Good Governance

> Sound culture, business principles and practices that are ethical, transparent and timely
> Astute commercial judgement, authority, accountability, leadership, direction and control that creates commercial opportunities
> Responsible policies mitigating risks

An integrated approach to sustainability

We are environment conscious and socially responsible corporate citizens of the world, sustaining and accelerating stakeholder value. Our approach to ESG is driven by these pillars:

Incorporating Inclusion

> Internalize the value of creating and retaining diverse teams
> Advocating learning, encouraging curiosity and innovation, empowering our people and communities
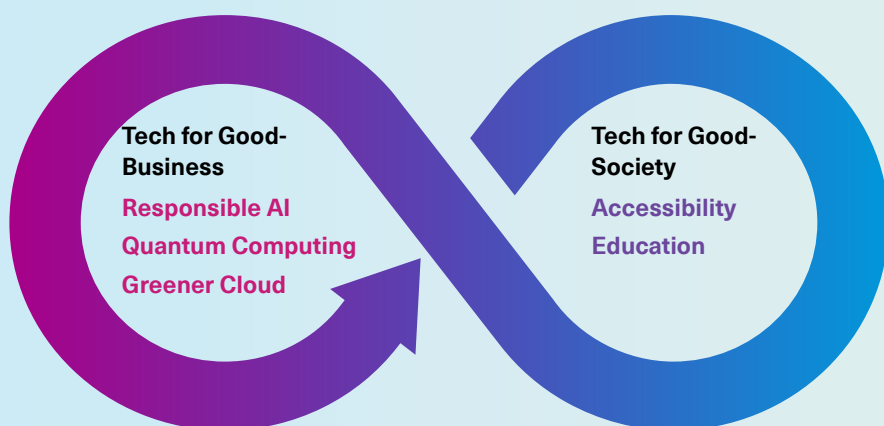> Ensuring underrepresented colleagues feel included and nurtured

Engineering Climate Sustainability

> Deep emission cuts in all sectors, ensuring no negative environmental impacts
> Investing in low-carbon options for infrastructure and buildings to limit global warming to 2 degree celsius
> Rallying stakeholders towards a low-emission, climate-resilient future

Mphasis | ESG Report 2020-21

🏠 About Mphasis | **Architecting Stakeholder Value** | Applying Good Governance | Incorporating Inclusion | Engineering Climate Sustainability | Annexure

Architecting Stakeholder Value

Leveraging our core strength and our expertise to deliver stakeholder value is crucial for us as a disruptive and growing technology company. It is also important for us as an organization to use our tools and resources responsibly- from supporting our business partners to becoming future-ready to effectively tackling critical societal challenges. Therefore, our two-pronged approach to delivering value to society are:

Tech for Good-Business

Responsible AI
Quantum Computing
Greener Cloud

Tech for Good-Society

Accessibility
Education

4 QUALITY EDUCATION

5 GENDER EQUALITY

10 REDUCED INEQUALITIES

13 CLIMATE ACTION

17 PARTNERSHIPS FOR THE GOALS

NEXT Labs

We have set-up NEXT Labs, a research and innovation program to inspire creativity and development in the areas of emergent and future paradigms like Responsible AI, Quantum and Cloud Computing. Under this program, we aim to provide funding, partnership opportunities, merger and acquisitions and in-house product development services. The programs that are successful under the NEXT labs program are then scaled as a full-fledged service to support our clients and customers.

> "At Mphasis, we aim to lead with design and architecture to deliver a portfolio of next-generation offerings and services that blend our deep domain expertise with cutting-edge technology. Our services and solutions, while driven by client requirements are intrinsically aligned to help address key global challenges. Our portfolio of products spans across areas such as healthcare, ethical insurance, climate change, public sector development, supporting innovations to tackle COVID-19, amongst others.
>
> I am convinced that we will continue on this path and further build on innovating and delivering value to our clients and communities."
>
> *– **Ravi Vasantraj***
> *Senior Vice President and Global Head - Business Process Services*

Mphasis | ESG Report 2020-21

About Mphasis · **Architecting Stakeholder Value** · Applying Good Governance · Incorporating Inclusion · Engineering Climate Sustainability · Annexure

Applying AI to some of the world's biggest challenges

In the areas of AI, we are focusing on using our AI expertise responsibly to improve people's lives. Our work through the program centers around supporting core research and engineering efforts empowering the business sector with tools, resources and funding. Some of our recent work includes fraud and unethical practice detection as well as helping our clients make data-driven and quick decisions to manage climate change impact.

Supporting an Insurer to improvise fraudulent claim detection process:
One of the largest insurance providers in the world was facing an inherent challenge of identifying potentially fraudulent claims. We designed a machine learning/AI model which could identify fraudulent claims accurately on a real-time basis. The tool has been successful and helped the client detect 90% of all fraudulent claims, improve accuracy to 98%, and also reduced the number of alerts to be reviewed by a human triage team, saving resources and time.

Leveraging the power of quantum

With the world moving towards a new revolution of computing, problems that were well beyond the scope of traditional computers will soon be solved with Quantum Computers. From simulating and analyzing molecules for drug development to solving complex optimization tasks and performing fast searches of unsorted data related to climate change or health or financial data. Therefore, at Mphasis, we are advancing our state-of-the-art quantum computing capabilities by not only investing in our research and innovation but also by developing tools and programs for clients to get started with their Quantum Computing journey.

Our partnership with the Government of Alberta and University of Calgary:
We signed an MoU with the Government of Alberta and the University of Calgary to develop a Quantum City Centre of Excellence (CoE) in the city of Calgary, Canada. Through this partnership, we will be leveraging our technological capabilities for the commercialization of quantum computing for AI and machine learning. The success of this engagement will not only spur economic growth but also strengthen Alberta's technology portfolio and empower the province to become a global technology hub and leader in IT, quantum computing, blockchain, fintech, data, and artificial intelligence, creating high-quality jobs in the process.

Mphasis | ESG Report 2020-21

About Mphasis   **Architecting Stakeholder Value**   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Helping clients migrate to a greener cloud

We have also accelerated our commitment towards helping clients migrate to greener cloud through our cloud computing and transformation services. This will not only unlock greater benefits through workload flexibility, better server utilization rates and more energy-efficient infrastructure but will also help in reducing CO_2 emissions. Thus, making public clouds more cost-efficient than enterprise-owned data centers.

Nudging applied research and education

We are driven by the larger goal of bridging the industry-academia divide for Indian higher educational institutions. Therefore, through our CSR program, we have been supporting universities in developing cutting edge solutions that leverage technology for good.

Ashoka University: We are supporting Ashoka University in setting up 'The Machine Learning and Computational Thinking Laboratory' that will combine machine learning and design thinking to create convincing proofs-of-concept and prototypes for societal benefit. Through this project, Mphasis will work together with the students to translate research activity into educational modules focusing on the construction of systems that allow them to understand and experientially recreate the project.

In FY 2021, a grant of INR 50 million was sanctioned by Mphasis to Ashoka University for the development of the laboratory.

Similarly, we are providing grants and support to **Plaksha University and International Institute of Information Technology (IIIT-B)** in setting up accessible and energy-efficient campuses, development of Center of Excellence to research on technology for societal benefit, tinkering young minds, amongst others.

Accelerating ecosystem development

Contributing to the development of sustainable skills, jobs and entrepreneurial ecosystem is another key focus area of our strategy. Therefore, we are supporting a range of incubators such as Social Alpha, Nudge Foundation and NSRCEL to nurture technology-driven start-ups.

Driving social innovation

We have partnered with Indian Institute of Management Bangalore (IIM-B) through their incubation center i.e., NSRCEL to support social ventures that are in their early stages. The aim of the program is to help the "for-profit" social ventures grow. The chosen ventures are usually in one to three years of operations. The focus areas of these start-ups are education, livelihood, and inclusion, which are in line with the focus area of our CSR initiatives.

Key highlights are:

> 16 ventures were selected out of a total of 550+ applications.

> Some of the key social ventures supported by the program are: Econut Coconut Producer Company Limited, Blink Research and Services Private Limited, Rural Caravan Private Limited, ThinkZone and TaxShe Services Private Limited.

Mphasis | ESG Report 2020-21

About Mphasis

Architecting Stakeholder Value

Applying Good Governance

Incorporating Inclusion

Engineering Climate Sustainability

Annexure

Enabling accessibility through technology

Technology is vital in ensuring scalable and sustainable accessibility. This is why we have partnered with Social Alpha, NASSCOM Foundation and The/Nudge, to support and provide seed funding and mentoring to top start-ups with ICT based solutions in the space of Primary and Secondary Education, and Accessibility.

Our target is to select 25+ start-ups by 2022 and guide them to success. Through this partnership program, we provide early-stage support to potential entrepreneurs to innovate, prototype and set-up start-ups that aim to solve issues of accessibility and inclusion. We have supported 50+ start-ups till date through these partnerships.

Our partnership with Social Alpha and BIRAC supports start-ups in the domain of assistive technologies for persons with disabilities. In order to facilitate their market access journey, we provided funding of up to INR 20 lakhs each to 14 start-ups, with a total grant of INR 25 million. Through the F1 Foundation, we provide funds to these start-ups as well as mentor them through their journey.

Word from Our Partners

"

Innovation in the Assistive Technology sector is the key to providing an inclusive environment and unlocking the untapped potential of Persons with Disabilities (PwD). Over the last few years, Social Alpha has been actively developing this sector by curating new innovations, promoting venture development and launching multiple financial instruments to support the PwDs. Mphasis was the first corporate to believe in our ideology of improving the supply chain of Assistive technology through entrepreneurship, and its support has been instrumental in building this sector. The startups supported through these efforts have impacted thousands of lives, and have demonstrated the scale-up potential of entrepreneurship, for instance, Stamurai and Trestle Labs have touched over 80k lives globally and are available across 150+ countries. "

– Manoj Kumar
Founder, Social Alpha

Mphasis | ESG Report 2020-21

About Mphasis   **Architecting Stakeholder Value**   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Some of the breakthrough technologies that we have nurtured

Stamurai

Stamurai is a mobile app to help learn and practice speech therapy exercises for stuttering. The app provides stutterers with customisable solutions to cope with stuttering in an easily accessible manner. The solutions include instructional and practice videos and quizzes taught fluently in 15 techniques, designed to tackle the challenge of stuttering at different stages.

Rocket Learning

Rocket Learning is a technology **platform built to solve one of the most challenging problems in India, which is access to early education**. The platform enables teachers to send simple educational material to WhatsApp groups of parents each day through automation and asks parents to send back responses of their children. The platform has so far impacted nearly 100,000 parents across India.

Vigyanshaala International

In our effort to reduce the gap in workplace diversity, we have supported the NGO Vigyanshaala International to build Kalpana, a flagship program that aims to enable young girls to build a career in STEM. In less than a year, the program has grown nearly 300% with the current cohort having 200 girls from 80+ districts across 18 states and 40 highly qualified global mentors from 10 countries. Vigyanshaala aims to nurture 3000 girls by 2023 towards high confidence paths in science while preparing a strong tech foundation aiming to scale to hundred thousand girls by 2030.

UberAccess and UberAssist

We partnered with Uber Technologies Inc to provide specialized cab services to persons with disabilities, senior citizens, the visually impaired, and people with accessibility needs. Since the launch of these initiatives, more than 4500 unique passengers have benefitted through 17000+ rides.

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   **Applying Good Governance**   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Applying Good Governance

Our firm has robust structures, processes and controls designed to support and promote accountability, transparency and ethical behaviour in everything we do. It is reflective in our core value system, which encompasses our culture, practices and relationships which we have with our stakeholders. We believe responsible governance practices coupled with our next-gen solutions will be core to help us create an enabling environment for our customers to accelerate their digital transformation.

Governance at Mphasis

A strong independent and diverse Board leadership ensures the deployment of effective corporate governance throughout the organization.

Our Governance Approach

The systematic approach required for defining the strategic intent of our company is steered by our committed Board of Directors. Their responsibility is to help the management make the right decisions by reviewing and resolving matters delegated by a general meeting of shareholders, and related to our fundamental business policies and operations. Our Chief Executive Officer (CEO)/MD along with Executive Commitee, leads the company innovatively and proactively.

Board Independence and Diversity

The Board of Directors comprises eight Directors –three Independent (including one Independent Woman Director), one Managing Director and two Whole-time Directors as of March 31, 2021. Its construct aligns with the requirements of the Companies Act, 2013 ('the Act') and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('Listing Regulations'). An Independent Director presides as the Chairperson who heads the Board of Directors.

Director's Appointment and Remuneration

We have laid a meritocratic corporate management framework to build a responsible company. It means that approach to the selection, performance and remuneration are truly based on the effectiveness and performance of the board members.

Performance assessment

A critical annual review is conducted involving the directors to assess the board competencies, strengths and weaknesses. The assessment is targeted to enhance the board's performance through a structured questionnaire.

We also provide our directors with the necessary guidance. We provide our directors with the necessary guidance through the Director's Orientation Program. This program is developed to facilitate better decision making to enable the newly appointed directors to tackle the environmental, social and governance aspects of our business effectively. A joining kit containing the charters of the board and committees, profiles of his/her colleagues on the board and senior management, board calendar, etc. made available to the newly joined directors.

ESG Report 2020-21

Remuneration

The remuneration philosophy of our company is designed to motivate, reward, attract and retain excellent talent while delivering value to our stakeholders as well as to the business. The director's pay is decided based on the remuneration policy approved by the shareholders of the company. During this reporting year, the ratio of the remuneration of the highest-paid individual to the median remuneration of the employees is 1:180.

Board committees

The company's Board of Directors has constituted nine committees to assist in discharging its duties. These include an **Audit Committee**, a **Risk Governance and Management Committee, Strategy Committee, Share Transfer Committee, Corporate Social Responsibility (CSR) committee, ESOP compensation Committee, Stakeholders Relationship Committee, Nomination and Remuneration Committee and a Treasury and Operations Committee.** Information about the company's corporate governance, including our Code of Business Conduct, Corporate Governance Guidelines is available on our website. For more information or to contact us, visit our website https://www.mphasis.com

Risk governance

At Mphasis, risks are governed by a Risk Governance and Management Committee (RGMC), comprising of board members and senior executives, and Mphasis Risk Management Committee (MRMC), chaired by the CEO. The RGMC reviews the details of the risk assessments undertaken by the management and ensures compliance with necessary regulations. The MRMC provides the governance and oversight of the risks at a management level, monitors the progress of risk management activities and reviews mitigation plans periodically. Additionally, a Chief Risk Officer (CRO) is deployed to coordinate all enterprise-level risk activities and provide regular updates to the board/RGMC/audit committee/RGMC.

Mphasis, Bangalore

Mphasis, Hyderabad

Mphasis, Mumbai

Mphasis, Pune

Mphasis | ESG Report 2020-21

About Mphasis | Architecting Stakeholder Value | **Applying Good Governance** | Incorporating Inclusion | Engineering Climate Sustainability | Annexure

Managing risks and building resilience

Our Enterprise Risk Management (ERM) enables us to identify, assess and mitigate material ESG risks associated with our business. It monitors, tracks progress towards the mitigation plans and reports risks across the firm and equips our people to manage the risks systematically. Each year, we conduct an ERM annual risk refresh to identify and revalidate risks to protect our value during the dynamic market scenarios. This facilitates a systematic top-down and bottom-up approach to identify and tackle unpredicted and unexpected risks and threats. Identified risks are further validated and finalized after consultations with SMEs and senior leaders of the organization.

This year, we have conducted two risk-based trainings with 95% of the employees in FY 2021.

Risk intelligence approach

Mphasis 'Risk Intelligence' is a one-of-a-kind initiative undertaken by the Chief Risk Officer to evaluate and assess the impact of macro risks using the G.R.I.C (Global, Regional, Industry and Client) model. This risk intelligence covers macro and global megatrends/ developments, projects its potential impact on our business strategy and deploys enterprise-wide risk management efforts. It utilizes the inputs from Political, Economic, Social, Technological (PESTLE)/ Global, Regional, Industry & Client (GRIC) analysis. Post these trend analysis and horizon checks, appropriate actions are undertaken.

Our consistent risk identification exercise helped us identify the epidemic risk posed by COVID-19 under 'Social' factors as part of the PESTLE model in January 2021 and develop appropriate mitigation measures.

> Globally, we are witnessing businesses rethinking their operating models to fit into the evolving landscape. As an extension to this, industry disruptions have enabled us to adapt and prepare for a new future while prioritizing safeguarding measures to contemporary risks.
>
> We are driven by a risk intelligence approach that ensures that we pre-empt and mitigate risks as opposed to reacting to them. Further, to ensure ownership and understanding of risks, inculcating a risk aware culture has been elevated into a strategy for the company in recent years.
>
> – *Sethu S Raman*
> *Chief Risk Officer*

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   **Applying Good Governance**   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Overview of our key risks

The key risks associated with our business have been classified into risk categories as shown in the table below:

Type of risk	Risk description	Associated risks
Strategy risks	Risks having the potential to impact the entity's mission which arises out of strategic decisions and IT Investments, resource allocation, delivery models, geographical expansion and other activities. These risks are generally non-routine and have a high impact.	Client concentration risk, geographical concentration risk, risk of capability obsolescence and profitability risk.
Operational risks	Risks having the potential to impact the efficiency and effectiveness of the business operations.	Risk of attrition, risk of non-fulfilment of resources, contract management risk, risk of not meeting service level agreements, risk of fraud and risk of key client loss.
Cyber and privacy risks	Risks having the potential to adversely impact the security of information assets and information processing systems and have assumed paramount importance in the current order as the cyber threats have continued to grow both in terms of numbers and sophistication.	Continuity and disaster recovery risk, data and information security risk and privacy risk management.
Financial and reporting risks	Risks having the potential to adversely impact the profitability of our company. These also have the potential to impact the statutory financial statements and transmission of timely and accurate information to stakeholders.	NIL
Compliance risks	Risks having the potential to expose our company to regulatory, statutory and legal risks.	Non-compliance with statutory requirements, risk of non-compliance to sanctions regulations, non-compliance with immigration laws and intellectual property violation.

These risks are reviewed and updated at periodic intervals aligned with emerging global and sectoral trends.

Mphasis | ESG Report 2020-21

About Mphasis

Architecting Stakeholder Value

Applying Good Governance

Incorporating Inclusion

Engineering Climate Sustainability

Annexure

Embedding ethical practices

As part of our commitment to conduct business with high ethical standards, we have developed a comprehensive set of policies and systems to embed and practice responsible governance. These are applicable across all levels of management and operations including subsidiaries irrespective of their geographical location.

Code of Business Conduct

Our publicly available Code of Business Conduct (COBC) encourages our people to conduct business lawfully, ethically and in the best interest of Mphasis. It is a guide that provides broad direction on how our company must operate and uphold integrity at all times. That includes our firm's emphasis on maintaining high standards on issues such as human rights (working hours, child labour, modern slavery), prevention of fraudulent and corrupt practices, insider trading, avoidance of interest and prevention of sexual harassment at the workplace. We have also incorporated the Modern Slavery Act 2015 adopted by the United Kingdom into our manuals and directives across the organization prohibiting slavery, servitude and human trafficking. As a part of this policy, all employees are required to take mandatory annual training on the COBC.

Prevention of Sexual Harassment (POSH)

A robust and stringent POSH policy helps us protect our employees from harassment and discrimination. This policy empowers our employees to raise complaints if they find themselves experiencing or witnessing any sort of harassment at the workplace. The Prevention of Sexual Harassment policy or POSH is constituted in accordance with the Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013. It is also led by our Internal Complaints Committee (ICC) as required by the applicable laws in our operational geographies.

In FY 2021, our employees were mandatorily trained on POSH. During the reporting period, 18 sexual harassment complaints were filed, out of which two were disposed of in terms of the aforesaid Act as on 31 March 2021. Outstanding complaints are being investigated and disposed within the prescribed time limits. There were 2 complaints filed, which were later resolved during the reporting period.

We have strategically embedded human rights, modern slavery clauses in supplier, contractor and vendor contracts.

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   **Applying Good Governance**   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Addressing Anti-bribery and Corruption

We follow a zero-tolerance approach towards bribery and corruption and comply with applicable anti-bribery and corruption laws. Our anti-bribery and corruption policy enables us to reduce the risk of liability of improper conduct such as bribery and corruption at all levels within our company. Further, we train and equip employees with the necessary tools to identify situations related to bribery and corruption and take the right steps to mitigate the risk and operate ethically at all times. All our locations undergo assessments for risks related to corruption as part of our operational as well as organizational-level risk identification and management process. Complaints associated with corruption are also raised through the whistle blower mechanism by all stakeholders including suppliers and customers. Additionally, as a part of this commitment, we do not make contributions to political parties or agendas which are made to influence any decision or gain a competitive advantage.

Whistle blower policy

Our whistle blower policy enables our employees, associates, business partners to raise and report all allegations of suspected improper activities that are in breach of our COBC. 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 whistle blower drop box at the respective company's location. An appropriate investigative process is employed as per the policy, applicable laws and regulations. To further enhance anonymity, we have also introduced a whistle-blower hotline number where complainers can directly report the violations to the chairman of the audit committee, who is the whistle blower ombudsperson.

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   **Applying Good Governance**   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Protecting data, respecting privacy

Cybersecurity issues are a major threat to our business and any incidents that may disrupt data/information management and privacy have the potential to compromise stakeholder trust, the reputation of our brand and also result in huge financial loss. Therefore, strategic decisions associated with data management and privacy matters are addressed effectively at our company.

Protecting data, respecting privacy

> Our Data Privacy Officer (DPO) addresses queries with regards to the Data Subject Access Requests (DSAR), stakeholder grievances and breaches regarding personal data.

> Independent audits are carried out periodically by internal and external bodies to validate the effectiveness of data privacy controls deployed.

> Annual training is made available to all the employees to raise awareness on safeguarding their own information and company-wide practices.

Information Security Management System

Our Information Security Management System (ISMS) complies with ISO 27001 standard and paves a systematic approach in managing and securing information at Mphasis. A notable impact post-establishment of the privacy policies and ISMS is we have received zero complaints with respect to data privacy from our customers. We also provide annual training to all the employees to raise awareness on safeguarding their information and company-wide practices.

Protection driven by robust policies

Mphasis data privacy policy statement provides stronger rights and power to our people while handling personal information. This policy framework reflects global privacy principles and establishes mandatory conditions necessary to operate. The policy is applicable to our employees, third-party vendors such as contractors, alliance, partners, clients and outsourcing providers that access our systems or support services.

Cybercrime combating policy

We are proactively assessing vulnerabilities and deploying plans to minimize cyber security incidents. This includes a cybercrime combating policy that specifically addresses our mechanisms for premeditated cybercrime defence, detection of evidence of cybercrime prosecution and the reduction of cybercrime impacts aspects within our operational sites. The policy additionally establishes methods to defend against premeditated internal attacks, opportunistic cybercrime attacks, virus attacks and safeguards against malicious denial of service attacks.

In FY 2021, there were no incidents involving customer data and none of them had any substantial material impact. There were no substantiated complaints received concerning breaches of customer privacy from outside parties and regulatory authorities.

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   **Applying Good Governance**   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Engaging our stakeholders- fostering long-term relations

Over the years, we have created organization-level practices to facilitate open and constructive dialogues with our stakeholders. It reinforces our understanding of relevant matters and helps us identify those attributes of stakeholders that make them important to our business and necessitate meaningful engagement. The feedback we receive from these stakeholders also helps us prioritize issues effectively and closely align our strategic approach more with their expectations.

The table below details the various stakeholder groups that engage directly or indirectly as well as highlights our ways of engagement to address their key concerns/requirement:

Stakeholder group	Expectations	Modes of engagement
Customers	> Innovative products and services > Intellectual property protection > Customer data protection and privacy > Quality service > Competitive pricing > Regular engagement	> Satisfaction surveys > Project quality assurance processes > Conferences and events > Dedicated Relationship Managers
Shareholders and Investors	> Business growth/ profitability > Newer opportunities > Risk management > Strong governance framework and ethical practices > Transparency in required company data > Shareholders payout	> Annual General Meeting > Annual Report > Quarterly earnings calls > Investor and analyst conferences > Responses to investor questionnaires (e.g. Dow Jones Sustainability Index), Investor Relations team outreach > Media releases > Website > SE filings and disclosures

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   **Applying Good Governance**   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Stakeholder group	Expectations	Modes of engagement
Government institutions and Regulators	> Compliance with statutory and legal guidelines > Contribute to national development	> Industry-level consultations > Participation in forums > Discussions via our Government Relations team
Business Partners and Vendors	> Fulfil contractual obligations, > Ensure ease of doing business > Long-term business sustainability, > Transparent practices	> Contract agreements > Direct interactions > Supplier meets > Industry associations > Regular operational reviews > Vendor survey
Employees	> Fair reward and recognition > Merit-based career development and opportunities > Enabling work environment > Workplace safety > Employee benefits, wellbeing and other facilities > Diversity at workplace > Leadership connect sessions > Work-life balance > Training and enhancement of skills	> Meetings/ Town hall briefings > Employee engagement surveys > Team building workshops Capacity building and training > Annual appraisals (360 degree feedback) > Employee newsletters > Rewards and recognitions > Volunteering opportunities > HR sessions > Talent Next
Communities	> Community development > Livelihood creation > Other social benefits > Managing conflict	> Direct engagement > Dedicated CSR team > CSR projects and initiatives > Visits > Needs assessments > Employee volunteering

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   **Applying Good Governance**   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Exploring our material matters

We conducted our first comprehensive materiality assessment exercise in FY 2021 to identify ESG related topics that have a material impact on our operations as well as our stakeholders. Through this exercise, 28 topics were selected. The idea behind determining 'materiality' is that it helps an organization to understand issues that are relevant to its stakeholders over the short, medium and long term. This understanding, in turn, makes ESG strategy and action more in tune with stakeholder priorities, and more robust in terms of creating impact and navigating risk. As part of the exercise, we reached out to 100+ internal and external stakeholders.

The materiality matrix provides a holistic overview of our organization's sustainability approach and its performance. The matrix depicts our material aspects based on the importance of Mphasis' management and significance to stakeholders. The issues depicted in the matrix have been plotted on a scale of high to low importance to both external and internal stakeholders.

Importance to Stakeholders (vertical axis: Medium, High, Very High)

Importance to Management (horizontal axis: Medium, High, Very High)

Matrix data points: 1, 2, 4, 3, 5, 6, 7, 8, 9, 10, 11,13, 14,15, 12,16, 17, 18, 19,20, 21, 22, 24, 25,23, 26, 27, 28

Materiality Matrix

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   **Applying Good Governance**   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Mphasis Material Issues

Environment

18. Energy Management
21. Reduction in GHG Emissions
24. Water Management
26. Waste Management

Social

5. Protection of Human Rights
9. Diversity at Workplace
17. Community Involvement
19. Talent Recruitment
6. Efficient Customer Service
20. Employee Development
27. CSR Investments
28. Employee Volunteering

Governance

1. Data Privacy
2. Business Ethics
3. Regulatory Compliance
4. Customer Satisfaction
6. IT System Security and Resilience
7. Intellectual Property Rights
8. Transparency and Disclosures
10. ESG in Risk Management
11. Grievance Management
12. ESG Governance
13. Occupational Health and Safety
14. Employee Engagement and Satisfaction
15. Responsible Technology
16. Responsible Marketing
22. Research & Development
23. Responsible Procurement
25. Responsible Policy Advocacy

Mphasis | ESG Report 2020-21

🏠   About Mphasis   Architecting Stakeholder Value   **Applying Good Governance**   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Responsible supply chain

We create sustainable value for our stakeholders by integrating sustainability into the very fabric of our business, including our supply chain. Our supply chain commitments have been powered by our multi-pronged approach to sustainable sourcing. It extends far beyond the selection of ethical suppliers and suppliers with an Environmental Management System as well as ISO 14001 certification. Central to our commitment is to walk the talk; while we comply with the Code of Business Conduct (COBC) and POSH policies, we expect our suppliers to adhere to our company practices to promote ethical supply chain practices.

We have established a vendor empanelment master portal, which is a digital platform where we collect and secure information pertaining to our suppliers. The elaborate empanelment forms assist us in eliminating unethical suppliers and help us remain focused on compliance with standards and regulations throughout our value chains. This ensures that our business operations have no significant and potential negative human rights (child labour) and labour practice (forced/compulsory and slave labour) impacts in the supply chains. Empanelled suppliers' performance is reviewed and evaluated annually. Non-price criteria such as technology, versatility, efficiency and performance aspects are taken into account during supplier evaluation.

We believe that inclusive procurement creates long-term value for our business and to our stakeholders. We ensure that by providing an opportunity to a diverse set of suppliers when performing a sourcing case. This approach to sourcing has enabled us to support local suppliers, minority-owned, women-owned, veteran-owned, LGBT owned, disabled owned, SME, etc. across our supply chain. Local suppliers meet about 1.5 per cent of our specifications.

Partnering with

1000+
active vendors

91%
of the procurements are sourced from local vendors and

94%
of the suppliers are domestic vendors

Mphasis | ESG Report 2020-21

About Mphasis | Architecting Stakeholder Value | Applying Good Governance | **Incorporating Inclusion** | Engineering Climate Sustainability | Annexure

Incorporating Inclusion

Our people are central to our vision and growth, and we strive to provide a safe and empowering professional experience to our employees. Our approach is driven by four key focus areas- equity and empowerment, inclusivity, driving learnability and agility, overall wellness and care. All our efforts across these areas help in ensures that we help our people maximize their potential as well as help our organisation and clients grow together consistently, competitively, profitably and responsibly.

Our Permanent Workforce

INDIA	OVERSEAS	**GLOBAL COUNT**
23,990 Nos.	5,483 Nos.	**29,473 Nos.**

COVID-19 has been exceptionally challenging for industries and the workforce across the world. We undertook several initiatives to support our employees through this period. Further, it is noteworthy that despite facing significant adversity caused by COVID-19, our team members remain more engaged than ever before. In fact, our employee employment - Net Promotion Score improved from 7.37/10 in April 2020 to 7.91/10 in April 2021.

> "Inclusion, diversity and accessibility amongst our people as well as across our CSR programs is at the core of our social pillar. Further, our focus on learnability and agility is driving a culture of innovation and growth for our employees.
>
> COVID-19 threw unprecedented challenges, and I am proud and humbled to see how our employees stepped up and supported each other as well as ensured business continuity for us and our clients through this year.
>
> Going forward we are developing a hybrid working model that focuses on improving employee experience and adopt a hyper personalized approach to care, wellbeing and learnability of our people."

- Srikanth Karra
Chief Human Resource Officer

Mphasis | ESG Report 2020-21

About Mphasis Architecting Stakeholder Value Applying Good Governance **Incorporating Inclusion** Engineering Climate Sustainability Annexure

Equity and Empowerment

Stemming from our core values, harmonizing our growth with the protection and furtherance of human rights is central to us as an organization. We have adopted a wider and holistic lens that drives our human rights related interventions. While we comply with local regulations across operations and have all the necessary policies such as harassment and abuse, parental leave, fertility treatments, medical coverage; in order to nurture an equitable environment at Mphasis, we have gone beyond the conventional and introduced gender reassignment leave, medical insurance coverage for same-gender partners as well as 50 gender-neutral bathrooms across our Indian and overseas offices.

Our commitment and actions to embed a diverse culture was recognized and we were awarded the 'Best Employer for the Diversity and Inclusion Policies' in the large company category.

Creating a safe and high performing workplace

At Mphasis, we strive to build a positive working atmosphere for our employees. The health and safety of every employee remain our top priority. The Environment Health and Safety (EHS) Policy expresses our philosophy

Category	Male	Female
Number of employees that took parental leave in FY 2020-21	797	191
Rate of Return to work that took parental leave	99.9%	93.2%.

and commitment towards the management of key EHS aspects. The policy applies across all our entities and acts as a framework for our efforts to continually implement, monitor and assess occupational health and safety risks across our operational boundary. As an outcome of this, we are proud to declare that we have not had any work-related injury or ill health cases in this reporting year.

We have focused on building a culture of safety by ensuring the continuous engagement of our employees. Employees are forwarded with mailers and flyers for effectively communicating information in key thematic areas related to their personal health and safety. We celebrate various global as well as national health and safety events, for instance, World Health Day, World No-Tobacco Day and World Environment Day etc. and spread awareness amongst our employees across boundaries.

Promoting a culture of transparency and openness

To ensure that our interventions reflect what our people need, we do regular audits, leadership reviews as well as engage human rights and gender experts to review our processes and help align our actions with our goals. Our inclusion and diversity and employee engagement teams

- My Story: My Story recognizes an employee's interests and passion outside of work and values each employee as a unique individual (passion, hobbies, interests, talent, etc.). My Story not only highlights an individual's achievement, but also encourages fellow employees to pursue their dreams and make it happen.

- Mphasis On Air (MOA) – Mphasis on-air radio plays every Friday at 4 PM IST in order to share company updates and other necessary updates across all the offshore locations.

work very closely with our employees to ensure that their voices and requirements are included.

Inclusivity

Our guiding philosophy is that "Diversity is the mix; Inclusion is making the mix work" - Andres Tapia.

At Mphasis, we believe that our employees are our greatest strength, and we are committed to ensuring equal opportunities to our people as well as nurturing a culture that respects inclusion and diversity. Our true north is to build an inclusive and diverse workplace that attracts, develops, and retains the best talent in an environment that fosters high performance using 3 tenets - Invest, Inspire and Involve.

Developing a diverse workforce

At Mphasis we celebrate the unique and diverse background that each individual brings to the Mphasis family and we strive to create an inclusive workplace where employees are appreciated for their individuality and therefore comfortable being their authentic selves. Further, we strive to recruit as well as empower women, veterans, LGBTQ+ and persons with disabilities across the organization.

Here are some key initiatives to drive gender-inclusive environment:

- We aim to develop a strong pipeline of talented **women in technology**. We partnered with Tech Gig to host the 'Geek Goddess' competition, where selected women technologists were given an opportunity to showcase their coding

Mphasis | ESG Report 2020-21

About Mphasis | Architecting Stakeholder Value | Applying Good Governance | **Incorporating Inclusion** | Engineering Climate Sustainability | Annexure

Approx. 35% of WOMEN IN THE WORKFORCE

The Leadership at Mphasis had taken a committed call to ensure that the gender ratio at Mphasis is at 30:70. We are extremely proud to declare that we over-achieved our target gender ratio in FY 2020-21. We have already achieved a balanced (34:66) gender ratio in the category of fresh talent, and we are making conscious efforts to expand our gender ratio in managerial category as well.

skills. In FY 2021, four women technologists from Mphasis qualified for the Grand Finale.

- Introduced the **Womentoring program**, where the leadership council provides one on one mentoring to women in our mid-level position to take up larger roles.

- Established the **Alumni Club** to encourage women second career, as well as actively participate in our recruitment campaigns.

- Introduced the **Integrated circuit** - an exclusive interactive platform for women in leadership positions to share their journey and motivate Mphasians.

A key focus of our diversity policy are individuals that identify as LGBTQ+. We conduct workplace trainings related to LGBTQ+ awareness and inclusion to help our employees understand the LGBTQ+ community and for their inclusion in the wider Mphasis community.

At Mphasis, we also organize a series of events every year to communicate the importance of diversity at our company for all our employees. The Diversity Week is a celebration of inclusion and diversity in all its colourful glory with a broad spectrum of programs and activities on awareness generation, safety and security of our employees, leadership talks, etc.

Additionally, we have also opened a fresh new channel for hiring and taken a first new step towards 'veteran friendly' staffing efforts across our offices in the United States.

Another crucial area of focus is accessibility. We are integrating accessibility across our operations, which has enabled us to demonstrate our positive intention and commitment to being a truly inclusive organization. We have been proactively recruiting people with disabilities over the past few years across functions.

> Diversity to me is the realization that it takes many colours to make the rainbow beautiful
>
> **Surendra Deshpande**, AVP Learning & Development

Inclusive hiring practices

Mphasis seeks to ensure that the interview process for potential hires, including women and people with disabilities, is undertaken by a better-equipped and diverse community of internal stakeholders. Special Diversity and Inclusion training programs have been developed and implemented to ensure that recruiters assess candidates equitably. In FY 2021, we trained 105 recruiters and 121 panelists on diverse and inclusive hiring processes.

In the coming years, we aim to continue our efforts on increasing diversity across the organization.

In FY 2021 we participated and showcased our I&D efforts across several platforms and forums. These were:

- AccelHERate conference, 2020
- Working Mother & AVTAR Best Companies for Women in India conferences, 2019
- LGBT+ Inclusion and Equality at Workplace in India, 2020
- AccelHERate conference, 2020

Driving learnability and agility

We empower our employees by providing opportunities to channel their creativity, abilities and skills towards achieving their professional and personal goals. The leadership at Mphasis focused on identifying the strengths of the employees and helping them develop and grow with the organization, thus nurturing a conducive environment for employees to realize their potential.

28

Mphasis | ESG Report 2020-21

About Mphasis Architecting Stakeholder Value Applying Good Governance **Incorporating Inclusion** Engineering Climate Sustainability Annexure

'Talent Next' – revolutionizing on the job learning

Driven by the vision of inculcating a culture of lifelong learning and a solution-centric mindset for employees, whereby they orient themselves to constantly develop solutions that help clients holistically, we designed the Talent Next Platform in 2018. The platform has grown to become the bedrock of our talent development initiatives. Over the years, Talent Next has matured into a cognitive automation tool with a 'learning recommendation engine' and resources for over 750 skills and hosts over 12,000 courses.

During FY 2020-21, nearly 12,435 employees completed one or more training on Talent Next.

Indicator	Breakdown	FY 2020-21	
		Total Employees trained	Average hours of training annually
Trainings	Senior management (Exec)	82	22.46
	Middle management (Exec)	373	12.17
	Lower /Junior management (Exec)	1,084	16.97
	Other employees (Non-Exec)	10,896	51.61

Developing a pipeline of empowered leaders

We have introduced a range of digitally enabled cutting-edge learning avenues for our employees as well as devised creative processes to recruit people with unique skill sets. Our talent management systems, such as pay models and career advancement, are designed to promote meritocracy and skill growth that is supporting our talent pipeline.

Some of the key events hosted by us in FY 2021 were:

- **Mettle of Honor:** The award recognized exemplary contribution made by our heroes in adapting to the new normal.

- **Pillars:** This program has felicitated around 5,000+ tenured employees since its inception.

- **APEX Awards:** Through our monthly summit award, we recognize 400 employees on an average every month. In our quarterly APEX awards, we recognise around 25 managers, 10 teams and 5 cross functional teams on a quarterly basis.

Driving performance excellence and innovation

We believe that approach to rewards and recognition leads to great employee engagement, recognizes their efforts, sparks innovation and helps us create a more positive working environment.

Hackathons

To drive innovation amongst our employees, we regularly conduct hackathons. These hackathons tinker fresh and innovative thinking. We organized 2 hackathons in FY 2021 on a variety of themes in collaboration with top technology companies around the world including Google Cloud, Automation Anywhere, AWS, etc. The average participation for each event is approximately 200 employees.

Wellness and care

Employee health and well-being is a vital area of care and concern for the organization, which is ensured through regular medical check-ups and other benefits provided in accordance with the medical needs. We leverage - Zoojoobe our wellness platform to help our employees develop healthy habits. Overall, we organized 20 webinars conducted under Health & Wellness in FY-21 with an overall participation of 2,351 employees.

We are supporting our employees through the 'Reach Us' program that helps our people to cope with life's problems in a comfortable and secure environment. Employee counselling is offered at no cost and is available to all Mphasis employees in India.

We also believe that financial wellness is critical, hence we organized quarterly financial wellness sessions on select topics. Over 700+ employees participated in these webinars.

The onset of COVID-19 pandemic as well as restrictions in 2020 have been particularly distressing. Therefore, to support our people during the COVID-19 pandemic, we introduced various wellness initiatives that have been mentioned at the beginning of this report.

Mphasis | ESG Report 2020-21

🏠 About Mphasis | Architecting Stakeholder Value | Applying Good Governance | **Incorporating Inclusion** | Engineering Climate Sustainability | Annexure

Bridging the divide

Driven by F1 Foundation we strive to improve our community connections by leveraging the expertise of employees through their engagement in volunteer programs. Our position and programs that have an impact on the communities, in which we work, have aided us in forming effective social development partnerships. Furthermore, the senior leadership of the organization continue to provide mentoring support to each program in their individual capacity.

Despite the challenges of adapting to a completely remote model, amidst the pandemic, 22 Mphasis volunteers invested their time and effort towards remote mentoring and scratch translation initiatives by Pratham Education Foundation, which in turn impacted 63 youth volunteers and 1,238 scratch strings translated into local languages to help children code. We also have an active payroll giving program, where employees are encouraged to donate a portion of their salary to a social cause of their choice.

In FY21, our volunteers helped Headstreams, an NGO working with 3000 youth on learning outcomes and skill development in conducting classes online. The team developed a Opensource software called Moodle mobile learning platform on Azure Cloud, that serves as a content management system. They also developed a process to manage the content for Headstreams and configured the same on the platform. The team ensured that the Headstreams team is coached and trained to handle the platform independently.

Mphasis | ESG Report 2020-21

About Mphasis Architecting Stakeholder Value Applying Good Governance Incorporating Inclusion **Engineering Climate Sustainability** Annexure

Engineering climate sustainability

As a leading technology company, we recognize the opportunity and the responsibility to leverage our technological capabilities to tackle the effects of climate change. Therefore, at Mphasis, we aim to accelerate our commitment to climate change by investing in renewable energy, effective waste and water management practices and helping clients migrate to greener IT, cloud and software; to enable a more responsible value chain.

Currently, our environmental efforts are focused on reducing the impact within our operations. We have integrated environmental goals into our business strategy, risks and processes to create a lasting impact on the planet and on all our stakeholders. All these strategic measures have helped us shape an environmental agenda which is to foster a low-carbon economy by reducing our consumption of natural resources such as waste, water and energy.

"

Repercussions of climate change and environmental degradation are no longer a far-sighted risk. We recognize our obligation to the natural world and are committed to reducing the environmental effects of our operations.

We intend to revisit our targets and further strength our commitment to growing sustainably as an organization.

"

- Ajit Kumar
Senior Vice President and Head - Business Operations

31

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   **Engineering Climate Sustainability**   Annexure

Environmental Policy

Our Environmental Policy guides our strategy and execution towards day-to-day operations. It covers our environmental performance, employee engagement, implementation and review, initiatives towards energy and water management. The policy also dwells on a systematic approach towards reducing carbon emission and our policy to reduce, reuse and recycle waste.

While our primary focus is to minimise our carbon footprint, we have adopted a holistic approach to environment management with a focus on the following elements:

Provide a safe and healthy working environment to our employees, contractors, and visitors

Enhance sustainability initiatives to reduce company's carbon footprint and thereby continuously monitoring the carbon data

Set targets for continuous improvement in our EHS performance and monitor these target

Educate our suppliers to operate consistently with our Supplier Code of Conduct and applicable EHS standards

Meet environmental, health and safety requirements across our business locations

Strive to prevent pollution and to minimize the environmental impacts

Conserve natural resources by minimizing usage, reusing and recycling material and by purchasing recycled material

Analyze and eliminate or control the EHS risks of new and existing office setup

Report EHS performance and key issues to relevant stakeholders

32

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   **Engineering Climate Sustainability**   Annexure

Our transition to low-carbon

Reducing our carbon footprint

Considering the nature of our business, greenhouse gas emissions from fuel and electricity consumption at our office and data centers are the most significant environmental footprint.

As the restrictions imposed by the COVID-19 pandemic led to a remote working environment, we saw a drop of more than 38% in electricity consumption across our offices during our third and fourth fiscal quarters, compared to the previous year. However, we are continuing to undertake various energy efficiency measures to reduce our overall footprint. We have designed and implemented an efficient Energy Management System that helps us in identifying critical areas for improvement and also set targets for energy reduction. In addition to this, we also conduct regular internal audits to track our energy consumption and implement energy efficiency measures such as replacing conventional equipment with more efficient equipment.

Electricity intensity (MWH/INR million revenue

Year	Value
2018	1.20
2019	1.07
2020	0.89
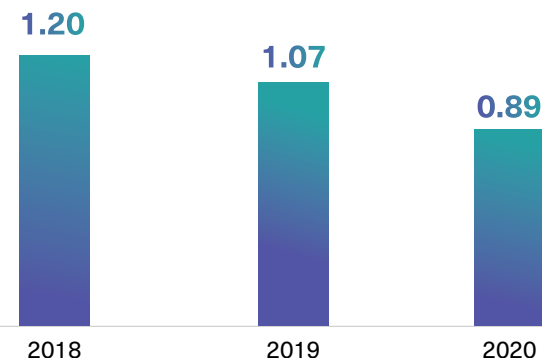
Case Study: "Phasing out of ozone depleting substances (ODS)'

Across our operations, we recognize that refrigerants (mainly used in air-conditioning units) are found to be harmful to the environment causing global warming. As a result, we are currently in the process of phasing out all R-22 refrigerants with eco-friendly alternatives such as R-410a that have zero ozone-depleting potential. We have so far replaced 10 of our old air-conditioning units with new AC units and we intend to complete this transition in a phased manner.

Investing in Renewable Energy

To reach our emission reduction goals, we are committed to increasing our renewable energy capacity to power our everyday operations. We have recently invested in a 20 KW onsite rooftop solar power plant in Mangaluru, India, a site fully operated by Mphasis. In locations where energy is purchased on our behalf or location with limited space availability, we are collaborating with building management and others to improve our renewable electricity mix by pursuing off-site renewable energy projects. This is in line with our commitment to reducing our emissions by powering offices with renewable electricity

In FY 2021, we generated 5225 KwH of electricity for our India operations from renewable sources, including electricity generated from our solar PV plants.

Transitioning towards green buildings

In order to build a workforce of the future, we are transitioning all our existing and new buildings to international standards of environmental and social sustainability. This transition would not only help us to minimize our impact on the environment, but also enable us to contribute towards our employees' health, wellbeing and productivity. One of our recent achievements includes certification of one of our offices in Bengaluru to Leadership in Energy and Environmental Design (LEED) Gold standards. In terms of impact, this certification implies that the buildings are efficient, cost-effective and better for occupants and the environment. We have also received an ISO 14001:15 certification for the facility to strengthen our commitment to reducing the environmental impacts within our operations. Additionally, for the last few years we have been focusing on upgrading other offices as well to 5-star, 4 star and 3-star Bureau of Energy Efficiency (BEE) standards. The rating is a nationally accepted industry benchmark.

In FY 2021, 64429 sq. ft of our new buildings were awarded the highest green building certification.

33

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   **Engineering Climate Sustainability**   Annexure

Adopting circularity

At Mphasis, we strive to integrate the principle of 3Rs: reduce, reuse and recycle across all our waste streams which primarily comprises food waste, paper, plastic and e-waste. This is in line with our strategic focus to stop waste from going into landfills. To drive this, we are exploring innovative ways to incorporate the idea of converting waste into useful resources and thereby contributing towards a more circular ecosystem.

Moving towards a plastic-free office environment

Recognizing the widespread problem with regards to plastic pollution, we have started a "Let us Say No to Plastic," campaign to accelerate our commitment towards a plastic-free office environment. As a primary step in this campaign, we have stopped procurement of single-use bottles at all our offices. We are also raising awareness by sending email reminders to all our employees regarding the best practices to avoid plastic at home and at the workplace. This decision has nudged many of our employees to adopt reusable bottles, enabling behavioural changes towards a plastic-free lifestyle. Additionally, all our facilities have resorted to using 100% biodegradable plastic garbage bags to collect and dispose off and wet waste, diverting thousands of disposable plastic waste in the process

In FY 2021, we recycled 16.03 tonnes of paper/cardboard waste to make recycled paper and notebooks through our strategic partnership with ITC paper mills.

Enabling circular innovation

Tackling the complex global waste problem will require innovation and sustainable business model shifts on a massive scale. To help address these issues, we partnered with ITC mills to collect our packaging waste generated in our facility. As part of the partnership, ITC mills would recycle all our waste and manufacture recycled stationeries to be used within our premises. This Initiative would not only help us reduce our impact on biodiversity but also drive behavioural change within our employees. Currently the initiative is being implemented in our Chennai and Bengaluru offices. However, we intend to expand the coverage to other facilities in the near future.

Reducing paper and printing consumption

We have implemented strong measures for digitizing processes to reduce the need for paper. For example, we have discontinued the procurement of printers and toners at our offices which directly reduces the waste generated from these devices. Further minimising the usage of paper across offices is an ongoing activity. Though we promote digitization at all levels to minimize paper waste, we also acknowledge the use of physical paper for certain purposes.

ETMS Case study

As part of our efforts to reduce paper consumption, we have developed an app, ETMS to manage all our internal transport related activities. This app allows all our drivers and employees to digitally register personal information, allocate and access all information related to their trip details. Prior to this app, all our drivers and employees used to take printouts of their trip details before boarding, leading to paper wastage.

Managing E-waste

Another category of waste that is generated within our premises is e-waste, which broadly includes computers, servers, scanners, UPSs, batteries, air-conditioners etc. All such E-wastes are being sent for dismantling and further recycling through registered E-waste vendors.

Accelerating zero waste wastage across our operations

Water conservation is a top priority for Mphasis. We are currently focusing on minimizing our impact by taking strategic measures including responsible use, reuse and discharge across our office portfolio.

Although our operations are not water-intensive, we are minimizing our use of freshwater. This includes reducing our water consumption by installing water-efficient fixtures, sensor-based urinal flush fittings and by driving behavioural changes within our workforce through regular awareness campaigns and visual reminders at the point of use. We are also undertaking initiatives to explore and implement rainwater harvesting facilities for our large offices wherever feasible.

In the context of managing waste-water usage across our large offices, we are committed to safely treating and managing the waste water generated within our premises via our in-house sewage treatment plants (STPs). Treated water is then reused for the purpose of landscaping, planting and toilet flushing. In our smaller leased offices, with limited space or lesser operational control, the wastewater is discharged into government sewage treatment plants.

34

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   **Annexure**

Annexure - 1

GRI Index

GRI Standard Number	Disclosure Number	Description	UNGC Principles	UN Sustainable Development Goals	Section/Subsection Title	Pg. No./Explanation
General Disclosures						
GRI 102	102-1	Name of the organization				Annual Report FY2021- Page 155
GRI 102	102-2	Activities, brands, products, and services				Annual Report FY2021- Page 07
GRI 102	102-3	Location of headquarters				Bengaluru, India
GRI 102	102-4	Location of operations				Annual Report FY2021- Page 198
GRI 102	102-5	Ownership and legal form				Annual Report FY2021- Page 155
GRI 102	102-6	Markets served				Annual Report FY2021- Page 187
GRI 102	102-7	Scale of the organization				Annual Report FY2021- Page 36
GRI 102	102-8	Information on employees and other workers	6	8,12	Annexure II- ESG Data Book	Page 44, 45, 46
GRI 102	102-9	Supply chain	3, 4, 5, 6, 8, 10		Responsible supply chain	Page 24
GRI 102	102-10	Significant changes to the organization and its supply chain				No significant changes to the supply chain
GRI 102	102-11	Precautionary Principle or approach	7			Our management approach to each material ESG issue is outlined in the relevant sections
GRI 102	102-12	External Initiatives				These are listed across the report
GRI 102	102-13	Membership of associations	1, 8			Relevant industry partnerships and associations' names are provided throughout relevant sections of the report
GRI 102	102-14	Statement from senior decision-maker			Message from our CEO	Page 05
GRI 102	102-15	Key impacts, risks, and opportunities			Managing risks and building resilience, Overview of our key risks	Page 16, 17

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   **Annexure**

GRI Standard Number	Disclosure Number	Description	UNGC Principles	UN Sustainable Development Goals	Section/Subsection Title	Pg. No./Explanation
GRI 102	102-16	Organization's values, principles, standards, and norms of behaviour	1, 2, 3, 4, 5, 6, 8, 10	16	Embedding ethical practices	Page 18, 19, 20
GRI 102	102-17	Mechanisms for advice and concerns about ethics	10	16	Embedding ethical practices	Page 18, 19, 20
GRI 102	102-18	Governance structure			Governance at Mphasis	Page 14, 15
GRI 102	102-19	Delegating authority			Governance at Mphasis	Page 14, 15
GRI 102	102-20	Executive-level responsibility for economic, environmental, and social topics			Governance at Mphasis	Page 14, 15
GRI 102	102-21	Consulting stakeholders on economic, environmental, and social topics		16	Governance at Mphasis	Page 14, 15
GRI 102	102-22	Composition of the highest governance body and its committees		5, 16	Board independence and diversity	Page 14
GRI 102	102-23	Chair of the highest governance body		16	Our governance approach	Page 14
GRI 102	102-24	Nominating and selecting the highest governance body		5, 16	Director's appointment and remuneration	Page 14
GRI 102	102-25	Conflicts of interest		16	Code of business conduct	Page 18
GRI 102	102-26	Role of highest governance body in setting purpose, values, and strategy			Governance at Mphasis	Page 14
GRI 102	102-27	Collective knowledge of highest governance body on ESG topics		4	Performance assessment	Page 14
GRI 102	102-28	Evaluating the highest governance body's performance			Performance assessment	Page 14, 15
GRI 102	102-29	Process for the highest governance body in identifying and managing economic, environmental, and social impacts		16	Governance at Mphasis	Page 14, 15. The highest governance body has constituted a CSR committee to oversee the management of economic, environmental and social performance.
GRI 102	102-30	Highest governing body's role in reviewing effectiveness of risk management processes			Risk governance	Page 16
GRI 102	102-31	Review of economic, environmental, and social topics			Our governance approach	Page 14
GRI 102	102-32	Highest governance body's role in sustainability reporting			Our governance approach	Page 14
GRI 102	102-33	Communicating critical concerns			Embedding ethical practices	Page 18, 19, 20

Mphasis | ESG Report 2020-21

About Mphasis | Architecting Stakeholder Value | Applying Good Governance | Incorporating Inclusion | Engineering Climate Sustainability | **Annexure**

GRI Standard Number	Disclosure Number	Description	UNGC Principles	UN Sustainable Development Goals	Section/Subsection Title	Pg. No./Explanation
GRI 102	102-34	Nature and total number of critical concerns				No critical concerns
GRI 102	102-35	Remuneration policies			Remuneration	Page 15
GRI 102	102-36	Process for determining remuneration			Remuneration	Page 15
GRI 102	102-37	Stakeholders' involvement in remuneration		16	Remuneration	Page 15
GRI 102	102-38	Annual total compensation ratio			Remuneration	Page 15. Compensation of Board Members and Directors reported annually
GRI 102	102-39	Percentage increase in annual total compensation ratio			Remuneration	Page 15
GRI 102	102-40	List of stakeholder groups			Engaging our stakeholders fostering long-term relations	Page 21, 22
GRI 102	102-42	Identifying and selecting stakeholders			Engaging our stakeholders fostering long-term relations	Page 21, 22
GRI 102	102-43	Approach to stakeholder engagement			Engaging our stakeholders fostering long-term relations	Page 21, 22
GRI 102	102-44	Key topics and concerns raised			Engaging our stakeholders fostering long-term relations	Page 21, 22
GRI 102	102-45	Entities included in the consolidated financial Statements				Annual Report FY2021- Page 36
GRI 102	102-46	Defining report content and topic Boundaries			About the report	Page 06
GRI 102	102-47	List of material topics			Exploring our material matters	Page 23, 24
GRI 102	102-48	Restatements of information				No restatements of information
GRI 102	102-49	Changes in reporting				This is the first ESG Report of Mphasis Limited
GRI 102	102-50	Reporting period			About the report	
GRI 102	102-51	Date of most recent report				This is the first ESG Report of Mphasis Limited
GRI 102	102-52	Reporting cycle				Annual
GRI 102	102-53	Contact point for questions regarding the report			About the report	Page 06

Mphasis | ESG Report 2020-21

About Mphasis · Architecting Stakeholder Value · Applying Good Governance · Incorporating Inclusion · Engineering Climate Sustainability · **Annexure**

GRI Standard Number	Disclosure Number	Description	UNGC Principles	UN Sustainable Development Goals	Section/Subsection Title	Pg. No./Explanation
GRI 102	102-54	Claims of reporting in accordance with the GRI Standards			Annexure I- GRI Index	Page 35
GRI 102	102-55	GRI content index			Annexure I- GRI Index	Page 35
GRI 102	102-56	External assurance				The report has not been externally assured. We will be exploring the possibility of assuring our forthcoming reports
GRI 103	103-1	Explanation of the material topic and its Boundary			Exploring our material matters	Page 23, 24
GRI 103	103-2	The management approach and its components			Message from our CEO, Our governance approach	Message from Chief Executive Officer & Managing Director Page 14-15 AR: Message from Chairman and Message from Chief Executive Officer & Managing Director
GRI 103	103-3	Evaluation of the management approach			Our governance approach	Page 14, 15. ESG vision, material topics and ambitions
GRI 200: Economic						
GRI 201	201-1	Direct economic value generated and distributed			Mphasis by numbers	Page 07
GRI 201	201-2	Financial implications and other risks and opportunities due to climate change	7, 8, 9	13	Managing risks and building resilience	Page 16, 17
GRI 202	202-1	Ratios of standard entry level wage by gender compared to local minimum wage				We pay our employees above the minimum wages set up the labor laws and do not discriminate between gender in terms of compensation
GRI 203	203-1	Infrastructure investments and services supported				Covered in respective sections throughout the report
GRI 204	204-1	Proportion of spending on local suppliers			Annexure II- ESG Data Book	
GRI 205	205-1	Operations assessed for risks related to corruption	10	16	Addressing anti-bribery and corruption	Page 19
GRI 205	205-2	Communication and training about anticorruption policies and procedures			Addressing anti-bribery and corruption	Page 19. All our employees are communicated with on our anti-corruption policies and procedures
GRI 205	205-3	Confirmed incidents of corruption and actions taken			Addressing anti-bribery and corruption	Page 19. No confirmed incident of corruption during the reporting period.

Mphasis | ESG Report 2020-21

🏠 About Mphasis | Architecting Stakeholder Value | Applying Good Governance | Incorporating Inclusion | Engineering Climate Sustainability | **Annexure**

GRI Standard Number	Disclosure Number	Description	UNGC Principles	UN Sustainable Development Goals	Section/Subsection Title	Pg. No./Explanation
GRI 206	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			Embedding ethical practices	No legal actions in this regard
GRI 300: Environmental						
GRI 302: Energy						
GRI 302	302-1	Energy consumption within the organization	7, 8, 9	7, 8, 12, 13	Annexure II- ESG Data Book	Page 48
GRI 302	302-2	Energy consumption outside of the organization	8	7, 8, 12, 13	Our transition to low carbon	Page 33
GRI 302	302-3	Energy intensity	8	7, 8, 12, 13	Our transition to low carbon	Page 33
GRI 302	302-4	Reduction of energy consumption	7, 8, 9	7, 8, 12, 13	Our transition to low carbon	Page 33
GRI 303: Water and effluents						
GRI 303	303-1	Interactions with water as a shared resource	7, 8	6, 12	Annexure II- ESG Data Book	Page 49
GRI 303	303-2	Management of water discharge-related Impacts	7, 8, 9	6, 12	Accelerating zero waste wastage across our operations	Page 34
GRI 303	303-5	Water consumption	7, 8	6, 12	Annexure II- ESG Data Book	Page 49
GRI 305: Emissions						
GRI 305	305-1	Direct (Scope 1) GHG emissions	7, 8	3, 12, 13, 14, 15	Annexure II- ESG Data Book	Page 48
GRI 305	305-2	Energy indirect (Scope 2) GHG emissions	7, 8	3, 12, 13, 14, 15	Annexure II- ESG Data Book	Page 48
GRI 305	305-3	Other scope 3 emissions	7, 8	3, 12, 13, 14, 15	Annexure II- ESG Data Book	Page 48
GRI 305	305-4	GHG emissions Intensity	8	13, 14, 15	Annexure II- ESG Data Book	Page 48
GRI 305	305-5	Reduction of GHG emissions	7, 8, 9	13, 14, 15	Annexure II- ESG Data Book	Page 48
GRI 305	305-6	Emissions of ozone-depleting substances (ODS)	7, 8, 9	3, 12	Annexure II- ESG Data Book	Page 49
GRI 305	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air missions	7, 8, 9	3, 12, 14, 15	Annexure II- ESG Data Book	Page 49
GRI 306: Waste						
GRI 306	306-1	Waste generation and significant waste-related impacts	7, 8, 9	3, 6, 12, 14	Annexure II- ESG Data Book	Page 49
GRI-306	306-2	Waste by type and disposal method	7, 8	3, 6, 12	Annexure II- ESG Data Book	Page 49, 50

Mphasis | ESG Report 2020-21

🏠 About Mphasis Architecting Stakeholder Value Applying Good Governance Incorporating Inclusion Engineering Climate Sustainability **Annexure**

GRI Standard Number	Disclosure Number	Description	UNGC Principles	UN Sustainable Development Goals	Section/Subsection Title	Pg. No./Explanation
GRI-306	306-3	Significant spills during the reporting period				No significant spills.
GRI-306	306-4	Waste diverted from disposal			Annexure II- ESG Data Book	Page 49, 50
GRI 306	306-5	Waste directed to disposal			Annexure II- ESG Data Book	Page 49, 50
GRI 307: Environmental compliance						
GRI-307	307-1	Non-compliance with environmental laws and Regulations				No cases of noncompliance
GRI 308	308-1	New suppliers that were screened using environmental criteria	8		Responsible supply chain	Page 25
GRI-308	308-2	Negative environmental impacts in the supply chain and actions taken				No impact assessment undertaken in the supply chain
GRI 400: Social						
GRI-401	401-1	New employee hires and employee turnover	6	5, 8	Annexure II- ESG Data Book	Page 46
GRI-401	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees			Annexure II- ESG Data Book	Page 47, 48
GRI 401	401-3	Parental Leave			Annexure II- ESG Data Book	Page 47
GRI-402	402-1	Minimum notice periods regarding operational Changes				Our notice period has been indicated in the employment and engagement contracts and comply with all the national regulations
GRI-403	403-1	Occupational health and safety management System			Creating a safe and high performing workplace	Page 27
GRI-403	403-2	Hazard identification, risk assessment, and incident investigation		3, 8		Risk & opportunities register is maintained
GRI-403	403-4	Worker participation, consultation, and communication on occupational health and safety		3, 8		Wellness initiatives around employee health are covered under section W&C
GRI-403	403-8	Workers covered by an occupational health and safety management system		8		Wellness initiatives around employee health are covered under section W&C
GRI-403	403-9	Work-related injuries				Nil
GRI-403	403-10	Work-related ill health				Nil

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   **Annexure**

GRI Standard Number	Disclosure Number	Description	UNGC Principles	UN Sustainable Development Goals	Section/Subsection Title	Pg. No./Explanation
GRI-404	404-1	Average hours of training per year per Employee	6	4, 5, 8	'Talent Next' – revolutionising on the job learning	Page 29
GRI-404	404-2	Programs for upgrading employee skills and transition assistance programs			Developing a pipeline of empowered leaders	Page 29
GRI-404	404-3	Percentage of employees receiving regular performance and career development reviews				All our employees receive regular Performance assessment.
GRI-405	405-1	Diversity of governance bodies and employees	6	5, 8	Incorporating Inclusion, Board Independence and Diversity	Page 14
GRI-405	405-2	Ratio of basic salary and remuneration of women to men				No discrimination on salary
GRI-406	406-1	Incidents of discrimination and corrective actions taken				No incidents of discrimination
GRI-407	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk				No operations with risk to collective bargaining
GRI-408	408-1	Operations and suppliers at significant risk for incidents of child labor			Embedding ethical practices	Page 18, 19, 20
GRI-409	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	4	8	Embedding ethical practices	Page 18, 19, 20
GRI 410	410-1	Security personnel trained in human rights policies or procedures			Embedding ethical practices	Page 18, 19, 20
GRI-411	411-1	Incidents of violations involving rights of indigenous peoples				There have been no violations involving rights of indigenous people during the reporting period.
GRI-412	412-1	Operations that have been subject to human rights reviews or impact assessments	1	16		No operations have been subject to HR impact assessments
GRI-412	412-2	Employee training on human rights policies or procedures				COBC training is provided
GRI-413	413-1	Operations with local community engagement, impact assessments, and development programs			Message from our CEO, Some of the breakthrough technologies that we have nurtured, Bridging the divide	Page 05, 13, 30

Mphasis | ESG Report 2020-21

🏠 About Mphasis | Architecting Stakeholder Value | Applying Good Governance | Incorporating Inclusion | Engineering Climate Sustainability | **Annexure**

GRI Standard Number	Disclosure Number	Description	UNGC Principles	UN Sustainable Development Goals	Section/Subsection Title	Pg. No./Explanation
GRI-413	413-2	Operations with significant actual and potential negative impacts on local communities				No operations with significant negative impacts on local communities
GRI-414	414-1	New suppliers that were screened using social criteria				Suppliers are not currently screened using social criteria
GRI-414	414-2	Negative social impacts in the supply chain and actions taken				No negative social impacts
GRI 415	415-1	Political Contributions				No political contributions
GRI-416	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		NA		No incidence of non-compliance
GRI 417	417-2	Incidents of non-compliance concerning product and service information and labeling		NA		No incidence of non-compliance
GRI 417	417-3	Incidents of non-compliance concerning marketing communications		NA		No incidence of non-compliance
GRI-418	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data				No complaints concerning breches of customer privacy and losses of customer data
GRI -419	419-1	Non-compliance with laws and regulations in the social and economic area				Mphasis is compliant with with laws and regulations in the social and economic area

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   **Annexure**

Annexure - 2

Mphasis ESG Data Book

Category	Unit	Mphasis Ltd.
Economic value Generated		
Total revenue	Million INR	98,552.56 (Page 31 of AR)
Economic Value distributed and retained		
Total operating cost	Million INR	22,896.59 (Standalone total expenses Finance Cost- Depreciation Employee Expenses*)
Total employee related expenses (salaries + benefits)	Million INR	56,297.86 (Page 31 of AR)
Payments to providers of capital	Million INR	634.15 (Page 31 of AR)
Payment to government	Million INR	4,094.30 (Page 31 of AR)
Community investments	Million INR	268.9 (Page 197 of AR (Mphasis Ltd + Subsidiaries)
Economic value retained	Million INR	14,375.12
Philanthropic contributions		
CSR expense	Million INR	268.9
Community Investments out of total CSR expense (at the group level)	Million INR spend	268.9
Political contributions	Million INR	0
Fines/settlements/complaints Category	Unit	Mphasis Ltd.
Fines or settlements related to anti-competitive practices	INR	0
Ongoing investigations related to anti-competitive practices	No.	0
Confirmed cases of corruption and bribery	No.	0
Current involvement in any ongoing corruption and bribery cases	No.	0
Contributions to and spending for political campaigns, political organizations, lobbying, trade associations, tax-exempt entities	INR	0
No. of incidents of discrimination and harassment	No.	18
Complaints concerning breaches of customer privacy and losses of customer data	No.	0

Mphasis | ESG Report 2020-21

🏠 About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   **Annexure**

Category	Employees	Unit	Mphasis Ltd.
Social Performance			
Philanthropic Contributions			
Board of Director	Male	No.	7
	Female	No.	1
	<30	No.	0
	30-50	No.	3
	>50	No.	5
Senior management	Male	No.	58
	Female	No.	10
	<30	No.	0
	30-50	No.	42
	>50	No.	26
Middle management	Male	No.	530
	Female	No	79
	<30	No.	0
	30-50	No.	472
	>50	No.	137
Junior management	Male	No.	1,665
	Female	No.	413
	<30	No.	5
	30-50	No.	1,777
	>50	No.	296
Other employees (non-executive)	Male	No.	15,192
	Female	No.	8,858
	<30	No.	10,492
	30-50	No.	12,633
	>50	No.	925
Contractual employees	Total	No.	2,669

Mphasis | ESG Report 2020-21

About Mphasis Architecting Stakeholder Value Applying Good Governance Incorporating Inclusion Engineering Climate Sustainability **Annexure**

Category	Employees	Unit	Mphasis Ltd.
Workforce global (Non-India)	Male	No.	3,214
	Female	No.	2,269
	<30	No.	682
	30-50	No.	1,009
	>50	No.	3,791
New employee hires			
Senior management	Male	No.	3
	Female	No.	1
	<30	No.	0
	30-50	No.	3
	>50	No.	1
Middle management	Male	No.	63
	Female	No.	6
	<30	No.	0
	30-50	No.	42
	>50	No.	27
Junior management	Male	No.	234
	Female	No.	129
	<30	No.	5
	30-50	No.	250
	>50	No.	108
Other employees (non-executive)	Male	No.	4,699
	Female	No.	4,207
	<30	No.	4,471
	30-50	No.	3,742
	>50	No.	693
Contractual employees	Male	No.	737
	Female	No.	300
	<30	No.	279
	30-50	No.	633
	>50	No.	125

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   **Annexure**

Category	Employees	Unit	Voluntary	Involuntary	Total
Employee Turnover Rate					
Senior management	Male	Percentage	1.7	3.5	5.2
	Female	Percentage	11.8	0.0	11.8
	<30	Percentage	0.0	0.0	0.0
	30-50	Percentage	2.5	0.0	2.5
	>50	Percentage	3.7	7.4	11.1
Middle management	Male	Percentage	9.1	2.2	11.3
	Female	Percentage	4.1	2.7	6.8
	<30	Percentage	0.0	0.0	0.0
	30-50	Percentage	9.4	1.3	10.7
	>50	Percentage	4.9	5.7	10.5
Junior management	Male	Percentage	12.9	5.4	18.3
	Female	Percentage	18.7	8.4	27.1
	<30	Percentage	35.3	35.3	70.6
	30-50	Percentage	13.9	5.0	18.9
	>50	Percentage	13.5	11.3	24.8
Other employees (non-executive)	Male	Percentage	22.2	7.2	29.3
	Female	Percentage	28.1	10.5	38.6
	<30	Percentage	25.0	6.7	31.7
	30-50	Percentage	22.5	8.9	31.3
	>50	Percentage	38.5	24.6	63.1

Category	Unit	Mphasis Ltd.
Trainings man hours		
Senior management	No of participants	82
	Avg. hours of training	22
Middle management	No of participants	373
	Avg. hours of training	12
Junior management	No of participants	1,084
	Avg. hours of training	17
Other employees (non-executive)	No of participants	10,896
	Avg. hours of training	52

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   Annexure

Category	Unit	Mphasis Ltd.	
		Male	**Female**
Parental Leave*			
Employees entitled for parental leave	No.	17445	9,360
Employees that took parental leave	No.	797	191
Employees that returned to work in the reporting period after parental leave ended	No.	796	178
Employees that returned to work after parental leave ended that were still employed 12 months after their return to work	No.	615	130
Rate of Return to work that took parental leave	Percentage	99.9	93
Retention rates of employees that took parental leave	Percentage	78	59

data applicable only for permanent employees

Category	Unit	Mphasis Ltd.
Suppliers and procurement spend*		
Total Suppliers	No.	1,149
Total Procurement spend	Million INR	8,774
Procurement spend on locally-based suppliers	Percentage of total	91

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

Category/types of benefits provided	Unit	Permanent employees	Temporary/part-time employees
Benefits provided to permanent employees and temporary employees			
Life insurance	Yes/No	Yes	No
Health care	Yes/No	Yes	No
Disability	Yes/No	No	No
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

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   **Annexure**

Category/types of benefits provided	Unit	Permanent employees	Temporary/part-time employees
Housing	Yes/No	No	No
Food allowance	Yes/No	Yes	No
Extra paid holidays	Yes/No	Yes	Yes
Citizenship leave	Yes/No	No	No
Car lease	Yes/No	Yes	No
Sabbatical leave	Yes/No	Yes	No
Gender re-assignment leave	Yes/No	Yes	No
Fertility treatment leave	Yes/No	Yes	No
Learn while you earn	Yes/No	Yes	No

Category	Unit	2021
Environmental Performance		
Energy Consumption		
Electricity purchased (from non-renewable sources)	MWh	23,199,912
Captive DG power	MWh	154,861
Total renewable energy	MWh	5.225
Total energy consumption	MWh	23,359.998

Solar PV installation location	Unit	Installed capacity 2021
Total renewable energy capacities		
Morgan Gate Mangalore	KW	10 KW
Total	KW	10 KW

Category	Unit	2021
GHG emissions		
Scope 1: Direct emissions	tCO_2 eq	137
Scope 2: Indirect emissions	tCO_2 eq	18,924
Scope 3: Business travel (diesel car)	tCO_2 eq	1,986
Total GHG emissions	tCO_2 eq	21047
GHG emission intensity	tCO_2 eq/Revenue in Million INR	0.2164

| ESG Report 2020-21

About Mphasis · Architecting Stakeholder Value · Applying Good Governance · Incorporating Inclusion · Engineering Climate Sustainability · **Annexure**

Air Pollutant Management

The main emissions from our support activities are Nitrogen Oxide (NOx), Sulfur Oxide (SOx). The operation of diesel generator sets are the primary sources of NOx and SOx at our campuses. We also hire an external agency to conduct air quality testing once in 6 months within our work area. The results are studied and verified by the EHS team.

Further, carbon monoxide sensors are placed in the work areas and when carbon monoxide concentration is above the prescribed limits, a fresh air vent is opened in the AHU room to decrease the concentration of carbon monoxide.

Emissions of ozone-depleting substances (ODS)

Our operations warrant the use of refrigerants like R22 and R410A in our Heating, Ventilation, and Air Conditioning (HVAC) Systems. Each of these substances has a different Ozone Depleting Potential (ODP) but we have taken a group-wide decision to replace all R22 refrigerants with minimum ODP and Global Warming Potential (GWP) like R410A

Category	Unit	2021
HCFC-22 or R-22	Tons	0.17
CFC-12 or R-12	Tons	0
CFC-11 or R-11	Tons	0
HFC-134a or R-134a	Tons	0
R404A	Tons	0
R123	Tons	0
R417A	Tons	0
R410A	Tons	0
R407C	Tons	0
R32	Tons	0

Water consumption

Our main operations are not water-intensive, and we primarily rely on water for drinking, cooking, and lavatory purposes. To the extent possible, wastewater is reused and recycled and is used for landscaping, planting, and toilet flushing. We have also undertaken multiple

Initiatives such as the installation of water aerators to reduce our water consumption. We have also created an enabling atmosphere for workers to help them mitigate their impacts by raising awareness and engaging them through frequent activities in collaboration with different NGOs, internal awareness programs

Waste generation and disposal

Category	Unit	2021	Disposal method
Dry paper and paper products	Tonnes	16.03	
	Disposed to ITC for recycling		
Metal waste	Tonnes	0.58	
	Disposed to vendor		
Plastic waste	Tonnes	0.45	
	Disposed to vendor		
Food waste	Tonnes	24.89	
	Disposed to vendor		
E-waste	Tonnes	0.00	

Mphasis | ESG Report 2020-21

About Mphasis   Architecting Stakeholder Value   Applying Good Governance   Incorporating Inclusion   Engineering Climate Sustainability   **Annexure**

Category	Unit	2021	Disposal method
	Disposed to vendor		
Oil-soaked cotton waste			
	Tonnes	0.00	
	Incineration by authorized agency		
Biomedical waste (including sanitary waste)	Tonnes	2.64	
	Incineration by authorized agency		
Used oil			
	KL	0.00	
	Disposed to vendor		
Batteries (UPS+ Dry)	Tonnes	0.37	Disposed to vendor
DG batteries	Tonnes	0.00	Disposed to vendor
DG filters	Tonnes	0.00	Disposed to vendor
Paint can and residues	Tonnes	0.00	Disposed to vendor
Chemical cans/containers	Tonnes	0.00	Disposed to vendor
General office waste	Tonnes	30.16	Disposed to vendor
Total waste disposal	Tonnes	75.13	

Waste disposed	Unit	2021
A) Total waste generated	Tonnes	75.13
B) Total waste used/recycled/sold	Tonnes	16.03
Total Waste Disposed (A-B)	Tonnes	59.1

![Mphasis — The Next Applied]

About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. 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 ($C = X2C^2_{TM} = 1$) 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 are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com