

SEC/61/2023-24

August 29, 2023

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

Dear Sir(s)/Madam(s),

Sub: Business Responsibility and Sustainability Reporting

We submit herewith the Business Responsibility and Sustainability Report of the Company for the Financial Year 2022- 23, which also forms part of the Annual Report of Financial Year 2022-23, submitted to the Stock Exchanges vide our letter No. SEC/60/2023-24 dated August 29, 2023.

The Business Responsibility and Sustainability Report is also available on the website of the Company at: <https://www.mastek.com>.

This is for your information and record.

Thanking you,

Yours faithfully,
For Mastek Limited



Dinesh Kalani
Vice President - Company Secretary

Encl: AA

Decomplex Innovation to Build a Sustainable Future





Business Responsibility and Sustainability Report

SECTION A – GENERAL DISCLOSURES

I. Company Details

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	investor_grievances@mastek.com
7	Telephone	022- 6722 4200
8	Website	www.mastek.com
9	Financial Year for which reporting is being done	2022-23
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital (in ₹)	15,26,24,135
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 Global Chief Legal & Compliance Officer investor_grievances@mastek.com
13	Reporting boundary	Standalone Basis

II. Products / Services

14. 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%

15. 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

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

	Number of Plants	Number of Offices*	Total
National	Not Applicable	12	12
International	Not Applicable	22	22

*National / International Operations are carried out by the Company through its subsidiaries.

17. 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 includes 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?

93%

c. A brief on types of Customers

- Private entities
- Public entities

IV. Employees

18. a. Employee & Worker Details as at the end of the Financial Year (including differently abled)

Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees					
Permanent	1,367	845	62%	522	38%
Other than Permanent	30	21	70%	9	30%
Total	1,397	866	62%	531	38%
Workers					
Permanent	Nil	Nil	NA	Nil	NA
Other than Permanent	55	50	91%	5	9%
Total	55	50	91%	5	9%

b. Employee & Worker details as at the end of Financial Year (only differently abled)

Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees					
Permanent	6	6	100%	Nil	NA
Other than Permanent	Nil	Nil	NA	Nil	NA
Total	6	6	100%	Nil	NA
Workers					
Permanent	Nil	Nil	NA	Nil	NA
Other than Permanent	Nil	Nil	NA	Nil	NA
Total	Nil	Nil	NA	Nil	NA

19. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. of Females	
		No. (B)	% (B/A)
Board of Directors	5	1	20%
Key Managerial Personnel	2	Nil	NA

20. Turnover rate for permanent employees and workers

Particulars	2022-23			2021-22			2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	23.2%	19.4%	21.9%	13.0%	10.4%	12.0%	13.0%	10.4%	12.0%
Permanent workers	3.0%	1.3%	2.4%	Nil	Nil	Nil	Nil	Nil	Nil

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

21. Names of subsidiary / associate companies

Sr. No.	Name of the company	CIN	Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held	Does the company participate in the Business Responsibility initiatives of the parent company?
	Refer to Annexure 2 to the Board's report for information on holding / subsidiary / associate companies / joint ventures.				All subsidiaries participate in the Business Responsibility initiatives of the parent Company



VI. CSR Details

22. Whether CSR is applicable as per section 135	Yes
Turnover (₹)	3,13,38,59,278
Net-worth (₹)	7,42,73,36,615

VII. Transparency and Disclosure Compliances

23. 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	https://www.mastek.com/investors-corporate-governance/	For details on investor complaints received and resolved, refer to the 'Investor complaints' available in the corporate governance report of this Annual Report.					
Value Chain Partner		Nil	Nil	-	Nil	Nil	-
Employees and workers		Nil	Nil	-	Nil	Nil	-
Customers		Nil	Nil	-	Nil	Nil	-
Other - please specify		Nil	Nil	-	Nil	Nil	-

24. 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, as per the following format)

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 and Privacy incidents	Risk, Opportunity	Covid-19 pandemic forced the industry to adopt and allow its workforce to work remotely, which expose the Company, its network and systems to the risk of cyber security threats.	Company continues to maintain systems and processes that reduce the probability of a threat occurring by applying Zero Trust Security framework. We have attested on ISO 27001 by 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 unauthorised breach.

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 Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
		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.								
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
	c. Web Link of the Policies, if available	https://www.mastek.com/investors-corporate-governance/								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	N	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
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 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.								



Sr. No.	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.	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 all other locations in FY23-24.																				
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>Overall, the Company has committed itself to the following goals:</p> <ul style="list-style-type: none"> Achieve carbon neutrality by FY25 followed by Net-Zero Emissions by FY40 Achieve gender diversity at 40% by FY26 Touch a million lives through CSR programmes by FY26 Achieve 25% SROI (Social Return on Investment) <p>These are further covered in detail at https://www.mastek.com/esg/</p>																				
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)	<p>Mastek remains deeply invested in Environment (E), Social (S), and Governance (G), the three pillars of the Sustainability Framework. Board independence and governance, ethical business conduct, shareholder transparency, etc., which form key attributes under G, have been Mastek's hallmark since its listing in 1982. Mastek Foundation for CSR, another key aspect under S, was established with the goal of "Informed Giving, Responsible Receiving" more than two decades ago. We have been consistently working towards reducing waste, efficient water and energy usage as part of E for many years.</p> <p>With this solid background, onboarding ESG and incorporating benchmark metrics was the natural next step. Mastek's Sustainability Framework adopts and aligns with United Nation's five SDGs (Sustainable Development Goals) i.e., Quality Education in the communities it engages (SDG 4), promoting Gender Equality amongst its workforce (SDG 5), provide Clean Water and Sanitation Facilities (SDG 6), provide Decent Work and Economic Growth (SDG 8) and Climate Action (SDG 13). We are progressing well on CSR, covering various initiatives, including granting financial aid to at least 10 charity organisations across 5 states in India, benefitting 47000 individuals and 150 birds/ animals. We organise a quarterly Gratitude is Attitude event, bringing together all employees and charities to present themselves with donations from the employees.</p> <p>Gratitude is Attitude saw 40% participation from Mastekers in India. Under Social Value in the UK, Mastek supported a number of bootcamps, and hosted multiple events for disadvantaged individuals to help them in various ways, including a CV workshop, recruitment, or a discovery day at our offices. Carbon Net-Zero Emissions assessment and benchmarking were undertaken for the UK office. We have committed to being Net Zero by 2030 in the UK. We are already offsetting 100% of carbon emissions in the UK as of 2022. Our offices in India are accredited with ISO 14001 - Environment Management System and ISO 45001 - Occupational Health & Safety Management System. There has been a drastic reduction in electricity consumption, total GHG emissions, and water consumption. We have partnered with One Tree Planted, a not-for-profit NGO and the official partner of the United Nations Decade on Ecosystem Restoration, to boost the environmental agenda and occasionally ensure employee engagement through their services.</p> <p>Ashank Desai Chairman</p>																				
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)	<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 Chandarana</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 Chandarana	Group CEO	Employee Id - 83030
Sr. No.	Name of person	Designation	DIN / Employee Id																			
1	Mr. Ashank Desai	Chairman	DIN-00017767																			
2	Mr. Hiral Chandarana	Group CEO	Employee Id - 83030																			
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? If yes, provide details	Yes; Board, Audit Committee, Nomination and Remuneration Committee, CSR Committee and Risk Management & Governance Committee take decisions related to various aspects of Environment, Social and Governance.																				

10. Details of Review of NGRBCs by the Company

Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action										
a	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Board	Board Committee	Board Committee	Board Committee	Board Committee	Board Committee	NA	Board	Board
	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?	All policies are evaluated/ reviewed internally at defined intervals. Certain identified policies/ procedures like anti bribery, privacy, cyber security, health & safety are reviewed by third parties on a periodic basis. Ernst & Young was engaged by the Company to help establish the ESG framework and also carry out a risk assessment of its Privacy framework. Company engages KPMG for independent checks on its Cyber Security framework. The Company continues to sustain its commitment to the highest levels of quality, superior service management, robust information security practices and mature business continuity management.								

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	NA	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	Yes*	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	NA	NA	NA
It is planned to be done in the next Financial Year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	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	NA	NA	NA
Key Managerial Personnels	4	POSH, Anti Bribery, GDPR, Information Security	99%
Employees other than BoD and KMPs	4	POSH, Anti Bribery, GDPR, Information Security	99.6%
Workers	4	POSH, Anti Bribery, GDPR, Information Security	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):

Particulars	NGRBC Principle	Adjudicating Authority	Amount (In INR)	Brief of the Judgement/Award	Has an appeal been preferred?
Monetary					NA
Penalty/Punishment/Fine	None	None	Nil	None	None
Award	None	None	Nil	None	None
Computing fee	None	None	Nil	None	None
Non-monetary					
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 - NA
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
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 - NA

LEADERSHIP INDICATORS

8. Awareness programmes conducted for value chain partners on any of the Principles during the Financial Year - Not Applicable
9. 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 receives an annual declaration (including changes 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 are in place before transacting with such 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	NA	NA	NA
Capex	10%	43%	Newer models of Laptop and Air Conditioners are purchased and installed to replace the older models.

2. Does the entity have procedures in place for sustainable sourcing? If yes, what percentage of inputs were sourced sustainably?

Most of our operational sourcing is local, which reduces time, cost and efforts in procurement. We require our suppliers to abide by our Sustainable Procurement Guidelines and other matters such as anti-bribery, no child labour employment, no modern slavery, anti-harassment, etc.

3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (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

5. 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.
6. 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.
7. 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.
8. 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			
	Collected	Re-Used	Recycled	Safely Disposed	Collected	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA	NA	NA
E-waste	Nil	Nil	Nil	2.6	Nil	Nil	Nil	4.6
Hazardous waste	NA	NA	NA	NA	NA	NA	NA	NA
Other waste	Nil	Nil	Nil	0.7	Nil	Nil	Nil	0.5

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

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	
		No.	%	No.	%	No.	%	No.	%	No.	%
Permanent											
Male	845	845	100%	845	100%	NA	NA	845	100%	845	100%
Female	522	522	100%	522	100%	522	100%	NA	NA	522	100%
Total	1,367	1,367	100%	1,367	100%	522	100%	845	100%	1,367	100%
Other than Permanent (Contractual)											
Male	29	Nil	NA	Nil	NA	Nil	NA	Nil	NA	Nil	NA
Female	51	Nil	NA	Nil	NA	Nil	NA	Nil	NA	Nil	NA
Total	80	Nil	NA	Nil	NA	Nil	NA	Nil	NA	Nil	NA

- 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.

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%	95%	Yes	100%	95%	Yes
Gratuity	100%	Nil	NA	100%	Nil	NA
ESI	Nil	Nil	NA	1%	73%	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

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-corporate-governance/>

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%	NA	NA	NA
Female	100%	NA	NA	NA
Total	100%	NA	NA	NA

- 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. 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 whistleblower@mastek.com to raise complaints in line with Company's whistleblower policy available at https://www.mastek.com/investors-corporate-governance/
Other than Permanent Workers	
Permanent Employees	
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.	%
Employees										
Male	845	Nil	Nil	615	73%	876	Nil	Nil	610	70%
Female	522	Nil	Nil	408	75%	540	Nil	Nil	400	74%
Total	1,367	Nil	Nil	1,023	71%	1,416	Nil	Nil	1,010	71%
Workers										
Male	50	50	100%	Nil	Nil	43	43	100%	Nil	Nil
Female	5	5	100%	Nil	Nil	4	4	100%	Nil	Nil
Total	55	55	100%	Nil	Nil	47	47	100%	Nil	Nil

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)
Employees						
Male	845	845	100%	876	876	100%
Female	522	522	100%	540	540	100%
Total	1,367	1,367	100%	1,416	1,416	100%
Workers						
Male	NA	NA	Nil	NA	NA	Nil
Female	NA	NA	Nil	NA	NA	Nil
Total	NA	NA	Nil	NA	NA	Nil

10. Health and safety management system

1	Whether an occupational health and safety management system has been implemented by the entity	Yes. 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. Company sponsored Covid-19 vaccination for all its employees in addition to enabling a relaxed leave policy to allow recovery from Covid-19 illness.
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.
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 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. All workers in India are mandatorily enrolled in state sponsored insurance scheme as per the provisions of the Employee State Insurance as per the provisions of Employees' State Insurance Act, 1948.

11. Details of safety related incidents

Category	Category	Current Financial Year	Current 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 Equipments 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.

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	17.00%
Working Conditions	17.00%

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 vaccination camp for employees and contractual staff.

LEADERSHIP INDICATORS

16. Does the entity extend any life insurance or any compensatory package in the event of death of employee / workers

All employees except those covered under Employee State Insurance are covered for death in Company sponsored health insurance scheme. Employees and workers covered under Employee State Insurance Scheme are covered for death as per Employees’ State Insurance Act, 1948.

17. 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. The Company also files required statutory returns viz. GSTR, ITR, TDS returns etc. from time to time.

18. 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 Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment - None

19. 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.

20. 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

There were no incidents noted arising from assessment of health and safety practices and working conditions of value chain partners.

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 & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website)	Return to work rate	Retention rate
Investors & Shareholders	No	Email, Newspaper, Stock exchange websites and Company Website	Annually / Half yearly / Quarterly and as and when required	Investor Complaints, queries, Shareholder complaints, corporate governance
Customers	No	Email, direct interactions, Company website	As and when required	Customer needs, complaints
Employees	No	Email, Notice Board, Company website, direct interactions, intranet	As and when required	Grievance redressal, assignments, trainings, rewards
Value Chain & Business Partners	No	Email, direct interactions	Quarterly	Business needs
Communities	No	Email, SMS, Company Website, direct interactions	As and when required	Looking at needs, volunteer, donation, support, quality checks.

LEADERSHIP INDICATORS

3. 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.

4. 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.

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

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 for current and previous FY.

Category	Current Financial Year			Previous Financial Year		
	Total	No. of employees / workers covered	%	Total	No. of employees / workers covered	%
Employees:						
Permanent	1,367	1,367	100%	1,342	1,324	99%
Other than permanent	Nil	Nil	NA	Nil	Nil	NA
Total	1,367	1,367	100%	1,342	1,324	99%
Workers:						
Permanent	Nil	Nil	Nil	Nil	Nil	Nil
Other than permanent	55	55	100%	47	47	100%
Total	55	55	100%	47	47	100%

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.	%
Employees:										
Permanent										
Male	845	Nil	Nil	845	100%	852	Nil	Nil	852	100%
Female	522	Nil	Nil	522	100%	498	Nil	Nil	498	100%
Other than permanent										
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Workers:										
Permanent										
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Other than permanent										
Male	50	49	98%	1	2%	43	43	100%	Nil	Nil
Female	5	5	100%	Nil	Nil	4	4	100%	Nil	Nil

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

Stakeholder Group	Male		Female	
	No.	Median remuneration/ salary/ wages of	No.	Median remuneration/ salary/ wages of
Board of Directors	4	Refer to Annexure 4 of Board's Report	1	Refer to Annexure 4 of Board's Report
Key Managerial Personnel	2	Refer to Annexure 4 of Board's Report	Nil	NA
Employees other than BoD and KMP	844	8,28,755	444	6,64,230

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. In addition, Company has Whistleblower mechanism to report and take remedial action on any ill practices.

6. Number of Complaints made by employees and workers - None

7. 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.

8. Do human rights requirements form part of your business agreements and contracts? Yes

9. 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

Discrimination at workplace

Wages

Others - please specify

None

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

LEADERSHIP INDICATORS

11. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints - None
12. Details of the scope and coverage of any Human rights due-diligence conducted - None
13. 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.

	% of value chain partners (by value of business done with such partners) that were assessed
Child Labor	
Forced / Involuntary labor	
Sexual harassment	
Discrimination at workplace	None
Wages	
Others - please specify	

14. % of value chain partners (by value of business done with such partners) that were assessed - NA
15. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessment in question 14 above - NA

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
Total electricity consumption (A)	5,36,03,85,600	3,872,826,000
Total fuel consumption (B)- Diesel in Ltrs.	24,49,02,840	24,67,40,760
Total fuel consumption (C)- Petrol in Ltrs.	1,77,68,780	1,64,94,792
Energy consumption through other sources [D]	Nil	Nil
Total energy consumption (A+B+C+D)	5,623,057,220	4,136,061,552
Energy intensity per rupee of turnover	NA	NA
(Total energy consumption/ turnover in rupees)		
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 - NA

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

Parameter	Current Financial Year	Previous Financial Year
(i) Surface water	17,074	18,519
(ii) Groundwater	0	0
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others- Drinking Water Jars	75,000	42,000
Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)	17,149	18,561
Total volume of water consumption (in kilolitres)	Nil	Nil
Water intensity per rupee of turnover (Water consumed / turnover)	Nil	Nil
Water intensity (optional) - the relevant metric may be selected by the entity	Nil	Nil
Note: Indicate if any, Independent assessment / evaluation / assurance has been carried out by an external agency	None	None

4. Has the entity implemented a mechanism for Zero Liquid Discharge? - No

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

Parameter	Unit	Current Financial Year	Previous Financial Year
NOx	mg/m3	21.3	3.28
SOx	mg/m3	12.84	1.41
Particulate matter (PM)	mg/Nm3	39.61	26.12
Persistent organic pollutants (POP)	-	Nil	Nil
Volatile organic compounds (VOC)	-	Nil	Nil
Hazardous air pollutants (HAP)	-	Nil	Nil
Others - please specify CO	Ppm	43.08	1.09
Note: Indicate if any, Independent assessment / evaluation / assurance has been carried out by an external agency		YES - DG stack emission sample is checked by external testing lab agency.	None

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity in (Metric tonnes of CO2 equivalent) - NA

7. Does the entity have any project related to reducing Green House Gas emission? NO

8. 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	4.6	6.27
Bio-medical waste	0	0
Construction and demolition waste		
Battery waste	0	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	0.5	0.71
Total	5.1	6.98

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

9. 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 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 like food waste and daily office waste is disposed of through local municipal corporation agencies. Being an IT/ITES company we do not deal with chemicals. Chemicals required for housekeeping are ecofriendly in nature. E-waste is disposed of through MPCB/CPCB approved recyclers/collectors.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hot-spots, forests, coastal regulation zones wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hot-spots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required - NA

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

12. 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 - NA

LEADERSHIP INDICATORS

13. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources

Parameter	Current Financial Year	Previous Financial Year
From renewable sources		
Total electricity consumption	-	-
Total fuel consumption Diesel	-	-
Total fuel consumption Petrol	-	-
Energy consumption through other sources	-	-
Total energy consumed from renewable sources	-	-
From non-renewable sources		
Total electricity consumption	5,36,03,85,600	3,87,28,26,000
Total fuel consumption	26,26,71,620	26,32,35,552
Energy consumption through other sources	Nil	Nil
Total energy consumed from non-renewable sources	5,62,3,057,220	4,13,60,61,552

14. Provide the details related to water discharged

The Company uses local government/ municipal provided channels like common sewer to discharge waste water generated from its offices.

15. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres), For each facility / plant located in areas of water stress, provide the following information - NA

16. Please provide details of total Scope 3 emissions & its intensity (Metric tonnes of CO2 equivalent) - The Company has carried out assessment of Scope 3 emissions for its office in the United Kingdom and has plans to carry out similar assessment for major offices across India and US in FY 23-24.

17. 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 & OHSAS 45001 standards.</p> <p>* We have implemented below activities for reduction of electrical consumption in offices at India.</p> <p>* LEDification of offices.</p> <p>* Upgradation of old UPS with energy efficient modular UPS systems.</p> <p>* Upgradation of AC systems with energy efficient systems which are using ecofriendly refrigerant gas.</p> <p>* Upgradation of conventional datcenter with smart rack solution.</p> <p>* Installation solar water geysers for cafeteria.</p> <p>* Upgradation of Electrical power systems.</p>	Approx savings of INR 86.94 million and 11.27 million KWH units from Jan. 2017 to Dec. 2022.

18. 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.

19. 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. - Not Applicable
20. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts. - Not Applicable

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

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

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 - None

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

3. Details of public policy positions advocated by the entity - NA

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 - None
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 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

	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers	Nil	44%
Sourced directly from within the district and neighbouring districts	Nil	Nil

LEADERSHIP INDICATORS

5. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments - None
6. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies

The Company undertakes CSR projects in the designated districts. Refer to Annexure 6 of the Board's Report

7. Preferential procurement policy

a	Do you have a preferential procurement policy where you give preference to purchase from suppliers 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

8. Details of the benefits derived of the various intellectual properties owned or acquired by your company based on traditional knowledge been shared equitably - Nil

9. 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

10. Details of beneficiaries of CSR Projects

Refer to Annexure 6 of the Board's Report

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 additional channel to all its stakeholders including clients to report any acts motivated by ill intentions. Data Privacy policy provides mechanism to report data privacy breach 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

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

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 - NA
- 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 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.

LEADERSHIP INDICATORS

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

LinkedIn	https://www.linkedin.com/company/mastek/
Company Website	www.mastek.com

- 8. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services - None
- 9. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services - NA
- 10. 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 - NA
- 11. 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?
- 12. 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
- 13. Information relating to data breaches
 - a. Number of instances of data breaches along-with impact - None
 - b. Percentage of data breaches involving personally identifiable information of customers - 0%



Mastek
Trust. Value. Velocity

Mastek Limited

#106 / 107, SDF IV, Seepz, Andheri (East), Mumbai – 400 096
Tel: +91-22-6722-4200 | www.mastek.com