

SEC/55/2024-25

August 27, 2024

<b>Listing Department</b> <b>BSE Limited</b> 25 <sup>th</sup> Floor, Phiroze Jeejeebhoy Towers Dalal Street, Fort Mumbai - 400 001 Tel No. 022- 22723121 <b>SCRIP CODE: 523704</b>	<b>Listing Department</b> <b>The National Stock Exchange of India Limited</b> Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E), Mumbai - 400 051 Tel No.: 022- 26598100 <b>SYMBOL: MASTEK</b>
<b>ISIN INE759A01021</b>	

Dear Sir(s)/Madam(s),

**Sub: Business Responsibility and Sustainability Reporting- FY 23-24**

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we submit herewith the Business Responsibility and Sustainability Report for the Financial Year 2023- 24, which also forms part of the Annual Report FY 24 of the Company, submitted today to the Exchanges vide our another letter no. SEC/54/2024-25 dated August 26, 2024.

The said Report is also available on the Company's website at [Mastek-AR24-BRSR-260824.pdf](#)

This is for your information and record.

Thanking you,

Yours faithfully,  
**For Mastek Limited**

**Dinesh Kalani**  
**SVP – Group Company Secretary**



**Encl: AA**

**Mastek Limited**

804/805, President House, Opp. C. N. Vidyalaya, Near Ambawadi Circle, Ahmedabad – 380 006  
Tel: +91-79-2656-4337 | Email: info@mastek.com | Web: www.mastek.com | CIN: L74140GJ1982PLC005215

# Business Responsibility and Sustainability Report

## Section A – General Disclosures

### I. Details of the listed entity

1	Corporate Identity Number	L74140GJ1982PLC005215
2	Name of the Listed Entity	Mastek Limited
3	Year of Incorporation	1982
4	Registered Office Address	804 / 805 President House, Opposite C. N. Vidyalaya, Near Ambawadi Circle, Ahmedabad - 380006, Gujarat.
5	Corporate Address	#106, SDF IV, Seepz, Andheri (East), Mumbai - 400 096, India.
6	Email Id	<a href="mailto:investor_grievances@mastek.com">investor_grievances@mastek.com</a>
7	Telephone	022- 6722 4200
8	Website	<a href="http://www.mastek.com">www.mastek.com</a>
9	Financial Year for which reporting is being done	2023-24
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital (₹)	15,42,21,555
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Vimal Dangri Chief Legal & Compliance Officer <a href="mailto:investor_grievances@mastek.com">investor_grievances@mastek.com</a>
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone Basis
14	Name of assurance provider	We have not obtained such assurance, as we do not fall under the "Mandatory" category.
15	Type of assurance obtained	We have not obtained such assurance, as we do not fall under the "Mandatory" category.

### II. Products / Services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1	Information and Technology	Software application development and maintenance, IT consulting and related activities	100%

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

Sr. No.	Product service	NIC code	% of total Turnover contributed
1	Computer Programming, consultancy and related activities	62020	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	Not Applicable	9	9
International		23	23

\*National / International Operations are carried out by the Company through its subsidiaries. Details of our office locations (national and international) can be accessed here - <https://www.mastek.com/contact-us/>

## 19. Markets served by the entity:

### a. Number of locations

Locations	Number
National (No. of states)	5 (Five)
International (No. of countries)	15 (Fifteen)*

\*International markets served by the entity include countries in which business is done through its subsidiaries.

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

FY'24: 95.3%

### c. A brief on types of Customers

- Private entities
- Public entities

## IV. Employees

### 20. Details as at the end of the Financial Year:

#### a. Employee & Workers (including differently abled)

Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>					
Permanent (D)	1,315	841	64%	474	36%
Other than Permanent (E)	27	19	70%	8	30%
<b>Total (D+E)</b>	<b>1,342</b>	<b>860</b>	<b>64%</b>	<b>482</b>	<b>36%</b>
<b>Workers</b>					
Permanent (F)	Nil	Nil	NA	Nil	NA
Other than Permanent (G)	53	47	89%	6	11%
<b>Total (F+G)</b>	<b>53</b>	<b>47</b>	<b>89%</b>	<b>6</b>	<b>11%</b>

#### b. Differently abled Employees and Workers

Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>					
Permanent (D)	6	6	100%	Nil	NA
Other than Permanent (E)	Nil	Nil	NA	Nil	NA
<b>Total (D+E)</b>	<b>6</b>	<b>6</b>	<b>100%</b>	<b>Nil</b>	<b>NA</b>
<b>Workers</b>					
Permanent (F)	Nil	Nil	NA	Nil	NA
Other than Permanent (G)	Nil	Nil	NA	Nil	NA
<b>Total (F+G)</b>	<b>Nil</b>	<b>Nil</b>	<b>NA</b>	<b>Nil</b>	<b>NA</b>

Numbers mentioned above are based on voluntary disclosures by employees.

## 21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. of Females	
		No. (B)	% (B/A)
Board of Directors	6	1	16.67%
Key Managerial Personnel	3	Nil	NA

Key Managerial Personnel (KMP) includes Chief Executive Officer (CEO), Chief Financial Officer (CFO) and Company Secretary (CS).

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

Particulars/Financial Year	2023- 24			2022-23			2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	26.4%	25.7%	26.17%	23.2%	19.4%	21.9%	13.0%	10.4%	12.0%
Permanent workers	Nil	Nil	Nil	3.0%	1.3%	2.4%	Nil	Nil	Nil

Turnover rate for permanent employees includes voluntary turnover.

## V. Holding, Subsidiary, and Associate Companies (including Joint Ventures)

### 23. Names of subsidiary / associate companies

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / subsidiary / associate companies / joint ventures	% of shares held-Directly/ indirectly	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
1	Mastek Enterprise Solutions Private Limited	Subsidiary	100.00%	Yes
2	Mastek (UK) limited	Subsidiary	100.00%	Yes
3	Mastek Inc	Subsidiary	100.00%	Yes
4	Trans American Information Systems Inc	Subsidiary	100.00%	No
5	Mastek Arabia FZ-LLC	Subsidiary	100.00%	Yes
6	Mastek Digital Inc	Subsidiary	100.00%	No
7	Mastek Arabia Systems Egypt LLC	Subsidiary	100.00%	Yes
8	Evolutionary Systems Consultancy LLC	Subsidiary	49.00%	Yes
9	Mastek Systems Bahrain WLL	Subsidiary	100.00%	Yes
10	Evosys Kuwait WILL	Subsidiary	49.00%	Yes
11	Evolutionary Systems Saudi LLC	Subsidiary	100.00%	Yes
12	Mastek Systems Pty. Ltd.	Subsidiary	100.00%	Yes
13	Mastek Systems (Malaysia) SDN BHD	Subsidiary	100.00%	No
14	Newbury Cloud Inc	Subsidiary	100.00%	No
15	Mastek Systems B.V.	Subsidiary	100.00%	Yes
16	Evolutionary Systems Qatar WLL	Subsidiary	49.00%	Yes
17	Mastek Systems (Singapore) Pte. Ltd.	Subsidiary	100.00%	No
18	Mastek Systems Company Ltd.	Subsidiary	100.00%	Yes
19	Evolutionary Systems Corp.	Subsidiary	100.00%	Yes
20	Evolutionary Systems Canada Limited	Subsidiary	100.00%	No
21	Meta Soft Tech Systems Private Limited*	Subsidiary	100.00%	Yes
22	MetasoftTech Solutions LLC	Subsidiary	100.00%	Yes
23	Biz Analytica LLC	Subsidiary	100.00%	Yes

\* Meta Soft Tech Systems Private Limited was amalgamated with Mastek Limited, effective May 31, 2024 in times of order of the Hon'ble National Company Law Tribunal, Ahmedabad Bench pronounced on May 17, 2024.

## VI. CSR Details

<b>24. Whether CSR is applicable as per section 135:</b>	<b>Yes</b>
Turnover (₹)	3,72,66,63,289
Net-worth (₹)	8,38,52,65,589

## VII. Transparency and Disclosure 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 the complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web link for grievance redress policy)	Current Financial Year			Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks#	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks#
Communities		Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)		Nil	Nil	-	Nil	Nil	-
Shareholders*	The Company has a strong Whistle Blower Policy in place and the same is available at	*During FY24, we received 2 complaints from shareholders, while during FY23, we received 5 complaints. All complaints were resolved. Refer to Corporate Governance section of Annual Report.					
Value Chain Partner	Whistle Blower Policy <a href="https://www.mastek.com/wp-content/uploads/2022/07/Group-Whistle-Blower-Policy.pdf">https://www.mastek.com/wp-content/uploads/2022/07/Group-Whistle-Blower-Policy.pdf</a>	Nil	Nil	-	Nil	Nil	-
Employees and workers		Nil	Nil	-	Nil	Nil	-
Customers		Nil	Nil	-	Nil	Nil	-
Other - please specify		Nil	Nil	-	Nil	Nil	-

# All stakeholders of the Company are encouraged to report either orally or in writing to the Whistle Blower Administrator, Improper Activities by departments or Employee(s) affecting the business or reputation of the Company, along with evidence(s) of such activities.

During FY24, we received a total of 130 other requests from shareholders. All the requests were resolved.

### 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, and approach to adapt or mitigate the risk along with its financial implications)

Sr. 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
1	Aged Building	Risk	Few identified offices of the Company are situated in buildings that are more than 30 years old posing health and safety risk to employees and third parties visiting these offices.	Company is limiting and/ or reducing the risk probability by continuing analysing unsafe areas within the building, monitoring the movement of material and individuals, institutionalising multiple exit paths, and enabling effective response strategy in case of a mishap. Company is in constant touch with building owner who is a Government authority to carry out structural repairs and maintenance work in the building.	Negative implications as any single event may cause serious injury to an individual.
2	Skill availability and retention	Risk, Opportunity	Growing market with newer business models require specific skills with lesser lead time. This gets further challenging as the organisations are adopting remote or hybrid ways of working. At the same time, this is an opportunity to source talent from newer locations not tried before, opening up a much wider talent landscape.	Company continues to evolve ways to engage and cross-skill or upskill individuals in emerging technologies and skills that are in demand or may potentially come in demand given the evolving business models and customer needs. Company understands the needs of newer generation and strives to offer a work culture that excites and provides greater autonomy and empowerment. For more details, please read 'Unlocking our People Value' in Management's Discussion and Analysis Report.	Positive as a broader talent pool can be tapped. Negative owing to increase in choices available to an individual in the market.

Sr. 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
3	Cyber Security Risk, and Privacy incidents	Opportunity	After pandemic, all industries and markets were forced to adopt and allow their workforce to work remotely, which expose the Company, its network and systems, to the risk of cyber security threats.	Company continues to maintain systems processes that reduce the probability of a threat occurring by applying Zero Trust Security framework. We have been attested to ISO 27001 by an independent firm and are compliant with SSAE 18 SOC 1 and SOC 2. These systems and processes are monitored internally and externally and benchmarked against best industry practices. As per the General Data Protection Regulation, its not mandatory to appoint a Data Protection Officer (DPO) for our size of business, however, Company still appointed a DPO in 2020 itself to ensure data privacy remains our key priority. Company is conscious of its obligations both as a controller and processor of data.	Positive implications as strong cyber security and privacy framework instils confidence/ trust in our clients. Negative implications in case of an unauthorized breach.
4	Energy and emissions management	Risk, Opportunity	<ol style="list-style-type: none"> <li>1. Energy consumption often represents a significant portion of operational expenses.</li> <li>2. Governments worldwide are implementing stricter regulations to reduce greenhouse gas emissions and combat climate change.</li> <li>3. Consumers, investors, and other stakeholders increasingly prioritize sustainability. Our organization should be able to demonstrate a commitment to reducing our carbon footprint and environmental impact which can enhance our reputation, attract customers, and access capital more easily.</li> <li>4. Dependence on fossil fuels exposes the business to risks associated with price volatility, supply disruptions, and regulatory changes.</li> <li>5. As a business, we are also under pressure to assess and improve the environmental performance of our suppliers, as well as collaborate with them to achieve sustainability goals.</li> <li>6. Proactively addressing energy and emissions management will place us in a better position to remain competitive in a rapidly changing market.</li> <li>7. Climate change poses significant long-term risks to the business, including physical risks from extreme weather events and transition risks associated with shifting regulatory frameworks and market preferences.</li> </ol>	Effective management of energy usage can lead to cost savings through efficiency improvements and the adoption of renewable energy sources. We are in process of transitioning to renewable energy sources and implementing energy-efficient technologies. Our business is constantly aware to remain complied with all applicable regulations to avoid penalties and maintain our social license to operate. One of the goals is to reduce our carbon footprint and environmental impact from our operations. We have adopted different targets to be able to bring in net-zero, carbon reduction compliance in next few years. We also collaborate with our suppliers to make them aware of our sustainability standards and goals to achieve the results in a collaborative way. As a part of our services and offerings, we have also taken up the initiative to offer sustainability related software implementations which will allow our customers to adapt and comply with sustainable practices for their organization.	Positive implications if we are able to meet our carbon reduction and net-zero targets as it will drive us towards the sustainable practices for long-term savings.

Please refer to Risk Management Section of the Annual Report for further information related to Risk Management.

## Section B – Management and Process Disclosures

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred to as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent, and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy should do so in a manner that is responsible and Transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Sr. No.	Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	<b>Policy and management processes</b>	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes / No)									
	b. Has the policy been approved by the Board? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	c. Web Link of the Policies, if available	<a href="https://www.mastek.com/investors/corporate-governance/">https://www.mastek.com/investors/corporate-governance/</a>								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
4	Name of the national and international codes / certifications / labels / standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001 and OHSAS 18001:2007, ISO 14001, ISO 27001, ISO 45001, ISO 20000, Zero Trust Security Framework, SSAE 18 SOC 1 and SOC 2, CSR disclosures pursuant to Section 135 of the Companies Act, 2013 read with Companies (Corporate Social Responsibility Policy) Rules, 2014, as amended, United Nations Sustainable Development Goals (UNSDG), ILO Declaration on Fundamental Principles and Rights at Work, UN Guiding Principles on Business and Human Rights, Principles of Corporate Governance.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is in the process of measuring the carbon emissions for all its offices globally. While this assessment is complete for our office in the UK, it will be completed for our India office by FY24-25.								
6	Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	Overall, the Company has committed itself to the following goals: <ul style="list-style-type: none"> <li>Achieve Net-Zero Emissions by 2030</li> <li>Touch a million lives through CSR programmes by FY28</li> <li>Achieve 25% SROI (Social Return on Investment) by FY27</li> </ul> These are further covered in detail at <a href="https://www.mastek.com/esg/">https://www.mastek.com/esg/</a>								



Sr. No.	Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9												
<b>Governance, leadership and oversight</b>																						
7	<b>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)</b>	<p>For over 42 years, Mastek has been at the forefront in providing technology solutions to address complex public system challenges. During this time, Mastek has consistently delivered substantial value to its shareholders while dedicating a portion of its profits to societal betterment. Whether addressing customer needs, supporting its employees, or engaging with third parties and the supply chain, sustainability has always been a fundamental consideration in Mastek's decision-making process.</p> <p>In FY24, Mastek added 7 more goals to its Sustainability Framework, aligned with 12 of the United Nations' Sustainable Development Goals: No Poverty (SDG 1), Zero Hunger (SDG 2), Good Health and Well-Being (SDG 3), Quality Education (SDG 4), Gender Equality (SDG 5), Clean Water and Sanitation (SDG 6), Affordable and Clean Energy (SDG 7), Decent Work and Economic Growth (SDG 8), Reduced Inequalities (SDG 10), Sustainable Cities and Communities (SDG 11), Responsible Consumption and Production (SDG 12), and Climate Action (SDG 13).</p> <p>Since its listing in 1982, Mastek has been distinguished by board independence, governance, ethical business practices, and shareholder transparency. The Company has maintained a record of zero data breaches and consistently creates high shareholder value. Additionally, Mastek's subsidiary boards are empowered and include local independent directors. Mastek's commitment to social responsibility is embodied in the Mastek Foundation, established over two decades ago with the guiding principle of "Informed Giving, Responsible Receiving." Founded in 2002, a decade before the term CSR was widely recognized, the Mastek Foundation has made significant strides in social impact. In FY24 alone, the foundation has touched the lives of 133,060 beneficiaries, supported 250 animals and birds, and partnered with 16 charities across five states in India through various projects. A notable initiative among others is the "Gratitude Is Attitude" event, where employees have the opportunity to volunteer with and contribute to charities that support various causes. Under Social Value in the UK, Mastek supports a number of bootcamps, multiple events for disadvantaged individuals to help them in various ways, including a CV workshop, recruitment, or a discovery day at the offices. Carbon Net-Zero Emissions assessment and benchmarking were undertaken for the UK office. Mastek is committed to being Net Zero by 2035 in the UK and is already offsetting 100% of carbon emissions in the UK as of December 2023.</p> <p>Mastek is dedicated to reducing waste and optimizing water and energy use as part of its environmental responsibility. Its offices in India are accredited with ISO 14001 and ISO 45001. Significant reductions have been achieved in electricity consumption, total GHG emissions, and water usage. Mastek continues to enhance its environmental initiatives and engage employees through its partnership with One Tree Planted, the official partner of the United Nations Decade on Ecosystem Restoration. In January 2024, Mastek registered as a participating company under the United Nations Global Compact, committing to its Ten Principles covering Human Rights, Labor, Environment, and Anti-Corruption.</p> <p><b>Ashank Desai</b> Chairman</p>																				
8	<b>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)</b>	<p>The following people of highest authority shall be responsible for the implementation and oversight of the Business Responsibility policy:</p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Name of person</th> <th>Designation</th> <th>DIN / Employee Id</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Mr. Ashank Desai</td> <td>Chairman</td> <td>DIN-00017767</td> </tr> <tr> <td>2</td> <td>Mr. Hiral Chandrana</td> <td>Group CEO</td> <td>Employee ID - 83030</td> </tr> </tbody> </table>									Sr. No.	Name of person	Designation	DIN / Employee Id	1	Mr. Ashank Desai	Chairman	DIN-00017767	2	Mr. Hiral Chandrana	Group CEO	Employee ID - 83030
Sr. No.	Name of person	Designation	DIN / Employee Id																			
1	Mr. Ashank Desai	Chairman	DIN-00017767																			
2	Mr. Hiral Chandrana	Group CEO	Employee ID - 83030																			
9	<b>Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? If yes, provide details</b>	<p>Yes; Risk Management &amp; Governance Committee takes decisions related to various aspects of Environment, Social and Governance.</p>																				



## 10. Details of Review of NGRBCs by the Company

Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Performance against above policies and follow up action</b>										
a	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Board Committee	Board Committee	Board Committee	Board Committee	Board Committee	Board Committee	NA	Board Committee	Board Committee
	Frequency (Annually / Half yearly / Quarterly / Any other - please specify)	Quarterly	Quarterly	Annually	Annually	Quarterly	Quarterly	NA	Need based	Need based
b	Compliance with statutory requirements of relevance to the principles, and, rectification of any non- compliances	Status of compliance with all applicable statutory requirements is reviewed on a quarterly basis by the Board. Quarterly Compliance Certificate on applicable laws is provided by respective department heads and placed before the Board by the Company Secretary.								
11.	Has the company carried out independent assessment/ evaluation of the working of this policy by an internal or external agency?	Yes, independent assessment of our policies has been carried out by an external agency, KPMG								

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

Questions	P1	P2	P3	P4	P5	P6	P7*	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NO	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NO	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NO	NA	NA
It is planned to be done in the next Financial Year (Yes/No)	NA	NA	NA	NA	NA	NA	NO	NA	NA
Any other reason	None								

\* Company engages with various industry bodies in reviewing and making recommendations as part of joint industry effort, as and when such views are sought by the Government in multiple areas covering technology, bi-lateral trade relations with other countries, and labor.

## Section C – Principle-Wise Performance Disclosure

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised as Essential and Leadership. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities that aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

**Principle 1 - Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable.**

### Essential Indicators

#### 1. Percentage coverage by training and awareness programmes on any or all the Principles in 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 the awareness programmes
Board of Directors	4	Familiarization programs includes topics like Risk management, Geo-Political risks, Various amendments to the Companies Act, 2013 and Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.	100%
Key Managerial Personnels	4	POSH, Anti Bribery, GDPR, Information Security	85%
Employees other than BoD and KMPs	4	POSH, Anti Bribery, GDPR, Information Security	96%
Contractual	4	POSH, Anti Bribery, GDPR, Information Security	75%
Workers	8	Permit to Work Systems, Awareness on Waste Management, Risk Assessment, Road Safety Session, Environment Health Safety Inductions, Hands & Portable Power tool safety, Fire Mock Drill	100%

#### 2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the Financial Year, 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):

The details of the fines paid to National Stock Exchange and The BSE Limited with respect to delayed compliance of Regulation 17(1),18(1) and 21(2) of Securities and Exchange Board of India (Listing obligations and Disclosure Requirements), Regulations, 2015 are as under:

Particulars	NGRBC Principle	Adjudicating Authority	Amount (In ₹)	Brief of the Judgement/Award	Has an appeal been preferred?
<b>Monetary</b>					
Penalty/Fine	Refer to Company's website for all disclosures made under Regulation 30 of SEBI (Listing Obligations and disclosures Requirements) Regulations, 2015 at <a href="https://www.mastek.com/investors/corporate-information/">https://www.mastek.com/investors/corporate-information/</a>				
Award					
Computing fee					
<b>Non-monetary</b>					
Imprisonment	None	None	Nil	None	None
Punishment	None	None	Nil	None	None

#### 3. 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 -

None since there were no such instances.

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

Yes. Company has zero tolerance to any form of bribery or corruption and is committed to acting professionally, fairly, and with integrity in all its business dealings. All individuals, whether employee or third parties engaged in the business of the Company, are required to comply with the policy. These policies set out in detail the behavior expected of our employees, contractors, agents and suppliers and what should one do if confronted with an instance of corruption or bribery. Company expects all individuals associated with the business of the Company to embrace these policies and inculcate its principles within their day-to-day work.

Our Code of Business Conduct and Ethics, Anti Bribery and Gifts & Entertainment policies are compliant with relevant and applicable laws of India, US and UK. The policies are available on the Company website at: <https://www.mastek.com/investors/corporate-governance/>

5. **Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption -**  
None
6. **Details of complaints with regards to conflict of interest -**  
None, as there are no such instances
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 considering there are no such complaints.
8. **Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format: Number of days of accounts payables for current FY and previous FY**

	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Number of days of accounts payables	51	71

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.**

Parameter	Metrics	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	NA	NA
	b. Sales (Sales to related parties / Total Sales)	93.81%	90.89%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.00%	0.00%
	d. Investments (Investments in related parties / Total Investments made)	97.68%	99.92%

### Leadership Indicators

1. **Awareness programmes conducted for value chain partners on any of the Principles during the Financial Year -**  
None
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. The Company obtains confirmation /annual declaration on Code of Conduct compliances (including changes in other companies Board position from time to time) from its Board Members and KMPs / SMPs on the entities they are interested in and ensures requisite disclosure, if any, as required under the statute as well as the Company's policies before transacting with such interested entities / individuals.

**Principle 2 - Businesses should provide goods and services in a manner that is sustainable and safe.****Essential Indicators**

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

Particulars	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	NIL	NIL	NIL
Capex	12.86%	10.11%	In FY'24, We have invested in following areas - <ul style="list-style-type: none"> <li>• Supplier Diversity Programme.</li> <li>• Upgradation of Electrical Panels with highly efficient system.</li> <li>• Implementation of Systems for ESG tracking and monitoring</li> <li>• Carbon assessment and Offsetting</li> <li>• HVAC upgrades, LEDification of offices.</li> </ul>

2. Does the entity have procedures in place for sustainable sourcing? If yes, what percentage of inputs were sourced sustainably?  
No
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 (d) Other waste  
Not Applicable. Mastek is in the digital service business; it does not manufacture products. However, E-waste and hazardous waste is disposed-off through Pollution Control Board approved vendor.
4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities. 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.  
Not Applicable as Mastek is in the digital service business, it does not manufacture products.

**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? -  
Company monitors emissions from its facilities, usage of water in its offices and follows strict waste disposal guidelines as part of its operations on a continuous basis. For its services, Company assesses its performance by applying industry-leading service delivery metrics ensuring highly efficient process outcomes.
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 -  
Nil.
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. The Company encourages all its suppliers to commit to sustainable procurement practices including supply of recycled or reused input material.
4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format

Particulars	Current Financial Year			Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	Nil	Nil	1.8632	Nil	Nil	2.6
Hazardous waste	NA	NA	5.275	NA	NA	NA
Other waste	Nil	Nil	0.529	Nil	Nil	0.7

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category -  
Not Applicable, this does not apply to our business.

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

### Essential Indicators

#### 1. A. Details of measures for the well-being of employees

Category	% of employees covered by										
	Total	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
	(A)	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
<b>Permanent</b>											
Male	841	841	100%	841	100%	NA	NA	841	100%	841	100%
Female	474	474	100%	474	100%	474	100%	NA	NA	474	100%
<b>Total</b>	<b>1,315</b>	<b>1,315</b>	<b>100%</b>	<b>1,315</b>	<b>100%</b>	<b>474</b>	<b>100%</b>	<b>841</b>	<b>100%</b>	<b>1,315</b>	<b>100%</b>
<b>Other than Permanent (Contractual)</b>											
Male	19	Nil	NA	Nil	NA	Nil	NA	Nil	NA	Nil	NA
Female	8	Nil	NA	Nil	NA	Nil	NA	Nil	NA	Nil	NA
<b>Total</b>	<b>27</b>	<b>Nil</b>	<b>NA</b>	<b>Nil</b>	<b>NA</b>	<b>Nil</b>	<b>NA</b>	<b>Nil</b>	<b>NA</b>	<b>Nil</b>	<b>NA</b>

#### B. Details of measures for the well-being of workers -

Company has ensured that workers have the same level of access to the facilities in its offices as its employees. Further, Company requires the supplier organisations to adhere to laws and rules that ensure health benefits to its employees.

Category	% of workers covered by										
	Total	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
	(A)	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
<b>Permanent</b>	Nil	Nil	NA	Nil	NA	Nil	NA	Nil	NA	Nil	NA
Male	Nil	Nil	NA	Nil	NA	Nil	NA	Nil	NA	Nil	NA
Female	Nil	Nil	NA	Nil	NA	Nil	NA	Nil	NA	Nil	NA
<b>Total</b>	<b>Nil</b>	<b>Nil</b>	<b>NA</b>	<b>Nil</b>	<b>NA</b>	<b>Nil</b>	<b>NA</b>	<b>Nil</b>	<b>NA</b>	<b>Nil</b>	<b>NA</b>
<b>Other than Permanent (Contractual)</b>											
Male	47	47	100%	47	100%	NA	100%	47	100%	Nil	NA
Female	6	6	100%	6	100%	6	100%	Nil	NA	Nil	NA
<b>Total</b>	<b>53</b>	<b>53</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>6</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>Nil</b>	<b>NA</b>

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the Company	1.24%	0.57%

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

Benefits	Current Financial Year			Previous Financial Year		
	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%	95%	Yes
Gratuity	100%	100%	NA	100%	Nil	N.A.
ESI	Nil	Nil	NA	0%	0%	N.A.

Note: Every Individual employed in India is entitled for PF & Gratuity benefits in India, Gratuity payout depends on the tenure the individual has been associated with the organization.

### 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

The Company's main delivery center at Mahape, Navi Mumbai has features that enable access of the office and its amenities to differently abled employees and workers. The Company is taking steps to build such features across all its offices.

### 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

The Company is an equal opportunity employer and the policy statement finds place in our employee Code of Business Conduct and Ethics Policy. The same can be accessed through the weblink <https://www.mastek.com/investors/>

### 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	100%	91.30%	NA	NA
Female	100%	88.20%	NA	NA
<b>Total</b>	<b>100%</b>	<b>90.50%</b>	<b>NA</b>	<b>NA</b>

### 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, please name the mechanism

	Details of Mechanism available
Permanent Workers	Company strongly believes in equal opportunity principles and ensures there is no discrimination at any stage of the business or operations of the Company.
Other than Permanent Workers	
Permanent Employees	Employees and workers can reach out to their reporting managers to redress their grievances in accordance with Company's Code of Business Conduct and Ethics. Further, Internal Complaints Committee is accessible via email and phone to all including visitors to seek redressal in case of sexual harassment as per the provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. In addition, all employees, workers, suppliers, consultants, and third parties have access to <a href="mailto:whistleblower@mastek.com">whistleblower@mastek.com</a> to raise complaints in line with Company's whistleblower policy available at <a href="https://www.mastek.com/investors/corporate-governance/">https://www.mastek.com/investors/corporate-governance/</a>
Other than Permanent Employees	

### 7. Membership of employees and worker in association(s) or Unions recognised by the listed entity - Company respects rights of each employee and does not restrain any action that is sought by its employees or workers to seek collective representation in accordance with local laws.

### 8. Details of training to employees and workers (% to total no. of employees/workers in the category)

Category	Current Financial Year					Previous Financial Year				
	Total	On Health and safety measures		On skill upgradation		Total	On Health and safety measures		On skill upgradation	
		No.	%	No.	%		No.	%	No.	%
<b>Employees</b>										
Male	841	Nil	Nil	817	97%	845	Nil	Nil	615	73%
Female	474	Nil	Nil	470	99%	522	Nil	Nil	408	78%
<b>Total</b>	<b>1,315</b>	<b>Nil</b>	<b>Nil</b>	<b>1,287</b>	<b>98%</b>	<b>1,367</b>	<b>Nil</b>	<b>Nil</b>	<b>1,023</b>	<b>75%</b>
<b>Workers</b>										
Male	47	47	100%	Nil	Nil	50	50	100%	Nil	Nil
Female	6	6	100%	Nil	Nil	5	5	100%	Nil	Nil
<b>Total</b>	<b>53</b>	<b>53</b>	<b>100%</b>	<b>Nil</b>	<b>Nil</b>	<b>55</b>	<b>55</b>	<b>100%</b>	<b>Nil</b>	<b>Nil</b>

## 9. Details of performance and career development reviews of employees and worker

Category	Current Financial Year			Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (A)	No. (B)	% (B/A)
<b>Employees</b>						
Male	841	778	92.5%*	845	845	100%
Female	474	448	94.5%*	522	522	100%
<b>Total</b>	<b>1,315</b>	<b>1,226</b>	<b>93.2%*</b>	<b>1,367</b>	<b>1,367</b>	<b>100%</b>
<b>Workers</b>						
Male	47	NA	Nil	50	NA	Nil
Female	6	NA	Nil	5	NA	Nil
<b>Total</b>	<b>53</b>	<b>NA</b>	<b>Nil</b>	<b>55</b>	<b>NA</b>	<b>Nil</b>

\*Performance review is conducted for all the employees in the organization. The employees who are not included in this count were not eligible for performance review considering they were fresh joiners.

## 10. Health and safety management system

1	Whether an occupational health and safety management system has been implemented by the entity	Yes. ISO14001 & 45001 Management System has been implemented for Mahape/SEEPZ/Acropolis Facilities. Rest of the facilities are assessed internally periodically. Company understands its obligations around occupational hazards and has always prioritised actions towards health and safety of its employees, workers and all individuals engaged in its business. Three out of six offices employing more than 80% of the employee and worker population India are accredited to OHSAS 45001 standard. In addition, Company carries out multiple events to raise awareness around emotional and physical well-being, lifestyle diseases, safety, etc. Company also conducts regular doctor consultation sessions for its employees and families.
2	What are the processes used to identify work-related hazards and assess risks on a routine and non- routine basis by the entity?	Mastek encourages proactive counselling and reporting through defined channels available to employees and workers. In addition, Company conducts time-to-time employee surveys to understand the gaps in processes that address and mitigate the occupational hazards. Hazard Identification Risk Register has been monitor & reviewed for each work activity regular basis.
3	Whether you have processes for workers to report the work related hazards and to remove themselves from such risks.	Yes. All health & safety related concerns can be raised on the helpdesk portal available to all employees and workers.
4	Do the employees/ worker of the entity have access to non- occupational medical and healthcare services?	Healthcare Insurance is provided to employees. Doctor is available for physical and tele consultation regularly.

## 11. Details of safety related incidents

Category	Category	Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	None	None
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		



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

In line with its objective to provide a safe and healthy environment to its employees and workers, Company carries out following actions. More details are covered in its health & safety policies.

- A comprehensive 52-week cleaning calendar for maintaining hygiene & cleanliness at workplace.
- Carrying out periodic maintenance of critical equipment like AC & Fire Equipment's monitoring, second Water, Food & Air Testing and periodic office lighting level.
- Carrying out periodic health & safety trainings of contractual staff/ workers.
- Display of safety and health related information, guidelines and do's and don'ts for creating awareness amongst employees and workers.
- Instituted a Health & Safety Committee to assess, monitor, control and oversee the implementation of processes that mitigate the occupational health & safety issues.
- Conducting mock drills and impart trainings to ERT Members.

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

Particulars	Current Financial Year			Previous Financial Year		
	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		None			None	
Health & Safety						

**14. Assessments for the year**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100.00%
Working Conditions	100.00%

**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 and on significant risks / concerns arising from assessments of health & safety practices and working conditions.**

There were no safety-related incidents during the year. However, the Company has undertaken the following measures proactively:

- Hazard identification & risk assessment (HIRA) is updated as per new standard requirements to cover additional risks and mitigation plan.
- Tie ups with Nearby hospital to attend medical emergencies.
- Onsite medical camp for employees and contractual staff.

**Leadership Indicators****1. Does the entity extend any life insurance or any compensatory package in the event of death of employee / Workers.**

All employees are covered for death as per Company sponsored health insurance scheme.

**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 ensures that all the statutory dues such as Income tax, ESIC, Provident Fund, Professional tax, GST, etc. have been deducted and deposited on time by value chain partners.

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 are rehabilitated and health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment placed in suitable employment or whose family members have been placed in suitable employment for Current & Previous FY:

None

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, we do extend continuity of services case on case basis for retirement cases.

5. Details on assessment of value chain partners -

All major suppliers of the Company have their respective processes to address the health & safety concerns of its employees.

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 arising from assessments of health and safety practices and working conditions of value chain partners

Not applicable since there is no corrective action required.

**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

Mastek engages with various stakeholders, to understand their needs and expectations, and to develop sustainable engagement strategies. The key stakeholders identified in consultation with the Company's management are customers, employees, shareholders, suppliers/ partners, governments, NGOs, and communities that Mastek engages with.

The Stakeholder interactions are through several channels including meetings, and surveys.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website)	Frequency (Annually/ Half yearly/ Quarterly)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors & Shareholders	No	Website	Quarterly	Investor Complaints, queries, Shareholder complaints, corporate governance
Customers	No	Email	Quarterly	Customer needs, complaints
Employees	No	Email	Quarterly	Grievance redressal, assignments, trainings, rewards
Value Chain & Business Partners	No	Email	Quarterly	Business needs
Communities	Yes	Community Meetings	Quarterly	Looking at needs, volunteer, donation, support, quality checks.

## 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 environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Company has established ESG framework wherein representatives from each E, S and G consult both internal and external stakeholders and implement necessary procedures and reporting mechanism to advance the objectives of ESG collectively. These procedures are reviewed by the Risk Management & Governance Committee. Additionally, the CSR Committee, the Nomination & Remuneration Committee and Audit Committee reviews the action taken under respective pillars within the ESG framework.

Company has engaged with industry including its clients and agencies like NASSCOM to understand and align the ESG procedures.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics. If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity

Yes - The respective policies within ESG framework are updated through time-to-time consultation with stakeholder including the client, government agencies, and through CSR channels. We also carry out surveys from our clients and customers for their feedback and social topics.

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

- Mastek supported 16 charity Organisations across 5 states in India, providing a total of ₹ 3 Crore in financial aid, which benefited 133,060 people and 250 animals.
- Mastek employees participated in the annual payroll giving initiative, GIA - Gratitude is Attitude, donating approximately ₹ 10 Lakhs
- Blood Donation Camp was held on October 18<sup>th</sup>, 2023

During the Joy of Giving Week (October 3<sup>rd</sup> to 8<sup>th</sup>, 2023), Mastek employees contributed around ₹ 1.25 Lakhs to 8 charity organizations

- Mastek had organized a Christmas fundraiser, wherein Mastek employees donated old clothes to benefit the underprivileged in Gujarat, Maharashtra, and Haryana

Mastek raised ₹ 50 Lakhs through 'Inspired', annual Musical Fundraiser. It was matched by Mastek Foundation, and donated to VSM, VSSM, and Snehalaya.

- Visits were made to 15 out of the 16 charity Organisations funded in the fiscal year to ensure support and provide aid

## 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	Current Financial Year			Previous Financial Year		
	Total	No. of employees / workers covered	%	Total	No. of employees / workers covered	%
<b>Employees:</b>						
Permanent	1,315	1,245*	95%	1,367	1,367	100%
Other than permanent	27	Nil	NA	Nil	Nil	NA
<b>Total</b>	<b>1,342</b>	<b>1,245</b>	<b>93%</b>	<b>1,367</b>	<b>1,367</b>	<b>100%</b>
<b>Workers:</b>						
Permanent	Nil	Nil	Nil	Nil	Nil	Nil
Other than permanent	53	53	100%	55	55	100%
<b>Total</b>	<b>53</b>	<b>53</b>	<b>100%</b>	<b>55</b>	<b>55</b>	<b>100%</b>

\*Considered Anti Bribery and POSH as training done under human rights issues and policy(ies) of the entity

## 2. Details of employees and workers in terms of minimum wages paid

Category	Current Financial Year					Previous Financial Year				
	Total	Equal to Minimum Wage		More than Minimum Wage		Total	Equal to Minimum Wage		More than Minimum Wage	
		No.	%	No.	%		No.	%	No.	%
<b>Employees:</b>										
<b>Permanent</b>										
Male	841	Nil	Nil	841	100%	845	Nil	Nil	845	100%
Female	474	Nil	Nil	474	100%	522	Nil	Nil	522	100%
<b>Other than permanent</b>										
Male	19	Nil	Nil	19	100%	Nil	Nil	Nil	Nil	Nil
Female	8	Nil	Nil	8	100%	Nil	Nil	Nil	Nil	Nil
<b>Workers:</b>										
<b>Permanent</b>										
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
<b>Other than permanent</b>										
Male	47	47	100%	Nil	Nil	50	49	98%	1	2%
Female	6	6	100%	Nil	Nil	5	5	100%	Nil	Nil

## 3. Details of remuneration/salary/wages (including differently abled)

### a. Median Remuneration / wage:

Stakeholder Group	Male		Female	
	No.	Median remuneration/ salary/ wages of	No.	Median remuneration/ salary/ wages of
Board of Directors	5	33,00,000	1	12,00,000
Key Managerial Personnel	3	47,65,430	0	0
Employees other than BoD and KMP	838	15,91,895	474	12,29,110
Workers	47	21,000	6	14,352

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

	FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Gross wages paid to females as % of total wages	30.43%	30.41%

## 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 - The Human Resource Department is the focal point responsible for addressing Human Rights impacts or issues caused or contributed to by the business.

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

Company has Grievance Redressal mechanism that is governed in accordance with the Code of Business Conduct and Ethics. <https://www.mastek.com/wp-content/uploads/2022/02/Code-of-Business-Conduct-and-Ethics-for-India-APAC.pdf>

## 6. Number of Complaints made by employees and workers and current year and previous year

None

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

Particulars	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	NIL
Complaints on POSH as a % of female employees/ workers	NIL	NIL
Complaints on POSH upheld	NIL	NIL

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

Company has zero tolerance to any retaliatory action of behavior. Accordingly, Company has addressed this in various policies including the Code of Business Conduct and Ethics, the Policy on Prevention of Sexual Harassment (POSH) and extensively in the Whistleblower Policy.

**9. Do human rights requirements form part of your business agreements and contracts?**

Yes

**10. Assessments for the year**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labor	
Forced / Involuntary labor	
Sexual harassment	NA
Discrimination at workplace	
Wages	
Others - please specify	

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

No cases registered and hence not applicable.

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

Not Applicable, as no grievance or complaint received. Mastek's policies on Human Rights are comprehensive and ensures compliance with applicable regulation and industry standard including ILO guidelines.

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

It is covered under COBCE policy refer this COBC policy. Link:- <https://www.mastek.com/wp-content/uploads/2022/02/Code-of-Business-Conduct-and-Ethics-for-India-APAC.pdf>

**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. Company's main office is accessible to differently abled visitors. Company is taking necessary actions to equip all its offices or where required moving out of offices that are not equipped to provide access to differently abled visitors.

**4. Details on assessment of value chain partners**

	% of value chain partners (by value of business done with such partners) that were assessed
Child Labor	
Forced / Involuntary labor	
Sexual harassment	NA
Discrimination at workplace	
Wages	
Others - please specify	

**5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessment in question 14 above**

There is no major risk noted arising from assessment of health and safety practices and working conditions of value chain partners.

**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**

Parameter	Current Financial Year	Previous Financial Year
<b>From renewable sources</b>	0	0
Total electricity consumption (A) in KJ	0	0
Total fuel consumption (B) in KJ	0	0
Energy consumption through other sources [C] in KJ	0	0
<b>From non-renewable sources</b>		
Total energy consumption (A+B+C) in KJ	0	0
Total electricity consumption (D)	4,07,26,44,000	5,36,03,85,600
Total fuel consumption (E) - In KJ.	22,6 6,96, 771	26,26,71,620
Energy consumption through other sources [F]	Nil	Nil
<b>Total energy consumption from non-renewable sources (D+E+F) in KJ</b>	<b>4,29,93,40,771</b>	<b>5,62,30,57,220</b>
<b>Total energy consumed (A+B+C+D+E+F) in KJ</b>	<b>42,993,40,771</b>	<b>5,62,30,57,220</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	NA	NA
Energy intensity (optional) - the relevant metric may be selected by the entity	NA	NA
Note: Indicate if any, Independent evaluation done by external agencies	None	None

**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? 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.**  
 No

**3. Provide details of the following disclosures related to water withdrawal by source (in kiloliters)**

Parameter	Current Financial Year	Previous Financial Year	CFY Amount (₹)	PFY Amount (₹)
(i) Surface water	17,212	17,074	15,89,423	14,56,343
(ii) Groundwater	0	0	0	0
(iii) Third party water	0	0	0	0
(iv) Seawater / desalinated water	0	0		
(v) Others- Drinking Water Jars	35	75	80,259	172, 887
<b>Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)</b>	<b>17,247</b>	<b>17,149</b>	<b>16,69,682</b>	<b>16,29,230</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>17,247</b>	<b>17,149</b>		
Water intensity per rupee of turnover (Water consumed/ turnover)	Nil	Nil	Nil	Nil
Water intensity (optional) - the relevant metric may be selected by the entity	Nil	Nil	Nil	Nil
Note: Indicate if any, Independent assessment/ evaluation/ assurance has been carried out by an external agency	None	None	None	None

**4. Water discharge by destination and level of treatment (in kilolitres):**

Water discharge is disposed-off through common sewer line of Local municipal corporation/MIDC and water treatment done by respective authority.

**5. Has the entity implemented a mechanism for Zero Liquid Discharge?**

No

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

Parameter	Unit	Current Financial Year	Previous Financial Year
NOx	mg/m <sup>3</sup>	20.94	21.3
SOx	mg/m <sup>3</sup>	11.35	12.84
Particulate matter (PM)	mg/Nm <sup>3</sup>	37.13	39.61
Persistent organic pollutants (POP)	-	Nil	Nil
Volatile organic compounds (VOC)	-	Nil	Nil
Hazardous air pollutants (HAP)	-	Nil	Nil
Others - please specify CO	Ppm	39.16	43.08
Note: Indicate if any, Independent assessment / evaluation / assurance has been carried out by an external agency		No	YES - DG stack emission sample is checked by external testing lab agency.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity in (Metric tonnes of CO<sub>2</sub> equivalent)

We are not calculating GHG emissions for Mastek Limited offices as on date.

8. Does the entity have any project related to reducing Green House Gas emission?

We have taken various initiatives for our India offices for reduction of GHG consumption. Our offices are accredited by DNV-GL for ISO 14001:2015 & OHSAS 45001 standards. In addition, following activities are undertaken for reduction of electrical consumption in offices at India.

- LEDification of offices.
- Upgradation of old UPS with energy efficient modular UPS systems.
- Upgradation of AC systems with energy efficient systems which are using eco-friendly refrigerant gas.
- Upgradation of conventional datacentre with smart rack solution.
- Installation of solar water geysers for cafeteria.
- Upgradation of Electrical power systems.

Additionally, Company has taken initiatives to reduce food waste and paper usage. Aerators are implemented for washbasin faucets to reduce water consumption. Company encourages its employees to use carpool option for office commute. Disposal of E-waste is carried through only Government/Pollution Control Board approved agencies.

9. **A. Provide details related to waste management by the entity, Total Waste generated (in metric tonnes)**

Parameter	Current Financial Year	Previous Financial Year
Total Waste generated (in metric tonnes)		
Plastic waste	0	0
E-waste	1.86	4.6
Bio-medical waste	0	0
Construction and demolition waste		
Battery waste	5.28	0
Radioactive waste	0	0
Other Hazardous waste. Please specify, if any.	0	0
Other Non-hazardous waste generated. Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) Food & General waste	0.53	0.5
<b>Total</b>	<b>7.67</b>	<b>5.1</b>

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

None

**C. For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)**

None

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.

- General waste is disposed off through municipal corporation agencies.
- E-waste and Hazardous waste is disposed through govt. approved recyclers/ collectors
- Being an IT/ITES Company we do not deal with chemicals. Chemicals required for housekeeping are ecofriendly in nature.

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. Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.

Not Applicable since Mastek does not have offices in such areas.



**12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current Financial Year**

Not Applicable since no such projects were undertaken

**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.**

Mastek is compliant.

**Leadership Indicators**

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

Mastek does not have offices in water-stress areas. The Company is operating in IT Services.

**2. Please provide details of total Scope 3 emissions & its intensity in (Metric tonnes of CO<sub>2</sub> equivalent).**

Currently, Mastek is not measuring GHG Scope 3 emissions for its India offices.

**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 as Mastek does not have its offices in these areas.

**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**

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Electrical consumption reduction	<p>We have taken various initiatives for our India offices for reduction of GHG consumption. Few are mentioned below.</p> <p>Our office at Mahape, India is accredited by DNV-GL for ISO 14001:2015 &amp; OHSAS 45001 standards.</p> <p>We have implemented below activities for reduction of electrical consumption in offices at India.</p> <ul style="list-style-type: none"> <li>* LEDification of offices.</li> <li>* Upgradation of old UPS with energy efficient modular UPS systems.</li> <li>* Upgradation of AC systems with energy efficient systems which are using ecofriendly refrigerant gas.</li> <li>* Upgradation of conventional datacenter with smart rack solution.</li> <li>* Installation solar water geysers for cafeteria.</li> <li>* Upgradation of Electrical power systems.</li> </ul>	<p>Approx savings of ₹ 17.23 million and 2.32 million KWH units till Dec. 2023. This was achieved at Mahape India office which is our biggest India office facility.</p>

**5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link Mastek addresses the Business Continuity requirement to meet various business demands as follows:**

Organisation Business Continuity Plan: The plan addresses the requirements by identifying critical internal and project specific data, system, people, process and its impact on overall business Project/Account specific Business Continuity Plan (BCP): The plan addresses the project specific requirements which calls for a customised Business Continuity setup. Key activities within our Business Continuity Management Program are undertaken on an ongoing basis and have been conducted within a year. Technical Disaster Recovery (DR) for Mastek Critical Services: These include testing alternative methods for critical services during the failure. The critical services are Firewalls, SAP etc. Sample Full Interruption tests for Customers: As part of the BCP, Mastek has conducted a sample full interruption test for our customers. During DR the associates working for the customer travel to DR site and work at the alternative site.

**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.**

No such impact, hence not applicable. Mastek gets the sustainability checklist form filled while onboarding vendors.

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

No such assessment undertaken. Mastek gets the sustainability checklist form filled while onboarding vendors.

**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.**

10

- 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.**

Sr. No.	Trade and industry chambers / associations	Reach of trade and industry chambers / associations (International / National)
1	National Association of Software and Service Companies (NASSCOM)	International
2	Confederation of Indian Industry (CII)	National
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	Bombay Chamber of Commerce & Industry (BCCI)	National
5	Bombay Management Association (BMA)	National
6	Computer Society of India (CSI)	National
7	Electronics And Computer Software Export Promotion Council (ESC)	National
8	Indo-American Society (IAS)	International
9	The Council of EU Chambers of Commerce in India	International
10	The Indus Entrepreneurs-Mumbai (TiE)	National

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

None

#### Leadership Indicators

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

None

**Principle 8 - Businesses should promote inclusive growth and equitable development.**

#### Essential Indicators

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

Not Applicable

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

None

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

A community member may register their grievances through either Mastek Foundation or write directly to [whistleblower@mastek.com](mailto:whistleblower@mastek.com) or call on dedicated hotline +91 22 67914675. Detailed mechanism to register grievances is outlined in the Whistle Blower Policy of the Company.

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

Particulars	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs / Small Producers	Nil	Nil
Sourced Directly from within the district and neighboring districts	Nil	Nil

**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 Current Financial Year	FY 2023 Previous Financial Year
<b>1. Rural</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	0.00	0.00
ii) Total Wage Cost	0.00	0.00
iii) % of Job creation in Rural areas		
<b>2. Semi-urban</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	0.00	0.00
ii) Total Wage Cost	0.00	0.00
iii) % of Job creation in Semi-Urban areas		
<b>3. Urban</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	0.00	0.00
ii) Total Wage Cost	0.00	0.00
iii) % of Job creation in Urban areas		
<b>4. Metropolitan</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	1315.00	1367.00
ii) Total Wage Cost	2,60,02,29,383.00	2,25,96,71,264.00
iii) % of of Job creation in Metropolitan area	100.00%	100.00%

**Leadership Indicators**

**1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments.**

None

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

None

**3. Preferential procurement policy**

a	Do you have a preferential procurement policy where you give procurement policy where you give preference to No purchase from suppliers preference to purchase from suppliers comprising marginalised / vulnerable comprising marginalised /vulnerable groups? (Yes/No)	No
b	From which marginalised /vulnerable groups do you procure?	NA
c	What percentage of total procurement (by value) does it constitute?	NA

**4. Details of the benefits derived of the various intellectual properties owned or acquired by your Company based on traditional knowledge been shared equitably -**

Nil

**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 -**

Nil

## 6. Details of beneficiaries of CSR Projects

S. No.	Name of Charity	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Cuddles Foundation	Food Heals® Program	989 children	100%
2	Adhyayan Foundation	Goa Systemic School Improvement Program	52000 Students from 824 Schools in North and South Goa	100%
3	Jeevan Samvardhan Foundation	Eradicating hunger for underprivileged and destitute children	120 Children	100%
4	Rays of Hope Ministries	ANNA-DAN (Feeding Program)	500 children and parents	100%
5	World Vision India	Water, Sanitation and Hygiene	765 children	100%
6	GOONJ	Ensuring water security & ecological conservation through urban surplus	8,500 people	100%
7	SOS Children's Villages of India	Holistic development of parentless children	100 children	100%
8	Snehalaya	Forest conservation	100 villagers	100%
9	Vicharta Samuday Samarthan Manch (VSSM)	Water conservation	13307 villagers	100%
10	Vidyadaan Sahayyak Mandal	Students scholarship	100 students	100%
11	Apnalaya	Maternal and Newborn health	9721 pregnant women	100%
12	PRASAD Chikitsa	Supporting UN SDG's namely No Poverty, Zero Hunger, Climate Action & Life on Land	657 farmers and family	100%
13	Saajha	Supporting Children who go to government schools	45,000 children from Delhi	100%
14	Khushboo welfare Society	Day Care Center PwD	75 Children	100%
15	Shrimad Rajchandra Jivadaya Trust	Treatment Cost of Animal & Birds	250 Animal & Birds	100%
16	Navasrushti International Trust	Providing resilient livelihood	94 Youths	100%

### 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.

Amongst various channels Mastek uses to connect and understand complaint/ feedback from its customers, the annual survey conducted by a third-party firm to collect and report client feedback remains a primary channel for us to know and take action to improve the client experience. We have instituted this survey through Customer Relationship Engagement Satisfaction Survey (CRESS) policy. This procedure outlines the process for administering, measuring, monitoring, and improving satisfaction of Mastek's Customers and thereby leading to Advocacy and improved Customer Experience.

In addition, Mastek's Whistleblower Policy provides an additional channel to all its stakeholders including clients to report any acts motivated by ill intentions. Data Privacy policy provides a mechanism to report data privacy breaches and other requests concerning privacy information of clients, third parties and employees.

Mastek's client relationship teams are empowered to take necessary action when faced with situations involving a disgruntled client.

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

Environmental and social parameters relevant to the product	NA*
Safe and responsible usage	NA*
Recycling and/or safe disposal	NA*

\* Not Applicable since this is not relevant to Company's business.

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

	Current Financial Year			Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Data privacy						
Advertising						
Cyber-security						
Delivery of essential services		None			None	
Restrictive Trade Practices						
Unfair Trade Practices						

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

None

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

Yes. Being in the business dealing with clients information, Mastek takes safeguarding of privacy as one of its highest priority. Mastek’s Data Protection framework has detailed Privacy Notice that is reviewed and updated regularly and provides necessary notice on how Mastek collects, stores and processes privacy information of third parties. Please refer given link for more details. <https://www.mastek.com/privacy-notice/>

**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.**

The Company has not received any complaints during the year.

**7. Provide the following information relating to data breaches:**
**(a) Number of instances of data breaches.**

NIL

**(b) Percentage of data breaches involving personally identifiable information of customers.**

0%

**(c) Impact, if any, of the data breaches**

Not applicable

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

LinkedIn	<a href="https://www.linkedin.com/company/mastek/">https://www.linkedin.com/company/mastek/</a>
Company Website	<a href="http://www.mastek.com">www.mastek.com</a>

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

Not Applicable since this is not relevant to our business.

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

Not Applicable since this is not relevant to our business.

**3. Does the entity display product information on the product over and above what is mandated as per local laws. If yes, provide details in brief - Not Applicable since this is not relevant to our business.**
**4. 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. Company carries out an annual survey conducted by a third-party firm to collect and report client feedback and takes necessary action to improve the client experience. This survey is instituted through Customer Relationship Engagement Satisfaction Survey (CRESS) policy which outlines the process for administering, measuring, monitoring and improving satisfaction of Mastek’s Customers and thereby leading to Advocacy and improved Customer Experience.