



1 July 2025

The Manager
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street, MUMBAI - 400 001

The Manager
National Stock Exchange of India Limited
Exchange Plaza, Plot No.C/1, G Block,
Bandra-Kurla Complex, Bandra (E),
Mumbai – 400 051

Dear Sir,

Sub:- Business Responsibility and Sustainability Report for the year ended 31 March 2025

We refer to the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (Listing Regulations) and enclose the Business Responsibility and Sustainability Report under Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 for year ended 31 March 2025. The same is also uploaded on the website of the Company at <https://www.mphasis.com/content/dam/mphasis-com/global/en/investors/annual-reports/2025/business-responsibility-report-2025.pdf>

We request you to kindly take the above intimation on record as per the provisions of Listing Regulations.

Thanking You,

Yours faithfully,

For Mphasis Limited



Mayank Verma
Senior Vice President and Company Secretary

Encl: As above

Initial

MV

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Mphasis Limited
Business Responsibility and
Sustainability Report 2025



**Growth
Powered by AI**

Making AI Real

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Contents

Section A	General disclosures	
Section B	Management and process disclosures	
Section C	Principle-wise performance disclosures	
	Principle 1	Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable
	Principle 2	Businesses should provide goods and services in a manner that is sustainable and safe
	Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
	Principle 4	Businesses should respect the interests of and be responsive to all their stakeholders
	Principle 5	Businesses should respect and promote human rights
	Principle 6	Businesses should respect and make efforts to protect and restore the environment
	Principle 7	Businesses when engaging in influencing public and regulatory policy should do so in a manner that is responsible and transparent
	Principle 8	Businesses should promote inclusive growth and equitable development
	Principle 9	Businesses should engage with and provide value to their consumers in a responsible manner

Statement from the CEO

Dear Stakeholders,

I am extremely pleased to present our Business Responsibility and Sustainability Report (BRSR) for FY2024-25, underscoring Mphasis' commitment to sustainability and creating long-term value for all our stakeholders.

At Mphasis, our commitment to Environmental, Social, and Governance (ESG) initiatives aligns with our core values of being Hi-tech, Hi-touch, and Hi-trust for all stakeholders. As responsible global corporate citizens, we are dedicated to sustainable and responsible practices. This report provides a comprehensive overview of our ESG performance for FY2024-25, demonstrating our efforts to seamlessly integrate sustainability into our operations.

Our dedication to ESG principles is embedded in every aspect of our strategy, from fostering innovation to creating value for our clients and communities. By aligning with these values, we aim to not only navigate challenges but also shape a more resilient and sustainable future for both society and the environment. In line with our vision to lead by example, we have formally committed to the Science Based Targets Initiative (SBTi). This commitment emphasizes our intent to reduce greenhouse gas emissions in alignment with the latest climate science and the goals of the Paris Agreement. We are developing ambitious, measurable targets which we will submit for validation by the SBTi within the standard 24-month timeframe.

In our environmental efforts, we have made significant strides by fulfilling 55% of our energy needs through renewable sources, with energy intensity consistently below our target of 1.75 kWh/sq.ft. We have achieved a 100% wastewater recycling rate across all campuses, demonstrating our commitment to resource efficiency. Notably, 21% of our offices in India have achieved LEED certification, underscoring our dedication to green building practices.

Our social performance is equally noteworthy, with women representing 35% of our workforce in India. In alignment with our ESG objectives to foster socially responsible business practices and create stakeholder value, we have improved our performance across leading ESG ratings.

At Mphasis, we believe that strong ESG performance and its impact on ratings are vital benchmarks of our commitment to sustainability and responsible business practices. Our consistent improvement across various ESG ratings year after year exemplifies our dedication to making a meaningful difference. In the recent 'ESG Champions of India 2024' report by Dun & Bradstreet, we proudly secured a position among India's leading ESG companies, underscoring our pioneering efforts in environmental, social, and governance excellence. Additionally, we earned the prestigious Gold Equitable Hiring Award from Meytier, a testament to our unwavering dedication to fostering diversity, equity, and inclusion within our workforce.

Our achievements are further validated by an impressive A (Average) MSCI Rating, reflecting our robust performance in corporate governance, human capital development, and carbon emission strategies. These accolades are not merely milestones but serve as fuel for our ongoing mission to drive transformative change toward a sustainable future.

We are thrilled to announce that our Standard & Poor (S&P) Global ESG Score has soared to an impressive 74, positioning us in the top 95th percentile of the 'Information Technology' category within the 2024 S&P Global Corporate Sustainability Assessment (CSA). This exceptional 12-point leap from the previous year is a direct result of our strategic initiatives across environmental, social, and governance dimensions.

Moreover, our CRISIL ESG Score has elevated from 59 in 2021 to a commendable 63, and we were honored with a 'Bronze Medal' from EcoVadis in 2023 for our significant strides in sustainable procurement and business ethics. These achievements are not just numbers; they reflect our unwavering pursuit of excellence and our commitment to being a catalyst for positive change in our industry and beyond. Together, we are shaping a more sustainable and equitable world.

Fiscal Year 2024-25 marks another significant year for us, driven by innovation and strategic growth. Our focus remains on delivering AI-powered value to businesses worldwide while fast-tracking AI integration through strategic partnerships and breakthrough innovations.

Looking ahead, Mphasis remains committed to sustainable growth, striving to balance corporate success with societal well-being. We are dedicated to exploring new opportunities to enhance our positive impact as we collectively progress toward a sustainable future.

Sincerely,

Nitin Rakesh

CEO & Managing Director, Mphasis

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Company	L30007KA1992PLC025294
2	Name of the Company	Mphasis Limited
3	Year of incorporation	10-08-1992
4	Registered office address	Bagmane World Technology Center, Marathahalli Outer Ring Road, Doddanakundi Village, Mahadevapura, Bengaluru- 560 048, India
5	Corporate office address	Bagmane World Technology Center, Marathahalli Outer Ring Road, Doddanakundi Village, Mahadevapura, Bengaluru- 560 048, India
6	E-mail	mayank.verma1@mphasis.com
7	Telephone	+91 8067504613
8	Website	www.mphasis.com
9	The financial year for which reporting is being done	FY 2024-25
10	Name of the stock exchange(s) where shares are listed	The National Stock Exchange of India Limited (NSE) BSE Limited (BSE)
11	Paid-up capital	₹ 1900.84 million
12	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Mr. Mayank Verma Senior Vice President & Company Secretary Telephone: +91-08067504613 E-mail id: mayank.verma1@mphasis.com
13	Reporting boundary	Disclosures made in this report are on a standalone basis and pertain to Mphasis Limited.
14	Name of assurance provider	TÜV SÜD South Asia Private Limited.
15	Type of assurance obtained	Reasonable Assurance of BRSR Core Indicators (ISAE 3000)

II. Products/services

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

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

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

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

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	0	13	13
International	0	25	25

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

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

19. Markets served by the entity:

a. Number of locations:

Locations	Number
National (No. of states)	5
International (No. of countries)	26

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

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

Mphasis Limited's export sales percentage is 90% for FY25.

c. A brief on types of customers

We serve customers from diversified industry sectors such as banking, capital markets, insurance, hospitality, healthcare, travel & transportation, energy & utilities, manufacturing, life sciences, logistics, consumer products and airlines. We provide application service, blockchain, business process services, cybersecurity, devops automation services, infrastructure services, next-gen data, and Salesforce consulting and COE services.

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

IV. Employees

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

a. Employees and workers (including differently abled)

S.No	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No.(C)	% (C/A)	No.(D)	% (D/A)
Employees								
1.	Permanent (D)	12269	8988	73.26	3281	26.74	0	0
2.	Other than permanent (E)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3.	Total employees (D + E)	12269	8988	73.26	3281	26.74	0	0
Workers								
4.	Permanent (F)	10966	6075	55.40	4884	44.54	7	0.06
5.	Other than permanent (G)	670	475	70.90	195	29.10	0	N/A
6.	Total workers (F + G)	11636	6550	56.29	5079	43.65	7	0.06

b. Differently abled employees and workers

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent (D)	42	33	78.57	9	21.43
2.	Other than permanent (E)	N/A	N/A	N/A	N/A	N/A
3.	Total employees (D + E)	42	33	78.57	9	21.43
Differently abled workers						
4.	Permanent (F)	61	39	63.93	22	36.07
5.	Other than permanent (G)	2	2	100	0	0.00
6.	Total employees (F + G)	63	41	65.08	22	34.92

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

21. Participation/inclusion/representation of women

Particulars	Total (A)	No. and % of females	
		No. (B)	% (B/A)
Board of Directors	12	3	25%
Key Management Personnel	3	0	0

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Particulars	FY 24-25 (Turnover rate in current FY)			FY 23-24 (Turnover rate in previous FY)			FY 22-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	27.15%	26.33%	26.93%	27.51%	30.85%	26.31%	26.97%	28.08%	27.25%
Permanent Workers	48.64%	46.02%	47.16%	21.68%	24.00%	22.71%	27.97%	28.92%	28.38%

V. Holding, Subsidiary and Associate Companies (including joint ventures)

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	BCP Topco IX Pte. Ltd	Holding	40.14%	Yes
2	Mphasis Software and Services (India) Private Ltd.	Subsidiary	100.00%	Yes
3	Msource (India) Private Limited	Subsidiary	100.00%	Yes
4	Mphasis Corporation	Subsidiary	100.00%	Yes
5	Mphasis Deutschland GmbH	Subsidiary	91.00%	Yes
6	Mphasis Australia Pty. Ltd	Subsidiary	100.00%	Yes
7	Mphasis (Shanghai) Software and Services Co. Ltd.	Subsidiary	100.00%	Yes
8	Mphasis Consulting Limited	Subsidiary	100.00%	Yes
9	Mphasis Europe B.V.	Subsidiary	100.00%	Yes
10	Mphasis UK Limited	Subsidiary	100.00%	Yes
11	Mphasis Pte Ltd	Subsidiary	100.00%	Yes
12	Msource Mauritius Inc.	Subsidiary	100.00%	Yes
13	Mphasis Ireland Ltd	Subsidiary	100.00%	Yes
14	Mphasis Belgium BVBA	Subsidiary	100.00%	Yes
15	Mphasis Lanka (Private) Limited	Subsidiary	100.00%	Yes
16	Mphasis Poland Sp.zoo	Subsidiary	100.00%	Yes
17	Mphasis Infrastructure Services Inc.	Subsidiary	100.00%	Yes
18	Mphasis Wyde Inc	Subsidiary	100.00%	Yes

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
19	Wyde Corporation	Subsidiary	100.00%	Yes
20	Wyde Solutions Canada Inc.	Subsidiary	100.00%	Yes
21	Mphasis Wyde SASU	Subsidiary	100.00%	Yes
22	Mphasis Philippines Inc.	Subsidiary	100.00%	Yes
23	Digital Risk, LLC	Subsidiary	100.00%	Yes
24	Digital Risk Mortgage Services, LLC	Subsidiary	100.00%	Yes
25	Digital Risk Services, LLC	Subsidiary	100.00%	Yes
26	Investor Services, LLC	Subsidiary	100.00%	Yes
27	Stelligent Systems LLC	Subsidiary	100.00%	Yes
28	Datalytx Limited	Subsidiary	100.00%	Yes
29	Dynamyx Limited	Subsidiary	100.00%	Yes
30	Datalytx MSS Limited	Subsidiary	100.00%	Yes
31	Mphasis Digi Information Technology Services (Shanghai) Limited	Subsidiary	100.00%	Yes
32	Blink Interactive, Inc.	Subsidiary	100.00%	Yes
33	Mrald Limited	Subsidiary	51.00% with Economic Benefit	Yes
34	Mphasis Solutions Services Corporation	Subsidiary	100.00%	Yes
35	Mrald Services Private Limited	Subsidiary	100.00%	Yes
36	Mrald Services Limited	Subsidiary	100.00%	Yes
37	eBECS Limited	Subsidiary	100.00%	Yes
38	eBECS Business Solutions (Ireland) Limited	Subsidiary	100.00%	Yes
39	Sonnick Partners LLC	Subsidiary	100.00%	Yes
40	Shift US Holdings LLC	Subsidiary	100.00%	Yes
41	Silverline Canada Holdings, Inc.	Subsidiary	100.00%	Yes
42	Sonnick CRM Solutions LLP	Subsidiary	100.00%	Yes
43	Mphasis Arabia Limited	Subsidiary	100.00%	Yes

VI. CSR details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 : Yes
- (ii) Turnover (in ₹) : 92,710.47 million
- (iii) Net worth (in ₹) : 62,989.86 million

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

VII. Transparency and disclosures compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2024 - 25		FY 2023 - 24	
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year
Communities	Yes, www.mphasis.com/home/corporate/contactus.html	0	0	0	0
Investors (other than shareholders)	Yes, (investor.relations@mphasis.com)	0	0	0	0
Shareholders	Yes, (investor.relations@mphasis.com)	3	0	2	0
Employees and workers	Yes, Mphasis maintains a Whistleblower Policy to facilitate stakeholders in reporting observed unethical practices, regardless of their legality, to the whistleblower custodian while maintaining anonymity if preferred. Various reporting channels are provided for actual or suspected fraud or violations of the company's Code of Conduct or Ethics Policy, including email to whistleblower@mphasis.com , written submissions to the whistleblower drop box at respective company locations, and reporting via the whistleblower hotline.	5	0	17	0
Customers	Yes, for our customers we have a 'Contact us' form on the company website, which we use to receive feedback or requests for responses. We also have a documented process for soliciting customer feedback at a predefined interval (half yearly).	0	0	3	0
Value Chain Partners	Yes, various reporting channels are provided for actual or suspected fraud or violations of the company's Code of Conduct or Ethics Policy, including email to whistleblower@mphasis.com , written submissions to the whistleblower drop box at respective company locations, and reporting via the whistleblower hotline. For value chain partners, we also have a 'Contact us' form on the company website, which we use to receive feedback or requests for responses	0	0	0	0
Other (please specify)	Yes, Mphasis maintains an authorized corporate investigation team tasked with providing support to all relevant functionaries in conducting thorough and professional investigations into the majority of complaints. This investigation team comprises qualified investigators.	0	0	20	0

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive or negative implications)
1	Data privacy/ Cyber / IT System Security and Resilience	R	1. As a leading provider of IT services, Mphasis must have policies, procedures, and systems in place to safeguard data and increase resistance to cyberattacks because the IT services industry is consistently one of the most targeted industries. World Economic Forum's Global Cybersecurity Outlook 2024 emphasizes the increasing cybersecurity risks, particularly due to the rapid adoption of AI technologies. "The risks include phishing, ransom ware, and social media manipulation through deepfakes, which present serious challenges to sector 2. Poor data and systems management can seriously harm Mphasis's reputation and can cause doubt among stakeholders and staff about the company's ability to protect private data. Furthermore, a data breach can also have serious financial repercussions.	1. Data Privacy Officer (DPO) is appointed and will address queries, when required, with regards to the "Data Subject Access Requests (DSAR)", "stakeholder grievances" and "breaches" etc. in context to personal data. 2. Data Privacy Office conducts internal audits at least annually and facilitates Audits conducted by external bodies to validate the effectiveness of the data privacy controls deployed. Annual training is made available to all the employees to raise awareness on safeguarding their information and company-wide security / privacy practices." 3. We have an ISO 27001 and 22301 certified Information Security Management System in place as well as SOC 1 Type 1 and SOC 2 Type 2 audits processes which take place annually (independently). Mphasis has also recently obtained HITRUST r2 certification, which is highly recognized in the field of information security. 'r2' is the highest level of assurance provided by HITRUST.	Negative

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive or negative implications)
2	Business Ethics	R&O	Businesses must be transparent, accountable, and ethical to gain stakeholders' trust. By following ethical guidelines, IT companies can safeguard customer data and privacy, ensure fair treatment of employees and stakeholders, maintain transparency in operations and management, foster innovation and social responsibility and can mitigate the risk of insider trading.	<ol style="list-style-type: none"> 1. The Board of Directors along with the Chief Ethics and Compliance Officer provides oversight and promotes responsible governance practices across the Company. 2. The Board Committees ensure adherence to the highest standards of corporate governance by setting internal policies on responsible business conduct which has been effective. Such policies include Code of Business Conduct (CoBC), Anti-bribery and Anti-corruption Policy, Anti-Slavery Policy, Prevention of Insider Trading and the Whistleblower Policy. 3. The Company whistle-blower mechanism enables all our stakeholders to report any suspicious eventualities that come to their attention, by writing to whistleblower@mphasis.com. Written complaints can also be dropped into the whistle-blower drop box present at the company's location. 	Positive
3	Customer centricity/ satisfaction	R&O	<ol style="list-style-type: none"> 1. The clarity, accuracy, and transparency of marketing statements, service descriptions, terms, and processes are crucial in building a strong relationship between customers and companies. 2. Customers need precise and sufficient information to make informed purchasing decisions. For Mphasis, this involves providing reliable information about their services. 	The Company has a well-defined process to proactively measure the levels of customer satisfaction and obtain feedback from various perspectives, including, the satisfaction of the customer with the present work, growth of the account, and innovative and cost-effective solutions offered by the Company. Customer satisfaction (CSAT) surveys are conducted biannually with both Operational and Strategic stakeholders of the customer. For a CSAT score less than 3.5, a service improvement plan is established by the delivery team, and actions are agreed upon with the customer and tracked to closure. CSAT Score is measured on a scale of 1 to (5 being the highest). The CSAT scores are closely reviewed and monitored by the Company Board.	Positive

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive or negative implications)
4	Protection of human rights	R	<p>As part of Mphasis' human rights due diligence process, the Company identified that human rights risks can potentially occur across the Company's value chain – discrimination, excessive working hours, pay parity, etc., External stakeholders that are subject to human rights risks include external employees, customers and suppliers. A focus on human rights builds greater transparency and accountability, benefiting stakeholders by promoting ethical business relationships, reducing risks, and enhancing long-term sustainability.</p>	<p>We are prioritizing human rights by conducting thorough due diligence and assessments across 100% of our operations. Our publicly available Human rights statement, CoBC, Anti-bribery and Anti-corruption Policy and Anti-Slavery Policy encourage our people to conduct business lawfully, ethically and in the best interest of Mphasis. These policies explicitly forbid violations of human rights. Mphasis takes responsibility to address workplace issues such as working hours, child labor, forced labor, non-discrimination, health and safety, and the environment. Mphasis has a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policies and the human rights issues.</p>	Negative
5	Climate change	R&O	<p>Greenhouse gas (GHG) emissions resulting from fossil fuel use in our direct operations contribute to global warming. Failure to reduce GHG emissions could result in increased mean surface temperatures, leading to wider systemic impacts such as sea level rise, extreme weather-related events, coral bleaching, climate related migration, social inequality and hinder food security. Consequently, these impacts can disrupt our operations and supply chain. Given the growing focus on corporate responsibility in addressing climate change, inability to effectively manage the GHG emissions may expose the business to regulatory scrutiny, loss of brand reputation and misalignment with customer expectations.</p> <p>However, climate change also presents opportunities for Mphasis to innovate and offer climate/carbon-related solutions to its customers. These solutions not only help combat climate change but also create new markets and revenue streams for the company. Adopting climate-positive practices can strengthen relationships with environmentally conscious stakeholders and position the company as a leader in the green IT sector.</p>	<p>Some of the steps taken by Mphasis to address the risks posed by Climate Change include:</p> <ul style="list-style-type: none"> - Our formal commitment to the Science Based Targets Initiative (SBTi). We plan to comprehensively inventorize our GHG emissions and set targets in the coming year. - Increasing share of renewable energy in energy mix - Inventorization of GHG emissions (Scope 1, Scope 2, Scope 3 (partly)) - Commitment for 5% energy reduction YoY and 1% Carbon Footprint reduction YoY - Release of Climate Whitepaper, aligned with Task Force on Climate-related Financial Disclosures (TCFD) requirements - The use of energy-efficient equipment and adoption of energy saving initiatives at all Mphasis facilities. 	Negative

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	YES								
b. Has the policy been approved by the Board? (Yes/No)	YES								
c. Web Link of the Policies, if available									
Principle 1: Ethics, transparency	Whistle Blower Policy Code of Business Conduct Anti Bribery and Anti Corruption								
Principle 2: Product and service responsibility	EHS Policy Mphasis Sustainable Supply Chain Management Policy Mphasis Supplier Code of Conduct								
Principle 3: Human resources	POSH Global POSH India								
Principle 4: Responsive to stakeholders, particularly the marginalized	Code of Business Conduct Supplier code of Conduct								
Principle 5: Respect for human rights	Anti Slavery Policy Mphasis Limited Human Rights Statement								
Principle 6: Environmental responsibility	EHS Policy								
Principle 7: Public policy advocacy	Code of Business Conduct								
Principle 8: Inclusive growth	CSR Policy Mphasis Sustainable Supply Chain Management Policy								
Principle 9: Customer engagement	Privacy Policy								
2. Whether the entity has translated the policy into procedures. (Yes/No)	YES								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	YES								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.									
Principle 1: Ethics, transparency	ISO 37001 for Anti-bribery management, ISO 31000 for Risk management and ISO 22301 for Business Continuity.								
Principle 2: Product and service responsibility	ISO 9001 for Quality Management system.								
Principle 3: Human resources	ISO 45001 for Occupational health and safety management system.								
Principle 4: Responsive to stakeholders, particularly the marginalized	-								
Principle 5: Respect for human rights	International Labor Organization's (ILO) Declaration on Fundamental Principles and Rights at Work, the UN Guiding Principles on Business and Human Rights, United Nations Global Compact (UNGC)								
Principle 6: Environmental responsibility	ISO 14001:2015 for Environmental management system, ISO 50001 for Energy Management system, Leadership in Energy and Environmental Design (LEED), Gold standard certification								
Principle 7: Public policy advocacy	-								
Principle 8: Inclusive growth	United Nations Global Compact 10 principles (UNGC) & United Nations Women Empowerment principles.								
Principle 9: Customer engagement	Compliant with ISO 27001 for Information Security management system.								

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.									
Principle 1: Ethics, transparency	No targets								
Principle 2: Product and service responsibility	<ul style="list-style-type: none"> • Increase diversification in procurement from diverse suppliers by 20 % in 3 years • Achieve 100% waste disposal to only certified and government authorized vendors. • 50% of service contracts meet sustainability benchmarks by 2027 								
Principle 3: Human resources	Diversity, Equity & Inclusion Commitments*: <ul style="list-style-type: none"> • 25% consistent women representation on the Board. • We are on par with industry benchmarks for gender diversity. Fostering inclusive leadership, expanding equitable opportunities for growth, and building a culture that celebrates the diverse perspectives and contributions of every team member is continuous and ongoing. Our commitment to DEI is not just a goal—it is a core value that guides how we operate and grow as a business. • Boost supplier diversity 1% yearly. • Improve participation of persons with disabilities in the workforce. • Community Involvement Commitments: Increase employee volunteer hours by 15% by 2026. 								
Principle 4: Responsive to stakeholders, particularly the marginalized	No targets								
Principle 5: Respect for human rights	No targets								
Principle 6: Environmental responsibility	<ul style="list-style-type: none"> • Emissions Reduction and Energy Management Commitments: <ul style="list-style-type: none"> ❖ Reduce GHG emissions (Scope 1 & 2) 1% annually. ❖ Achieve carbon neutrality by 2035. ❖ Decrease carbon footprint by 1% each year. ❖ Energy consumption to sustain below 1.75Kwh per Sqft. • Waste Management <ul style="list-style-type: none"> ❖ Achieve 100% waste disposal to only certified and government authorized vendors. 								
Principle 7: Public policy advocacy	No targets								
Principle 8: Inclusive growth	No targets								
Principle 9: Customer engagement	Customer Satisfaction Commitments*: Maintain an average CSAT Score of 4.5 / 5 or above *Please note that all social and governance targets are for the Mphasis Group.								
6. Performance of the entity against specific commitments, goals and targets along with reasons in case the same are not met.	<ul style="list-style-type: none"> • Emissions Reduction and Energy Management: <ul style="list-style-type: none"> ❖ In FY 2025, Scope 1 emissions decreased by 3.81% and Scope 2 emissions increased by 5.92% ❖ Carbon footprint increased by 2.31%. ❖ Energy consumption increased by 4.25%. • Customer satisfaction: <ul style="list-style-type: none"> ❖ CSAT score* in FY 2025 is 4.49/5 • Diversity, Equity & Inclusion* <ul style="list-style-type: none"> ❖ The gender ratio in FY 2025 was 35:65 (F: M). ❖ Representation of Women Board of Directors in FY 2025 is 25%. ❖ 15.45% of suppliers belong to the diverse supplier category. ❖ % of persons with disability in the workforce in FY 2025 is 0.39%. • Sustainable Procurement <ul style="list-style-type: none"> ❖ Procurement from diverse suppliers is at 5% ❖ 100% waste disposal is done through certified and government authorized vendors. ❖ 35% of our service contracts meet sustainability benchmarks * Please note that the social and governance performance is for the Mphasis Group, and the numbers mentioned here are not specific to India alone.								

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) Please refer to the 'Statement from the CEO'									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).									
Nitin Rakesh Chief Executive Officer and Managing Director (CEO and MD) DIN:00042261									
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.									
Yes. The CEO and MD, Mr. Nitin Rakesh, leads the vision for the company's Environmental, Social, and Governance (ESG) initiatives. At the Board level, ESG matters are overseen by two committees: the CSR Committee, which governs ESG strategy, policies, disclosures, and initiatives, ensuring alignment with business priorities and the Risk Governance and Management Committee (RGMC) which monitors ESG and climate-related risks and ensures their integration into the enterprise risk framework. Together, the two Board committees provide comprehensive oversight of sustainability-related issues, and they are discussed as part of the Board's agenda, at least annually. At a management level, the Company's ESG Steering Committee is responsible for the execution of Mphasis' ESG Strategy.									

10. Details of Review of NGRBCs by the Company:

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

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

No. However, the policies are reviewed during the entity-level controls as part of the internal Financial Control audit conducted by an external agency.

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

Not applicable

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

- Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by awareness programmes
Board of Directors	1	Orientation programs cover Statutory duties, Roles, rights, responsibilities and compliance, Industry trends and Business models	100%
Key Managerial Personnel	4	Mphasis's Information Security Management System (ISMS), Data Privacy, Insider Trading and CoBC serves to guide our actions, which are governed by integrity, honesty, fair dealing, and compliance with all applicable laws.	100%
Employees other than BoD and KMPs	3		100%
Workers			100%

All Mphasis employees are trained on the Code of Business conduct. The mandatory certification on CoBC is designed to provide a framework against which conduct, and behavior can be measured. It covers in detail the expected code as but is not limited to the equal opportunity employer, data and people privacy, conflict of interest, insider trading, bribery, and improper payment, compliance and sanction obligations, intellectual property, Business Continuity Management System (BCMS) human rights, safe and secure work environment, POSH, etc.

- Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

No prosecution was initiated, and no penalties were imposed by any statutory authorities under the Companies Act, SEBI Act Listing Obligations and Disclosure Requirements (LODR), Securities Contracts (Regulation) Act (SCRA), Depositories Act and Rules, Regulations and Guidelines framed under these Acts against/on the Company, its directors and officers.

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

Not applicable.

- Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

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

Link to the policy: [ABAC Policy](#).

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

Particulars	FY 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs		
Employees		
Workers		

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

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

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

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not applicable.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

Particulars	FY 2024-25	FY 2023-24
Number of days of accounts payables	30.83	26.84

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties in the following format:

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Most of our purchases are services, so trading house concept may not apply to us for services.	Most of our purchases are services, so trading house concept may not apply to us for services.
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. i) Purchases (Purchases with related parties / Total Purchases)	35278.16	33910.92
	ii) Total Purchases	40034.96	38747.06
	iii) Purchases (Purchases with related parties / Total Purchases)	88.12	87.52%
	b. i) Sales (Sales to related parties)	5460.69	6059.71
	ii) Total Sales	92710.47	90929.71
	iii) Sales (Sales to related parties / Total Sales)	5.89%	6.66%
	c. i) Loans & advances given to related parties	0	0
	ii) Total loans & advances	305.84	240.84
	iii) Loans & advances (Loans & advances given to related parties / Total loans & advances)	0%	0%
	d. i) Investments in related parties	20830.20	14166.2
	ii) Total Investments made	36465.67	32489.02
	iii. Investments (Investments in related parties / Total Investments made)	57.12%	43.6%

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year.

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
02	<p>Supplier code of conduct: Ethical Dealings, Environment, Legal dealings, Modern slavery, Child labor, POSH, Supplier social responsibility including Health and safety, Intellectual property, Confidentiality, Use of Mphasis assets and electronic resources, Consequences of termination, Violations of this code of conduct, Feedback, whistle blower policy.</p> <p>Sustainable supply chain management policy: General obligations, Compliance with laws, Human rights, POSH, Expectations from our suppliers for sustainable growth, Supplier assessment, Supplier performance evaluation</p>	100%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes, our Company's Code of Business Conduct (CoBC) provides comprehensive guidelines for our directors, ensuring compliance with legal standards and regulations. This includes strict prohibitions against bribery and corruption, as well as directives for managing conflicts of interest ethically. The CoBC is publicly accessible, and we strongly encourage all employees and Board members to adhere to its principles. It serves as a detailed framework for conducting business with the highest integrity. Additionally, the company follows a Related Party Policy, overseen by the Audit Committee and Board, in accordance with the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, and the Companies Act, 2013, to regulate transactions involving related parties.

Link to [CoBC](#)

Link to [RPT Policy](#)

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

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

Particulars	FY 2024-25	FY 2023-24	Details of improvements in environmental social impacts
R&D	0.00%	0.00%	NA
Capex	13.07%	3.21%	As part of our sustainability and energy optimization initiative, we replaced outdated R22-based AC units and CFL lighting with energy-efficient VRF systems using R410A refrigerant and LED fixtures. Additional upgrades included installing eco-friendly hand dryers and dedicated cooling for 24/7 operations. Installation of VRF units at Mangalore facility resulted in 30% saving in energy cost.

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

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

- Vendor diversity
- MSMED status.
- Yearly revenue.
- Quality certification.
- POSH policies.
- ISO certification.
- Policy on anti-slavery and human trafficking
- Environmental management
- Policy on the prohibition of child labor.

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

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

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Plastic (including packaging)	Plastic waste is sent to ITC for recycling. Mphasis has implemented a “Say No to Plastic” program aimed at reducing waste and minimizing its impact on the local community and climate. This initiative requires small changes in daily routines, both at home and at work. The leadership team, administration SPOCs, and the CEO have committed to banning single-use plastics in all offices, encouraging employees to support the goal of becoming a plastic-free organization. Additionally, all Mphasis facilities now use 100% biodegradable plastic garbage bags for collecting and disposing of wet waste, significantly reducing the amount of disposable plastic waste.
E-waste	Disposed of as per E-Waste (Management) Rules, 2022 through authorized e-waste recyclers
Hazardous Waste	Disposed of as per Battery Waste Management Rules, 2022.
Other Waste	Plastic waste is sent to ITC paper mills for recycling, while food waste is directed to organic waste compost managed by the builder. Mphasis has introduced a visitor management tool to cut down on paper use and waste from security visitor management. Additionally, the company’s transport tool, ETMS, has been integrated with a mobile app to further reduce paper consumption by maintaining and monitoring trip details digitally.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Yes, EPR is applicable and yes, it is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards.

Leadership Indicators

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

Not applicable to Mphasis

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not applicable to Mphasis

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Not applicable to Mphasis

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

Particulars	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	1.71	0	0	0.74	0
E-waste	0	30.41	0	0	3.66	0
Hazardous waste	0	21.19	2.15	0	20.41	2.84
Other waste	0	90.96	49.17	0	83.73	36.69

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

Not applicable to Mphasis

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

1. a. Details of measures for the well-being of employees.

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	8988	8988	100	8988	100	NA	NA	8988	100	8988	100
Female	3281	3281	100	3281	100	3281	100	NA	NA	3281	100
other	0	0	0	0	0	0	0	0	0	0	0
Total	12269	12269	100	12269	100	3281	26.75	8988	73.26	12269	100
Other than permanent employees											
Male	NA										
Female											
Other											
Total											

*At Mphasis, we understand the challenges of balancing work and family. To support our working parents, we have partnered with one of the most trusted daycare centers – 'Klay' to provide Safe, Nurturing, and Engaging Environments – Ensuring their little ones are in safe hands while they focus on the career. This initiative is part of our commitment to fostering a family-friendly workplace, making it easier for our staff to manage both their professional and personal responsibilities.

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (E)	% (F/ A)
Permanent workers											
Male	6075	6075	100	6075	100	NA	NA	6075	100	6075	100
Female	4884	4884	100	4884	100	4884	100	NA	NA	4884	100
Others	7	7	100	7	100	NA	NA	NA	NA	7	100
Total	10966	10966	100	10966	100	4884	44.54	6075	55.40	10966	100
Other than permanent workers											
Male	Contractors who hire workers (Other than permanent workers) on a temporary or non-permanent basis offer benefit such as health and accident insurance coverage, parental leave, and other amenities to the workers.										
Female											
Total											

*To support our working parents, we have partnered with one of the most trusted daycare centers – 'Klay' to provide Safe, Nurturing, and Engaging Environments – ensuring their little ones are in safe hands while they focus on the career. This initiative is part of our commitment to fostering a family-friendly workplace, making it easier for our workers to manage both their professional and personal responsibilities.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

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

	FY 2024-25	FY 2023-24
i) Cost incurred on well-being measures	444,523,889.58	10,000,000
ii) Total revenue of the company	92,644,282,353	1,700,000,000.00
iii) Cost incurred on wellbeing measures as a % of total revenue of the company	0.480%	0.59%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100.00%	Yes
Gratuity	100%	100%	Yes	100%	100.00%	Yes
ESI	24.20%	24.20%	Yes	0.00%	27.59%	Yes
Others – please specify	100%	100%	Yes	100%	100.00%	Yes

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, our premises and offices are accessible to employees and workers with disabilities, in alignment with the requirements of the Rights of Persons with Disabilities Act, 2016. We have taken measures to ensure physical accessibility, including ramps, elevators, accessible restrooms, and barrier-free pathways. Additionally, we continue to enhance our digital accessibility by incorporating screen reader-friendly platforms and other assistive technologies to create an inclusive work environment.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web link to the policy.

Yes, our organization has an Equal Opportunity Policy that aligns with the Rights of Persons with Disabilities Act, 2016. We are committed to fostering an inclusive workplace by ensuring non-discrimination, providing reasonable accommodation, and maintaining accessible infrastructure and digital platforms. Our internal designated Diversity officer acts as a Liaison officer to oversee the implementation of the policy and address concerns related to disability inclusion.

5. Return to work and Retention rates of permanent employees and workers that took parental leave

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	88.48%	63.55%	78.62%	57.79%
Female	93.96%	70.48%	80.90%	52.34%
Total	90.48%	65.59%	80.09%	54.62%

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

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

Particulars	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Yes, the same system is in place that is accessible to all employees and workers for receiving and resolving complaints
Other than Permanent Employees	Grievance redressal for contract employees is managed by their respective hiring or contractor agencies.
Permanent Employees	Employees and workers can submit complaints regarding policy violations to their direct manager, HR Business Partner, or the Inclusion and Diversity office via email at inclusion.diversity@mphasis.com . Reporting instances of workplace harassment, especially sexual harassment, should be directed to posh@mphasis.com for swift investigation under the Prevention of Sexual Harassment (PoSH) policy. The whistle-blower policy allows stakeholders to report violations of the Code of Business Conduct (CoBC) via email to whistleblower@mphasis.com or through a written complaint placed in the whistle-blower drop box at company premises. Confidentiality is maintained throughout investigations, and retaliation against reporters is strictly prohibited
Other than Permanent Employees	Employees and workers can submit complaints regarding policy violations to their direct manager, HR Business Partner, or the Inclusion and Diversity office via email at inclusion.diversity@mphasis.com . Reporting instances of workplace harassment, especially sexual harassment, should be directed to posh@mphasis.com for swift investigation under the Prevention of Sexual Harassment (PoSH) policy. The whistle-blower policy allows stakeholders to report violations of the Code of Business Conduct (CoBC) via email to whistleblower@mphasis.com or through a written complaint placed in the whistle-blower drop box at company premises. Confidentiality is maintained throughout investigations, and retaliation against reporters is strictly prohibited.

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

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

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No.(F)	% (F/D)
Employees										
Male	8988	3920	43.61	8862	98.60	8460	7787	92.04	3531	41.74
Female	3281	0	0	3081	93.90	2985	0	0	1034	34.64
Total	12269	3920	31.95	11943	97.34	11445	7787	68.04	4565	39.89
Workers										
Male	6075	NA	NA	4186	68.91	7282	0	0	3221	44.23
Female	4884	NA	NA	3104	63.55	5786	0	0	2381	41.15
Other	7	NA	NA	7	100.00	5	0	0	0	0
Total	10966	NA	NA	7297	66.54	13073	0	0	5602	42.85

* Please note that our records do not differentiate between 'worker' and 'employee.' Both are collectively categorized under the 'employee' category.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	For the year 2024-25 performance and career development reviews of employees under process.			8460	7619	90.06
Female				2985	2647	88.68
Others				0	0	
Total				11445	10266	89.70
Workers						
Male	For the year 2024-25 performance and career development reviews of employees under process.			7282	6776	93.05
Female				5786	5406	93.43
Others				5	5	100
Total				13073	12187	93.22

10. Health and safety management system:

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such a system?
 - Yes, Mphasis has a Health and Safety Management System, guided by the company's Environmental, Health, and Safety (EHS) Policy. This policy addresses EHS-related concerns involved with our business operations. The company is certified with ISO 14001:2015 on the Environment management System.
 - Educating suppliers to follow the Supplier code of conduct and relevant Health and safety standards.
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? In accordance with ISO standards risk and opportunity register available, in which all work-related hazards are identified.
- Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)
Yes, Mphasis has a procedure in place, the purpose is to identify work-related hazards that can be controlled.
- Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)
Yes. All employees of the company are covered under the company's health insurance policy and at all the company facilities paramedical facilities are available for the employees and workers. We also have a Practo Plus Enterprise service - free to use for all employees, enabling Doctor on Call service, discounted pharmacy and health checkups - including the employees' immediate family members too. Employees can also avail free counselling services through 1 to 1Help.net.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	Nil	Nil
	Worker		
Total recordable work-related injuries	Employee		
	Worker		
No. of fatalities	Employee		
	Worker		
High-consequence work-related injury or ill-health (excluding fatalities)	Employee		
	Worker		

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

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

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

- **EHS Activities and Training:** Various EHS activities like health check-ups, awareness camps, and wellness camps are organized, first aid, fire safety, and chemical safety training are provided across all facilities. The entity participates in EHS award categories, supports external EHS audits, and conducts regular EHS calls for PAN India facilities.
- **Fire Drills and Safety Measures:** Fire drills and safety training occur every six months at each facility. Self-temperature checks are conducted using temperature scanners installed at all entrances.
- **Sanitation Measures:** Pedal-based sanitizers are placed at entry/exit points, cafeterias, restrooms, and other common areas. Fogging/ Fumigation with Viroff 206/Virex II 256 disinfectants is carried out weekly in all facilities.
- **Communication and Awareness:** (EHS Corporate communication emails are sent on important EHS days to enhance awareness among employees.

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

	FY 2024- 25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	Nil					
Health & Safety						

14. Assessments for the year

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

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Not applicable

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

- A - Yes
B - Yes

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

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

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

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

Not applicable, as there are no work-related injuries in FY 24-25 and FY 23-24.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

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

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

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	100% of Value chain partners were informed about the Health and Safety practices and working conditions. Mphasis requires its value chain partners to comply with relevant/applicable regulations on health, safety, and working conditions as mandated by the Company as well as the applicable regional standards. While there is currently no specific evaluation of partners' health and safety practices suppliers are obligated to adhere to Mphasis' sustainability policies, which include maintaining healthy working conditions and prohibiting human rights violations. The policies can be found on Mphasis' website under the "Corporate Governance" section. (https://www.mphasis.com/home/corporate/Working conditions investors.html). Additionally, the company has a zero tolerance for human rights violations.
Working conditions	

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Nil

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

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

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Details of other channels of communications	Frequency of engagement (Annually/ Half-yearly/ Quarterly/ other)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	Yes	Other	Internal portal, Email, SMS, Town Halls, Intranet	Ongoing & Need-based	Our employees are integral to our company's success, bringing diverse perspectives, talents, and experiences that drive our growth. To gauge overall satisfaction, we conduct biannual pulse surveys focusing on five key areas: Manager Effectiveness, Learning and Development opportunities, Workload Management, Team Dynamics, and Rewards and Recognition. These surveys help us ensure that our workforce remains engaged and motivated.
Society	Yes	Other	Email, social media, SMS, Website, In-person events, Community meetings	Ongoing & Need-based	By promoting positive social and environmental outcomes, Mphasis strives to set an example of how a corporate entity can contribute to a more sustainable world while simultaneously driving innovation and growth in IT.
Suppliers	Yes	Other	Email, Meetings	Ongoing & Need-based	As their services directly impact on our operational efficiency, we assess and streamline processes with suppliers to enhance effectiveness and ensure timely service delivery.
Clientele and partners	No	Other	Email, social media, SMS, Website, In-person events, External events, CSAT	Ongoing & Need-based	This is essential for enhancing delivery quality, optimizing service performance, and expanding business opportunities for overall growth. Additionally, CSAT offers direct insights into client needs and expectations, making it a vital tool for improving service delivery. By regularly tracking CSAT, organizations can strengthen client relationships, build trust, and drive long-term engagement.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Details of other channels of communications	Frequency of engagement (Annually/ Half-yearly/ Quarterly/ other)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors / Analyst or external channels	No	Other	Email, Meetings, Earnings call	Quarterly	Engaging with shareholders and investors is vital for our growth and expansion plans, with a commitment to providing timely updates on company developments, performance, and addressing concerns promptly to foster a positive relationship.
Shareholders	No	Other	Email, Meetings, Earnings call	Annually	Engaging with shareholders and investors is vital for our growth and expansion plans, with a commitment to providing timely updates on company developments, performance, and addressing concerns promptly to foster a positive relationship.
Regulators and policymakers	No	Other	Statutory reporting to the regulators, Participation in seminars, webinars etc. organized by various regulators	As stipulated by law	To ensure legal compliance and operational continuity, engaging regulators is essential, facilitating interpretation of regulations and timely disclosures to maintain transparency.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

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

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the input received from stakeholders on these topics was incorporated into policies and activities of the entity.

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

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

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

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	12269	11303	92.13	11584	11501	99.28
Other than permanent	0	0	0	0	0	0
Total employees	12269	11303	92.13	11584	11501	99.28
Workers						
Permanent	10966	10395	94.79	14329	14170	98.89
Other than permanent	670	537	80.15	613	565	92.17
Total employees	11636	10932	93.95	14942	14735	98.61

*Please note: The headcount figures in this section are based on the COBC report downloaded annually in December and reflect the numbers as of the download date. Consequently, these figures may not align with the total headcount reported in other sections of this report.

2. Details of minimum wages paid to employees and workers

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (B)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	12269	0	0	12269	100	11445	0	0	11445	100.00
Male	8988	0	0	8988	100	8460	0	0	8460	100.00
Female	3281	0	0	3281	100	2985	0	0	2985	100.00
Other than Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Workers										
Permanent	10966	0	0	10966	100	13073	0	0	13073	100.00
Male	6075	0	0	6075	100	7282	0	0	7282	100.00
Female	4884	0	0	4884	100	5786	0	0	5786	100.00
Other than Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

3. Details of remuneration/ salary/ wages

a. Median remuneration/ wages

Category	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)	8	6560000	3	7210000
Key managerial personnel	3	3100000	Nil	Nil
Employees other than BoD and KMP	8988	1851800	3281	1550000
Workers	6075	400000	4891	400000

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as a % of total wages	26.56%	26.73%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

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

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

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

Employees can raise complaints of sexual harassment to posh@mpphasis.com.

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

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

Channel for reporting complaints:

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

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

Particulars	FY 2024-25			FY 2023-24		
	Filed	Pending	Remarks	Filed	Pending	Remarks
Sexual Harassment	22	0	Nil	42	2	Nil
Discrimination at workplace	0	0		0	0	
Child Labor	0	0		0	0	
Forced labor/ Involuntary labor	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

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

Category	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	22	42
Complaints on POSH as a % of female employees / workers	0.27%	0.47%
Complaints on POSH upheld	6	8

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

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

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

Measures to prevent retaliation include:

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

The above provided numbers are cases only covered under the POSH Act for Mphasis Limited employees of India only - FY'25.

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

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

10. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)/Remarks
Child labor	Mphasis abides by the law of land, as applicable, and do not have such hiring/instances under child labor, Forced/involuntary labor labor/forced labor.
Forced/involuntary labor*	
Sexual harassment**	<ul style="list-style-type: none"> • A quarterly update on sexual harassment is presented to the Board. • India- Annual report comprising complaints filed, disposed of, penal consequences and awareness initiatives for every location is submitted to the district offices. • The Company's Annual Report includes a report on sexual harassment.
Discrimination at workplace	<p>There is an anti-discriminatory policy in place and multiple awareness sessions are conducted at regular intervals on anti-discrimination.</p> <p>Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have another relevant knowledge.</p> <p>Mphasis will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.</p> <p>Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.</p>

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)/Remarks
	In case of non-compliances by employees, it can lead to termination of services/penalties extending to monetary fines/ imprisonment (where permitted by law). False and malicious complaints of harassment, discrimination, or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action
Wages	The Company has a robust internal process in place to ensure that the Company complies with all the required minimum wage standards and expectations. This includes regular HR audits and client-specific audits.
Others – Please specify	NA

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

Not Applicable

Leadership Indicators

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

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

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

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

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

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

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

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

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

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

4. Details on assessment of value chain partners:

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

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

Not Applicable

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

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

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A) (GJ)	51011.53	42380.64
Total fuel consumption (B) (GJ)	0	0
Energy consumption through other sources (C) (GJ)	33.76	40.64
Total energy consumed from renewable sources (A+B+C) (GJ)	51045.29	42421.28
From non-renewable sources		
Total electricity consumption (D) (GJ)	40736.60	44121.67
Total fuel consumption (E) (GJ)	752.79	783.18
Energy consumption through other sources (F) (GJ)	0	0
Total energy consumed from nonrenewable sources (D+E+F) (GJ)	41489.39	44904.85
Total energy consumed (A+B+C+D+E+F) (GJ)	92534.68	87326.13
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (GJ)	1.00	0.96
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (GJ) (Total energy consumed / Revenue from operations adjusted for PPP)	22.84	21.97
Energy intensity in terms of physical output	N/A	N/A

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes, TÜV SÜD South Asia Private Limited has carried out the independent assessment.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable

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

All Mphasis facilities are leased, and water required for operational purposes is supplied by the facility operators, with associated costs covered under our maintenance agreements. As such, we do not directly manage water sourcing. Water is primarily used for employee consumption, and we remain committed to using it judiciously. To help reduce consumption, water aerators have been installed across our premises. Wastewater generated at our facilities is treated through on-site sewage treatment plants (STPs), and the recycled water is reused for non-potable applications such as toilet flushing and landscaping. Water consumption is estimated based on the total square footage of our facilities and the corresponding cost, allowing us to approximate usage during the reporting period. For the reporting year, estimated total water consumption was 77,987 kilolitres (KL), entirely sourced through third-party vendors. We currently do not track water withdrawal, consumption, or discharge directly, and the reported figures are based on estimations.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kiloliters)		
(i) Surface water		Not Applicable
(ii) Ground water		
(iii) Third party water	77987	
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	77987	
Total volume of water consumption (in kiloliters)	77987	
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.84	
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	19.24	
Water intensity in terms of physical output	NA	

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency
No independent assessment/ evaluation/assurance has been carried out by an external agency.

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water	Not Applicable	Not Applicable
- No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
With treatment – please specify level of treatment		
(v) Others		
- No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kiloliters)		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

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

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

N/A

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

Parameter	FY 2024-25	FY 2023-24
NOx	Mphasis does not monitor air emissions other than GHG emissions, as our operations do not involve any material processes that emit air pollutants.	
SOx		
Particulate matter (PM)		
Persistent organic pollutants (POP)		
Volatile organic compounds (VOC)		
Hazardous air pollutants (HAP)		
Others – ozone-depleting substances (HCFC - 22 or R-22)		

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

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

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

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	158.32	164.71
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	18047.77	17140.93
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	t.CO ₂ eq./revenue INR million	0.20	0.19
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	t.CO ₂ eq./ revenue in million International Dollars	4.49	4.35
Total Scope 1 and Scope 2 emission intensity in terms of physical output	N/A	N/A	N/A
Total Scope 1 and Scope 2 emission intensity	t.CO ₂ eq./FTE	0.72	0.65

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

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

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

Yes, we have formally committed to the Science Based Targets Initiative (SBTi) and are developing ambitious, measurable targets which we will submit for validation by the SBTi within the standard 24-month timeframe. This involves adopting energy efficient technologies, optimizing our operations, and sourcing renewable energy. We are also working closely with our supply chain partners to promote carbon reduction initiatives. Our comprehensive energy conservation programs include regular audits, identifying energy-saving opportunities, and implementing efficient technologies. Through careful monitoring and optimization of our energy usage, we aim to minimize our

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

carbon footprint and contribute to global efforts in combating climate change. We have implemented several activities such as:

- **Renewable Energy Sources:** Mphasis sources 55% of its total energy consumption from renewable sources in FY24-25. This commitment to renewable energy significantly contributes to reducing overall greenhouse gas emissions.
- **Solar Panel Installation:** We have installed a 10KW solar panel system at our Mangalore facility. This initiative is part of our strategy to support sustainable energy practices and reduce our carbon footprint.
- **Energy Efficient Systems:** Mphasis implements advanced technologies designed to reduce energy use and associated carbon emissions. Key features include LED lighting, occupancy sensors, and modern energy-efficient HVAC systems.
- **Eco-friendly AC Units:** Our new air conditioning units utilize Variable Refrigerant Volume (VRV) and Precision Air Conditioning (PAC) systems with eco-friendly refrigerants, contributing to lower emissions. These units operate under a Building Management System (BMS) for enhanced efficiency.
- **Optimizing Data Centers:** We focus on optimizing data center efficiency, working with service providers to adopt energy-efficient designs. This includes advanced cooling systems, server virtualization, and power management technologies, all aimed at minimizing energy consumption and emissions.
- **Real-Time Energy Monitoring:** The integration of data center infrastructure management (DCIM) solutions allows for real-time monitoring and analysis of energy usage, enabling us to identify and implement further optimization strategies to reduce emissions.

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

Parameter	FY 2023-24	FY 2022-23
Total waste generated (in metric tons)		
Plastic waste (A)	1.76	1.28
E-waste (B)	32.62	5.33
Bio-medical waste (C)*	2.15	2.71
Construction and demolition waste (D)	0	0
Battery waste (E)	20.78	20.41
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0.57	0.13
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	138.02	130.62
Total (A+B + C + D + E + F + G + H)	195.89	160.48
Waste intensity per rupee of turnover. (Total waste generated / Revenue from operations)	0.002	0.00
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.05	0.04
Waste intensity in terms of physical output	N/A	N/A

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

Category of waste		
(i) Recycled	144.26	108.37
(ii) Re-used	0	0
(iii) Other recovery operations	0	0

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Total	144.26	108.37
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tons)		
Category of waste		
(i) Incineration	2.15	2.71
(ii) Landfilling	49.17	36.57
(iii) Other disposal operations	0	0
Total	51.32	39.28

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. The independent assessment is conducted during the internal audits performed half yearly by TÜV SÜD South Asia Pvt. Ltd. BRSR Core Reasonable Assurance: An independent third party, TÜV SÜD South Asia Pvt. Ltd. is engaged as a verification and assurance agency to assess Mphasis Ltd.'s BRSR report. This process includes sample analysis of the essential BRSR indicators, ensuring consistency with guidelines, conducting interviews with data owners, and reviewing the final draft of the sustainability report. The evaluation involves analyzing the evidence obtained and drawing appropriate conclusions based on that evidence. The approval and assurance statement relies on a thorough review by the technical committee and the subsequent issuance of the assurance statement.

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

Battery waste and e-waste are disposed to the recycler vendor authorized by Pollution Control Board. Paper waste is sent to ITC for recycling.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Not applicable to Mphasis.

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year

Not applicable to Mphasis. Mphasis adopts a sustainable approach in the fit outs of new facilities by utilizing raw materials and processes that have minimal impact on the environment. This includes the identification and implementation of energy-efficient cooling and lighting solutions to minimize energy consumption and reduce the carbon footprint of the company's operations.

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

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

Leadership Indicators

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

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

(i) Name of the area : Not applicable

(ii) Nature of operations : Not applicable

(iii) Water withdrawal, consumption, and discharge, in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kiloliters)		
(i) Surface water	Not Applicable	Not Applicable
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kiloliters)		
Total volume of water consumption (in kiloliters)		
Water intensity per rupee of turnover (Water consumed / turnover)		

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water	N/A	N/A
No treatment		
With treatment – please specify level of treatment		
(ii) Into Groundwater		
No treatment		
With treatment – please specify level of treatment		
(iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kiloliters)		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.
Not applicable.

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	2996.76	3417
Total Scope 3 emissions per rupee of turnover	tCO ₂ eq/Revenue in Million INR	0.32	0.26
Total Scope 3 emission intensity	tCO ₂ eq/FTE	0.12	0.13

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.
No

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Replacement of old chiller with energy efficient VRF units.	The new VRF ductable units are energy efficient and fitted with AHUs housing energy efficient motors for the efficient discharge of cold air. The refrigerants R410A are eco-friendly. The compressors are inverter-based scroll compressors.	There is an annual saving of 30% of energy consumed on a monthly average
2	All the UPS in the new fit-out interiors are energy efficient.	The energy efficiency of the UPS is 98%	There is a saving of 15 to 20% on energy monthly
3	The facilities are installed with VAV controllers	The VAVs ensure the flow of the chill air zone-wise in accordance with the set temperature automatically	There is a saving of 18 to 20% on energy consumption monthly
4	Occupancy sensors for lighting.	Occupancy sensors for lighting across the workstation area ensure automatically that the lights are turned-on when employees occupy the workstations zone wise	There is a saving of 10% of lighting energy monthly
5	LED lights fixture	LED light fixtures are installed across all the facilities replacing the CFL light fixtures	There is an energy saving of 35 to 40% achieved monthly
6	Shredded paper and waste cardboard sent to ITC for recycling	Paper waste	Receive stationary items in return with appreciation certificate
7	55.27% of total energy consumption is from renewable sources	Wind energy and Solar energy	Reduction in GHG emission
8	HVAC - VRV type which are highly energy efficient with state-of-art technology	The HVAC systems are of and deploy refrigerant R407c and R410a which are environment friendly and do not deplete Ozone layer.	The HVAC systems are also provided with CO2 level monitoring sensors to ensure the quality of Air in the work area.
9	Electrical - Prismatic light diffuser for the LED fixtures	These light fittings are controlled by daylight/ occupancy sensors to ensure power saving which is highly energy efficient with the permissible color index and Lux level.	The Energy Management System software (EMS) analyze the pattern of energy consumption which help to take necessary action to improve the energy efficiency and optimization at the floor.

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

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

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

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

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

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

8. How many Green Credits have been generated or procured:

- By the listed entity – Mphasis has not purchased any green credits as of now.
- By the top ten (in terms of value of purchases and sales, respectively) value chain partners – Mphasis has not collected data from its value chain partners.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.
The Company is a member of three trade and industry chambers/associations.
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

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

2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
Not Applicable		

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

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1	NASSCOM	<p>NASSCOM always works with the government and supports policymaking to enable the industry to meet its growth aspirations and address concerns if any.</p> <p>Building an enabling policy framework for the growth of the IT-BPM industry is a key function of NASSCOM. Since its inception, NASSCOM has focused on evidence-based policy advocacy that provides an unbiased perspective to policymakers. With inputs from multiple stakeholders across segments that comprise the membership, NASSCOM is able to collate and distill information to present various perspectives and suggestion on the best way forward, with its pros and cos.</p> <p>Over the years, NASSCOM has enabled several changes in key policies in India to support the growth of the industry. NASSCOM has built a symbiotic relationship with the Government of India on key issues relating to this sector, and we strive to be an Industry trusted partner in policy framing and review.</p> <p>Mphasis has consistently participated in NASSCOM events, actively engaging with industry leaders and executives</p>	Yes	Annually	https://nasscom.in/

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes/No)	Relevant Web link
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Not Applicable.

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

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
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Not Applicable.

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

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

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

	FY 2024-25	FY 2023-24
Directly sourced from MSME/ small producers	15.44%	2.91%
Directly from within the district and neighbouring districts	65.66%	27.70%
Directly from within India	91.34%	27.70%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2024-25	FY 2023-24
Rural	0.00%	0.00%
Semi-urban	0.00%	0.00%
Urban	0.43%	0.41%
Metropolitan	99.57%	99.59%

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

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Leadership Indicators

1.

Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Not Applicable to Mphasis.
2.

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

Not applicable. None of the CSR projects undertaken by the Company are in designated aspirational districts as identified by government bodies.
3.

(a)

Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes/No)

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

(b)

From which marginalized /vulnerable groups do you procure?

We encourage the onboarding of supplier organizations that are owned by minorities, women, veterans, LGBTQ+, People with disabilities (PwDs), small to medium enterprises (SME), etc.

(c)

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

27.92%
4.

Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable				

5.

Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of the Authority	Brief of the case	Corrective action taken
Not Applicable		

6.

Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No of persons benefitted from CSR projects	% beneficiaries from vulnerable and marginal groups
1	IIT-Madras	36 research papers published. 13 International Lectures and visitors related to Quantum technology. 6 Workshops on Quantum technology. 1 international conference - 200 registered participants, 30 speakers. Mphasis- Center for Quantum Information, Communication and Computing (CQuICC) seminar series - 7 speakers. Quantum Symposium - 14 speakers, 112 registered participants. National Quantum Workforce: 9 PhDs, 5 Post-Docs Two Quantum Computation and Quantum Information (QCQI) cohorts - 220 students.	100%

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

S. No.	CSR Project	No of persons benefitted from CSR projects	% beneficiaries from vulnerable and marginal groups
2	Ashoka University	85 (including Interns, Project Assistants, research Assistants, PhD Students, Software Developers)	100%
3	Plaksha University	300 Women students and Entrepreneurs	100%
4	Vigyan Shala	3300 female undergraduates with Reimagining Possibilities for Women in STEM student conferences / workshops 2200 female undergraduates with digital literacy program 3700 female undergraduates with She for STEM incubator 100 teachers, 56 principals / heads of institutions and 20 policymakers with roundtables and trainings 120 female students with remote accelerator-internships	100%
5	Akanksha Foundation	Total number of students: 909	100%
6	Sahyadri	10,000+ Students benefitted by this Program 375+ Institution benefitted by this program 400+ Solutions Offered for regional challenges	100%
7	Center for Equity and Quality In Universal Education (CEQUE)	100 teachers trained	100%
8	Magic Bus (MB)	MB enrolled 171 graduates from Tier 2 and Tier 3 colleges in a three-month AWS training program. Of the 169 candidates who completed the training, 154 successfully earned their certification in the AWS Global Examination MB enrolled 568 women from underprivileged communities in a two-month training program. Currently, 299 participants are undergoing training, while 266 have successfully completed it. Placement opportunities have begun for completed batches, while recent batches are still in progress with ongoing placements. We will launch 3 more batches in Pune by April '25 and we can expect the training to get over by June '25.	100%
9	The/Nudge	Social Entrepreneurship: Incubator - 30 organization accelerator - 9 organization Beneficiaries reached- 10.80M directly and 20M in the ecosystem Indian Administrative Fellowship: Karnataka 2021 - 10 fellows - 21,000 beneficiaries impacted, which includes Karnataka State leadership, administrative officers, farmers, Anganwadi workers, and BC Sakhis who directly benefited from Fellows' engagements during the cohort Karnataka 2023 - 6 fellows - 1.3M lives touched through fellow's engagement in various Government department	100%
10	The/Nudge Grand Prize	11 challengers emerged from 200 applicant organizations, shortlisted	100%

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

S. No.	CSR Project	No of persons benefitted from CSR projects	% beneficiaries from vulnerable and marginal groups
11	National Centre for Promotion of Employment for Disabled People (NCPEDP)	<p>Highest number of responses from persons with disabilities were from NCPEDP which was acknowledged and mentioned in Supreme Court's Judgement.</p> <p>The Ad film reached over 50 lakh people across the country. The film is being adapted by the Department of Empowerment of Persons with Disabilities (DEPWD) to use it as larger campaign. Discussions are underway.</p> <p>Overall, 3000 students have attended these academic courses and guest lectures.</p> <p>Over last 3 years, more than 450 people with/without disabilities have reach out to NCPEDP's national helpline seeking support</p>	100%
12	Olympic Gold Quest (OGQ)	<p>70 para-athletes were supported through the grant.</p> <p>The para-athletes were supported in the following sports:</p> <p>Para Archery, Para Athletics, Para Badminton, Para Canoe, Judo, Powerlifting, Para Shooting & Para Table Tennis.</p>	100%
13	Museum of Art & Photography (MAP)	The total impact number over the last two years of operation is 9,800+, including persons with disabilities (PwD), queer individuals, other minority communities, and senior citizens.	100%
14	United Way - One Billion Drops	<p>Construction of 600 wells completed with Warli art</p> <p>Water conservation potential of 76.8 million liters per year.</p>	100%
15	United Way - Mangroves	Plantation of 110,000 mangrove saplings	100%
16	United Way Afforestation	1 lakh trees maintained, 21 lakh kgs carbon sequestration potential created per year.	100%

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Mphasis has a documented process for soliciting Customer feedback on a predefined interval (Half Yearly). Customer feedback is sought both from Operational and Strategic stakeholders on the customer side. Survey questionnaires are defined for various types of work/projects that cover all the relevant areas. Customer feedback surveys are administered through an in-house survey tool to the respective customer SPOC(s). The survey customer feedback scores are measured on a scale of 1 to 5 with 1 being 'Very Dissatisfied' and 5 being 'Very Satisfied'. Service improvement plans are defined for customer feedback score lower than 4, improvement actions are discussed and agreed with customer SPOCs, and are implemented and tracked to closure within an agreed timeline.

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

Particulars	As a percentage of total turnover
Environmental and social parameters relevant to the product	N/A
Safe and responsible usage	N/A
Recycling and /or safe disposal	N/A

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

Particulars	FY 2024-25			FY 2023-24		
	Receive during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive trade practices	0	0	-	0	0	-
Unfair trade practices	0	0	-	0	0	-
Other	0	0	-	0	0	-

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

Not applicable to Mphasis.

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy

Yes, Mphasis has a Privacy Policy in place.

Data Privacy - Yes, <https://www.mphasis.com/home/privacy.html>

Information Security - Yes, Mphasis ISMS - (Information Security Management System) framework is as per ISO 27001:2013 standard

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Not applicable to Mphasis

7. Provide the following information relating to data breaches:

- Number of instances of data breaches - 0
- Percentage of data breaches involving personally identifiable information of customers - 0
- Impact, if any, of the data breaches - Not applicable

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2025

Leadership Indicators

- 1. **Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**
Mphasis services and offering details can be found on our website <https://www.mphasis.com>. All digital media promotions around the services and offerings also direct users back to the website. Additionally, brochures, case studies, whitepapers/point of view papers are available on the website - <https://mphasis.com/home/resources/downloads.html>.
- 2. **Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**
Not applicable to Mphasis
- 3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**
The Company has instituted Disaster Recovery measures for critical enterprise applications. Additionally, the company holds ISO 22301 certification, adhering to international standards for Business Continuity Management Systems (BCMS), offering clients assurance of service continuity.
- 4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief**
This is not applicable to Mphasis as we are not in the manufacturing sector.
- 5. **Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**
Yes



About Mphasis

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



Assurance statement on third-party verification of sustainability information

Unique identification no.: **3153121662**

TÜV SÜD South Asia Pvt Ltd. (hereinafter TÜV SÜD) has been engaged by, **Mphasis Limited, Bagmane World Technology Centre, Marathahalli Outer Ring Road, Doddanakundi Village, Mahadevapura, Bengaluru-560 048, India Corporate Identity Number (CIN) of the Company L30007KA1992PLC025294** (hereinafter "Company") for the period from 1 April 2024 to 31 March 2025.

The verification was carried out according to the steps and methods described below.

Scope of the verification

The third-party verification was conducted to obtain independent assurance about whether the Sustainability information is prepared in reference to BRSR standard/framework (hereinafter referred as "Reporting Criteria").

Reporting standard/framework

The disclosures have been prepared by **Mphasis Limited** in reference to:

BRSR Core – Framework for assurance and ESG disclosures for value chain as per SEBI (Securities and Exchange Board of India) Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023.

The following sustainability indicators' reporting are included in the scope of the assurance engagement during the reporting period Financial Year FY 2024-25 as listed below

Reasonable level of assurance of 'BRSR 9 Core Attributes'

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the BRSR reporting, and accordingly, we do not express a conclusion on this information.

It was not part of our engagement to review product- or service-related information, references to external information sources, expert opinions and future-related statements in the Report.

Responsibility of the Company

The legal representatives of the Company are responsible for the preparation of the BRSR report in accordance with the Reporting Criteria. This responsibility includes in particular the selection and use of appropriate methods for measurement, calculation, collection and compilation of information and the making of appropriate assumptions or, where appropriate, the making of appropriate estimates. Furthermore, the legal representatives are responsible for necessary internal controls to enable the preparation of a BRSR report that is free of material - intentional or unintentional - erroneous information.

Verification methodology and procedures performed

The verification engagement has been planned and performed in accordance with the verification methodology developed by the TÜV SÜD Group which is based on ISAE 3000 assurance engagement standard and ISO 17029.

Level of Assurance

Reasonable Level of assurance for the 9 core attributes of BRSR (Ref: Annexure I of SEBI circular)

The verification was based on a systematic and evidence-based assurance process limited as stated above. The selection of assurance procedures is subject to the auditor's own judgment.

- Inquiries of personnel who are responsible for the stakeholder engagement and materiality analysis to understand the reporting boundaries
- Evaluation of the design and implementation of the systems and processes for compiling, analysing, and aggregating sustainability information as well as for internal controls



- Inquiries of company's representatives responsible for collecting, preparing and consolidating sustainability information and performing internal controls
- Analytical procedures and inspection of sustainability information as reported at group level by all locations
- Assessment of local data collection and management procedures and control mechanisms through a sample survey at selected multiple sites as mentioned below:

Sl. No.	Company Name	Site Address
1	Mphasis Limited	Bengaluru: Mphasis Limited, 1st Floor, Wing A, Bagmane World Technology Center, WTC 3, KR Puram, Marathahalli Outer Ring Road, Mahadevapura, Bangalore 560 048.
2		Chennai: Mphasis Limited, DLF SEZ IT Park, Tower 1B, Level 1-5, 1/124, Shivaji Garden, Manapakam, Mount Poonamalle Road, Chennai - 600 089
3		Pune: Mphasis Limited EON free Zone, Cluster C, Kharadi Knowledge Park, EON Kharadi Infrastructure Pvt. Ltd, SEZ Plot No. 1, Survey No. 77, MIDC, Kharadi, Pune - 411 014
4		Hyderabad: Mphasis Limited, Skyview-RMZ Units 1801 and 1802, Skyview 20, Tower-9, C/o Divija Commercial Properties (P) Ltd, SEZ Developer, Hyderabad Knowledge City, Serilingampally Mandal, Rangareddy District, Raidurgam, Hyderabad-500032
5		Mangalore: Mphasis Limited, Techbay, PL Compound, Morgan's Gate, 22-5-750, Jeppu Ferry Road, Mangalore - 575 001
6		Mumbai: Mphasis Limited, Infinity IT Park, Unit No. 102, B wing, Building No.4, 239, General A K Vaidya Marg, Dindoshi, Malad (East), Mumbai - 400 097
7		Noida: Mphasis Limited, Office# 6, 2nd Floor, Stellar OKAS 1425, Plot no 5, Sector 142, Noida

Conclusion

Reasonable level of Assurance- BRSR 9 Core Attributes

Based on the assessment procedures carried out & evidence we have collected during **21/05/25 to 23/05/25**, the identified sustainability indicators of 9 Core Attributes (Listed in Annexure I of this statement) of BRSR for FY 2024-25 are prepared in all material respect in accordance with the reporting requirements outlined in BRSR Core.

Limitations

The assurance process was subject to the following limitations:

- The subject matter information covered by the engagement are described in the "scope of the engagement". Assurance of further information included in the BRSR reporting was not performed. Accordingly, TÜV SÜD do not express a conclusion on this information.
- The assurance scope excluded forward-looking statements, product- or service-related information, external information sources and expert opinions.



Use of this Statement

The Company must reproduce the TÜV SÜD statement and possible attachments like Assurance report in full and without omissions, changes, or additions.

This statement is by the scope of the engagement solely intended to inform the Company as to the results of the mandated assessment. TÜV SÜD has not considered the interest of any other party in the selected sustainability information, this assurance report or the conclusions TÜV SÜD has reached. Therefore, nothing in the engagement or this statement provides third parties with any rights or claims whatsoever.

Independence and competence of the verifier

TÜV SÜD South Asia Pvt Ltd. is an independent certification and testing organization and member of the international TÜV SÜD Group, with accreditations also in the areas of social responsibility and environmental protection. The assurance team was assembled based on the knowledge, experience and qualification of the auditors. TÜV SÜD South Asia Pvt Ltd. hereby declares that there is no conflict of interest with the Company.

Bengaluru, 26 June 2025

A handwritten signature in black ink, appearing to read 'Prosenjit Mitra'.

Prosenjit Mitra

General Manager- Verification, Validation and Audit
Management System Assurance

A handwritten signature in black ink, appearing to read 'Brototi Das'.

Brototi Das

Verification Team Leader, TÜV SÜD
Management System Assurance



Annexure I

S.No	Attribute	Parameter	Cross reference to BRSR (P-Principles/ E- Essential Indicator)
1.	Green-house gas (GHG) footprint Greenhouse gas emissions may be measured in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard*	Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) Total Scope 2 emissions (Break-up of the GHG (CO ₂ e) into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) GHG Emission Intensity (Scope 1 +2)	P6-E7
2.	Water footprint	Total water consumption Water consumption intensity Water Discharge by destination and levels of Treatment	P6-E3 P6-E4
3.	Energy footprint	Total energy consumed % of energy consumed from renewable sources Energy intensity	P6-E1
4.	Embracing circularity - details related to waste management by the entity	Plastic waste (A) E-waste (B) Bio-medical waste (C) Construction and demolition waste (D) Battery waste (E) Other Hazardous waste. Please specify, if any. (G) Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) Total waste generated ((A+B + C + D + E + F + G + H) Waste intensity Each category of waste generated, total waste recovered through recycling, re-use or other recovery operations For each category of waste generated, total waste disposed by nature of disposal method	P6-E9
5.	Enhancing Employee Wellbeing and Safety	Spending on measures towards wellbeing of employees and workers – cost incurred as a % of total revenue of the company Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites)	P3-E1 P3-E11
6.	Enabling Gender Diversity in Business	Gross wages paid to females as % of wages paid	P5-E3 P5-E7



		Complaints on POSH	
7.	Enabling Inclusive Development	<p>Input material sourced from following sources as % of total purchases – Directly sourced from MSMEs/ small producers and from within India</p> <p>Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or nonpermanent /on contract) as % of total wage cost</p>	<p>P8-E4</p> <p>P8-E5</p>
8.	Fairness in Engaging with Customers and Suppliers	<p>Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events</p> <p>Number of days of accounts payable</p>	<p>P9-E7</p> <p>P1-E8</p>
9.	Open-ness of business	<p>Concentration of purchases & sales done with trading houses, dealers, and related parties</p> <p>Loans and advances & investments with related parties</p>	P1-E9