



26 June 2023

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

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

Dear Sir,

**Sub:- Business Responsibility and Sustainability Report for the year ended 31 March 2023**

We refer to the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (Listing Regulations) and enclose the Business Responsibility and Sustainability Report under Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 for year ended 31 March 2023. The same is also uploaded on the website of the Company at <https://www.mphasis.com/content/dam/mphasis-com/global/en/investors/annual-reports/business-responsibility-report-2023.pdf>.

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

Thanking You,

Yours faithfully,

**For Mphasis Limited**



**Subramanian Narayan**  
**Senior Vice President and Company Secretary**

Encl: As above

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# The New Era Mphasis.ai

**Mphasis Limited**  
Business Responsibility and Sustainability Report 2023

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

### SECTION A: GENERAL DISCLOSURES

#### Details

1	Corporate Identity Number (CIN) of the Company	L30007KA1992PLC025294
2	Name of the Company	Mphasis Limited
3	Year of incorporation	1992
4	Registered office address	Bagmane World Technology Center, Marathahalli Outer Ring Road, Doddanakundi Village, Mahadevapura, Bengaluru- 560 048, India
5	Corporate address	Bagmane World Technology Center, Marathahalli Outer Ring Road, Doddanakundi Village, Mahadevapura, Bengaluru- 560 048, India
6	E-mail	<a href="mailto:subramanian.narayan@mphasis.com">subramanian.narayan@mphasis.com</a>
7	Telephone	+91 8067504613
8	Website	<a href="http://www.mphasis.com">www.mphasis.com</a>
9	The financial year for which reporting is being done	FY 2022-23
10	Name of the stock exchange(s) where shares are listed	The National Stock Exchange of India Limited (NSE) BSE Limited (BSE)
11	Paid-up capital	₹ 1,888 million
12	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Mr. Subramanian Narayan Senior Vice President & Company Secretary Telephone: +918067504613 E-mail id: <a href="mailto:Subramanian.Narayan@mphasis.com">Subramanian.Narayan@mphasis.com</a>
13	Reporting boundary	Disclosures made in this report are on a standalone basis and pertain to Mphasis Limited.

#### Products/services

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

Description of the main activity	Description of business activity	% of turnover
Computer programming and related activities	Computer programming and related activities (IT consultancy, Information and communication services, etc.)	100%

##### 15. Products/services sold by the entity (accounting for 90% of the entity's turnover):

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

#### Operations

##### 16. 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	21	7
International		39	20

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

##### 17. Markets served:

a. Number of locations:

Locations	Number
National (No. of states)	7
International (No. of countries)	20

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

Mphasis has business activities in:

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

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

Mphasis Limited's export sales percentage is 92% for FY23.

c. A brief on types of customers

Customer centricity is foundational to Mphasis and is reflected in our 'Front2BackTransformation' approach. Front2Back uses the exponential power of cloud and cognition to provide hyper-personalized digital experience to clients and their end customers. We provide next-generation design, architecture, and engineering services, to deliver scalable and sustainable software and technology solutions to clients.

Our service transformation approach streamlines operations and enables our customers in banking, capital markets, insurance, healthcare, life sciences and airlines sectors ahead of the dynamic market.

*Note: For more information on our customers is available on our company website: [www.mphasis.com](http://www.mphasis.com)*

### Employees

#### 18. Details as of the end of the financial year:

a. Employees and workers (including differently-abled)

S.No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1.	Permanent (D)	12,484	9,308	74.5%	3,176	25.4%
2.	Other than permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	12,484	9,308	74.5%	3,176	25.4%
<b>Workers</b>						
4.	Permanent (F)	14,493	8,096	55.8%	6,397	44.1%
5.	Other than permanent (G)	641	447	69.7%	194	30.2%
6.	Total workers (F + G)	15,134	8,543	56.4%	6,591	43.5%

b. Differently-abled employees and workers

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently abled Employees</b>						
1.	Permanent (D)	21	17	80.95%	4	19.05%
2.	Other than permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	21	17	80.95%	4	19.05%
<b>Differently abled Workers</b>						
4.	Permanent (F)	23	18	78%	5	22%
5.	Other than permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	23	18	78%	5	22%



## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

### 19. Participation/inclusion/representation of women

	Total (A)	No. and % of females	
		No. (B)	% (B/A)
Board of Directors	12	3	25%
Key Management Personnel <sup>refer note</sup>	3	0	0

Note: Mphasis Executive Committee has one woman member.

### 20. Turnover rate for permanent employees and workers

Mphasis has implemented various strategies to maintain its workforce, including offering opportunities for upskilling, promotions, benefits and rewards, and long-term incentives to its identified critical talents. As an outcome of relentless efforts, Mphasis has been successful in retaining and attracting skilled employees. Despite the high rate of turnover in the Indian IT sector, Mphasis has managed to maintain a turnover rate that is on par with the industry average.

### Holding, subsidiary and associate companies (including joint ventures)

#### 21. (a) As of March 31, 2023

Sr No.	Name	Holdings/subsidiary/ associate/ joint venture	% of shares held by the listed entity
1	BCP Topco IX Pte. Ltd	Holding	55.63%
2	Mphasis Software and Services (India) Private Ltd.	Subsidiary	100%
3	Msource (India) Private Limited	Subsidiary	100%
4	Mphasis Corporation	Subsidiary	100%
5	Mphasis Deutschland GmbH	Subsidiary	91%
6	Mphasis Australia Pty. Ltd	Subsidiary	100%
7	Mphasis (Shanghai) Software and Services Co. Ltd.	Subsidiary	100%
8	Mphasis Consulting Limited	Subsidiary	100%
9	Mphasis Europe B.V.	Subsidiary	100%
10	Mphasis UK Limited	Subsidiary	100%
11	Mphasis Pte Ltd	Subsidiary	100%
12	Msource Mauritius Inc.	Subsidiary	100%
13	Mphasis Ireland Ltd	Subsidiary	100%
14	Mphasis Belgium BVBA	Subsidiary	100%
15	Mphasis Lanka (Private) Limited	Subsidiary	100%
16	Mphasis Poland Sp.zoo	Subsidiary	100%
17	Mphasis Infrastructure Services Inc.	Subsidiary	100%
18	PT. Mphasis Indonesia	Subsidiary	100%
19	Mphasis Wyde Inc	Subsidiary	100%
20	Wyde Corporation	Subsidiary	100%
21	Wyde Solutions Canada Inc.	Subsidiary	100%
22	Mphasis Wyde SASU	Subsidiary	100%
23	Mphasis Philippines Inc.	Subsidiary	100%
24	Digital Risk, LLC	Subsidiary	100%
25	Digital Risk Mortgage Services, LLC	Subsidiary	100%
26	Digital Risk Services, LLC	Subsidiary	100%
27	Investor Services, LLC	Subsidiary	100%

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Sr No.	Name	Holdings/subsidiary/ associate/ joint venture	% of shares held by the listed entity
28	Stelligent Systems LLC	Subsidiary	100%
29	Datalytx Limited	Subsidiary	100%
30	Dynamyx Limited	Subsidiary	100%
31	Datalytx MSS Limited	Subsidiary	100%
32	Mphasis Digi Information Technology Services (Shanghai) Limited	Subsidiary	100%
33	Blink Interactive, Inc.	Subsidiary	100%
34	Mrald Limited	Subsidiary	51% with 100% economic benefits
35	Redshift Digital, Inc.	Subsidiary	100%
36	Redshift Canada ULC	Subsidiary	100%
36	Mrald Services Limited	Subsidiary	100%
37	Mphasis Solutions Services Corporation	Subsidiary	100%
38	Mrald Services Private Limited	Subsidiary	100%

**(b) Do the entities indicated in the above table participate in the business responsibility initiatives of the listed entity? (Yes/No)**

Yes, Mphasis has extended its business responsibility and ESG policies to its subsidiaries, which are actively involved and participate in ESG initiatives. The subsidiaries are an integral part of the 'One Mphasis' culture, which ensures a consistent set of values, policies and practices across all entities.

### CSR details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 : Yes  
 (ii) Turnover (in ₹) : 94,246.43 million  
 (iii) Net worth (in ₹) : 50,086.96 million

### Transparency and disclosures compliances

**23. Complaints/grievances on any of the principles (principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGBRC):**

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	FY 2022-23		FY 2021-22	
	If Yes, then provide web-link for the grievance redress policy	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year
Communities*	Yes	Nil	Nil	Nil	Nil
Investors (other than shareholders)	Yes, investor grievances can be sent through email to the following designated email id: <a href="mailto:investor.relations@mphasis.com">investor.relations@mphasis.com</a>	Nil	Nil	Nil	Nil
Shareholders	Yes	7	Nil	3	Nil

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	FY 2022-23		FY 2021-22	
	If Yes, then provide web-link for the grievance redress policy	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year
Employees and workers	Yes, Mphasis has a Whistleblower Policy to enable our stakeholders who observe unethical practices (whether or not a violation of the law), to approach the whistleblower custodian without revealing their identity if they choose to do so.	17	0	25	Nil
Customers**		Nil	Nil	Nil	Nil
Value chain partners	<p>There are various channels to report actual or suspected fraud or violation of the company's Code of Conduct or Ethics Policy i.e., through:</p> <p>E-mail to the whistleblower office at <a href="mailto:whistleblower@mphasis.com">whistleblower@mphasis.com</a></p> <p>Written complaints can be dropped off at the whistleblower drop box at the respective company location</p> <p>Complaints can be recorded through the whistleblower hotline</p> <p>The policy is available on the Mphasis website: <a href="https://www.mphasis.com/home/corporate/whistleblower.html">https://www.mphasis.com/home/corporate/whistleblower.html</a></p>	Nil	Nil	2	Nil
Others (violation of code of business conduct and ethics)	Mphasis has an empowered corporate investigation team that supports all the above functionaries in investigating most of the complaints thoroughly and professionally. The investigation team is staffed with qualified investigators and has its forensic lab.	29	0	Nil	Nil

\* Mphasis directly works with the implementation partners who address the grievances of the communities we work with.

\*\* Mphasis conducts regular CSAT surveys. We also have a contact us form on the website, where we can receive feedback or requests for responses.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

### 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, approach to adapt or mitigate the risk along with its financial implications, as per the following format:

Mphasis carried out its initial all-inclusive materiality assessment to determine our material ESG aspects in FY21. The primary objective of this assessment was to recognize how the determined ESG aspects impact our business and our stakeholders and vice versa. We have identified and assigned KPIs against the high-priority material aspect to enhance our business operations/performance, and stakeholder engagement and strengthened our ESG strategy.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Data privacy/ Cyber / IT System Security and Resilience	Risk	<ul style="list-style-type: none"> <li>Being a leading IT services provider, Mphasis is expected to implement policies, systems and practices to secure and protect data and build resilience against cyber attacks as the IT services sector is a highly targeted sector year after year. Additionally, India ranked fifth on the list of countries most hit by cyberattacks according to a 2022 report by Surfshark, a Netherlands-based VPN company.</li> <li>Improper data and systems management can have a major reputational impact on Mphasis, as employees and other stakeholders lose trust in the Company's ability to safeguard sensitive information. Additionally, data breaches can have significant financial impacts.</li> <li>IBM's Cost of a Data Breach report (2021) estimates that the average total cost of a data breach increased by 10%, from US\$3.86 million to USD 4.24 Million, the highest average total cost in the 17-year history of this report.</li> </ul>	<b>Risk mitigation approach:</b> <ul style="list-style-type: none"> <li>Data Privacy Officer (DPO) is appointed and will address queries, when required, with regards to the "Data Subject Access Requests (DSAR)", "stakeholder grievances" and "breaches" etc. in the context of personal data.</li> <li>Data Privacy Office conducts internal audits at least annually and facilitates Audits conducted by external bodies to validate the effectiveness of the data privacy controls deployed.</li> <li>Annual training is made available to all the employees to raise awareness on safeguarding their information and company-wide security/privacy practices.</li> </ul>	<b>Negative:</b> Mphasis has access to sensitive data, such as personal information of stakeholders, customer data etc. Poor data security management could thus result in legal and reputational risks for Mphasis in addition to being a breach of trust imposed by the data owners in Mphasis.
2	Business ethics	Risk and Opportunity	<p>It is important for businesses to be transparent, accountable, and ethical to build trust with stakeholders.</p> <p>By adhering to ethical principles, IT companies can protect customer data and privacy, treat employees and other stakeholders fairly, be transparent in their business operations and management, and promote overall innovations and social responsibility.</p>	<b>Risk mitigation approach:</b> <ul style="list-style-type: none"> <li>The Board of Directors along with the Chief Ethics and Compliance Officer provides oversight and promotes responsible governance practices across the Company</li> <li>The Board Committees ensure adherence to the highest standards of corporate governance</li> </ul>	<b>Positive:</b> Companies that prioritize ESG and ethical practices may experience cost savings through increased efficiency, reduced risk, and improved. Moreover,



## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
				<p>by setting internal policies on responsible business conduct which has been effective. Such policies include <u>CoBC</u>, <u>Anti-bribery and Anti-corruption Policy</u>, <u>Anti-Slavery Policy</u>, and the <u>Whistleblower Policy</u>.</p> <p>The Company whistle-blower mechanism enables all our stakeholders to report any suspicious eventualities that come to their attention, by writing to <a href="mailto:whistleblower@mphasis.com">whistleblower@mphasis.com</a>. Written complaints can also be dropped into the whistle-blower drop box present at the company's location.</p>	<p>companies that incorporate ethical practices in their business strategies may be more likely to identify new business opportunities, thereby driving long-term growth and value creation.</p> <p><b>Negative:</b></p> <p>Likelihood of costly litigation, fines, and reputational damage.</p>
3	Customer centricity/ satisfaction	Risk and Opportunity	<p>The transparency, accuracy, and comprehensibility of marketing statements, / service descriptions, service terms and processes play an important role in the relationship between customers and companies.</p> <p>Customers should have access to accurate and adequate information to make an informed purchasing decision. In the case of Mphasis, this is linked to the disclosure of reliable information regarding the services.</p>	<p><b>Risk mitigation approach:</b></p> <p>The company has a well-defined process to proactively measure the levels of customer satisfaction and obtain feedback from various perspectives, including, the satisfaction of the customer with the present work, growth of the account, and innovative and cost-effective solutions offered by the Company. The CSAT surveys are conducted half yearly with both Operational and Strategic stakeholders of the customer. For a CSAT score less than 4.5, the service improvement plan is established by the delivery team, and actions are agreed upon with the customer and tracked to closure. CSAT Score is measured on a scale of 1 to 5. The CSAT scores are closely monitored by the Company Board.</p>	<p><b>Positive:</b> Customer satisfaction and loyalty have a significant positive influence on the Company's profitability. Improved customer satisfaction can also lead to better business opportunities and growth.</p> <p><b>Negative:</b> Consumers can lose trust in Mphasis's reliability to provide proposed quality services, which can lead to loss of business opportunities.</p>

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Protection of human rights	Risk	<p>Mphasis operates in multiple geographies across the globe and it is our responsibility to protect core human rights in the communities in which we operate.</p> <p>Additionally, human rights issues may pose a business risk to tech/IT companies. In 2011, the United Nations Human Rights Council (UNHRC) passed the Guiding Principles on Business and Human Rights (UNGPs) which recognize the role of the state and businesses in protecting human rights, which is widely followed by businesses globally and Mphasis recognizes its role in protecting human rights and identifies it as a potential material aspect to the company.</p> <p>Tech/IT companies have been battling controversies on issues such as censorship, data protection, digital security, and protection against surveillance amongst others. Additionally, child labour, forced labour, modern slavery etc are increasingly drawing attention globally.</p>	<p><b>Risk mitigation approach:</b> Our publicly available <a href="#">CoBC</a>, <a href="#">Anti-bribery</a> and <a href="#">Anti-corruption Policy</a> and <a href="#">Anti-Slavery Policy</a> encourage our people to conduct business lawfully, ethically and in the best interest of Mphasis. These policies explicitly forbid violations of human rights. Mphasis takes responsibility to address workplace issues such as working hours, child labour, forced labour, non-discrimination, health and safety, and the environment.</p> <p>Mphasis has a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policies and the human rights issues.</p>	<p><b>Negative:</b> Human rights violations can be a business risk, and employee risk and conversely, a good record on human rights can also be a competitive advantage. Any accusation of a violation of rights is seen as a breach of trust and erodes customer confidence in the company. Additionally, this could have potential financial impacts on the company and brand reputation.</p>

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

### 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.

S. No.	Principle description
P1	Businesses should conduct and govern themselves with integrity, and 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 to all their stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and 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

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes								
c. Web-link of the policies, if available.	CSR Policy: <a href="https://bit.ly/corporate-social-responsibility-policy">https://bit.ly/corporate-social-responsibility-policy</a> Remuneration and Nomination Policy (Directors): <a href="https://bit.ly/directors-remuneration-policy">https://bit.ly/directors-remuneration-policy</a> Remuneration and Nomination Policy (Executive): <a href="https://bit.ly/executive-remuneration-policy">https://bit.ly/executive-remuneration-policy</a> Whistle-Blower Policy: <a href="https://bit.ly/whistleblower-policy">https://bit.ly/whistleblower-policy</a> Standard of Business Ethics: <a href="https://bit.ly/code-of-business-conduct-policy">https://bit.ly/code-of-business-conduct-policy</a> EHS Policy: <a href="https://bit.ly/EHS-policy">https://bit.ly/EHS-policy</a> Data Privacy Policy: <a href="https://bit.ly/dataprivacy-policy">https://bit.ly/dataprivacy-policy</a> Anti-slavery Policy: <a href="https://bit.ly/3MPnI6K">https://bit.ly/3MPnI6K</a> PoSH Policy (Global): <a href="https://bit.ly/41v9dDF">https://bit.ly/41v9dDF</a> PoSH Policy (India): <a href="https://bit.ly/40dIXOe">https://bit.ly/40dIXOe</a> Anti-bribery and Anti-corruption Policy: <a href="https://bit.ly/3UGsrny">https://bit.ly/3UGsrny</a>								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes								

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, adherence to Mphasis policy requirements such as <u>CoBC</u> , <u>Anti-bribery and Anti-corruption Policy</u> and <u>Anti-Slavery Policy</u> are included in their agreements with their value chain partners. Compliance and ethical requirements are communicated periodically to our suppliers covering aspects such as <u>POSH</u> , ethical and legal dealings and the company's <u>Whistle-blower Policy</u> .
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) mapped to each principle.	
Principle 1: Ethics, transparency	<p>Our <u>CoBC</u>, which is accessible to the public, promotes ethical and responsible business practices that are in the best interest of Mphasis and we encourage our workforce to comply with this code.</p> <p>To safeguard the interests of our shareholders and protect the tangible and intangible assets of the company, Mphasis has established an <u>Anti-bribery and Anti-corruption Policy</u> and necessary training to effectively manage and mitigate associated risks.</p> <p><b>ISO Standards:</b> Mphasis is certified with <u>ISO 22301</u> (International Standard for Business Continuity Management System), <u>ISO 37001</u> (Anti-bribery management systems), <u>ISO 31000</u> (Risk Management), and the Indian Prevention of Corruption Act (PCA).</p>
Principle 2: Product and service responsibility	Mphasis creates, builds and sustains applications for its clients globally. We work closely with our customers to ensure that the products that we deliver are of the highest quality by adhering to the <u>Quality Management System</u> which is <u>ISO 9001</u> certified.
Principle 3: Human resources	<p>Mphasis complies with the standard <u>CoBC</u>, <u>Diversity and Inclusion Policy</u>, <u>POSH</u>, <u>Health and Safety of Employees and ISO 45001(OHS)</u> certified.</p> <p>Mphasis also has pioneering policies and initiatives such as gender-neutral bathrooms, health insurance for same-gender couples and women in technology</p>
Principle 4: Responsive to stakeholders, particularly the marginalized	Mphasis <u>CoBC</u> outlines the values and standards that the company expects its employees and other stakeholders to uphold in their interactions with each other and this code enables us to conduct our operations responsibly.
Principle 5: Respect for human rights	Mphasis has a publicly available <u>CoBC</u> , <u>Anti-bribery and Anti-corruption Policy</u> , <u>Anti-Slavery Policy</u> and <u>POSH</u> promotes ethical and responsible business practices that are in the best interest of the company as well as our stakeholders while prohibiting violations of human rights. We place a strong emphasis on corporate responsibility, with efforts focused on addressing workplace issues such as working hours, child labour, forced labour, non-discrimination, health and safety, and environmental concerns.
Principle 6: Environmental responsibility	<b>ISO Standards:</b> Mphasis is certified with <u>ISO 14001:15</u> certification for the facility to strengthen our commitment to reducing the environmental impacts within the operations. Also, the building is Leadership in Energy and Environmental Design (LEED) Gold standard certified.
Principle 7: Public policy advocacy	Our <u>CoBC</u> complies with Principle 7.
Principle 8: Inclusive growth	Mphasis' <u>CSR policy and Health safety and environment policy</u> are the major policy frameworks that promote inclusive growth and equitable development. While the CSR policy outlines our commitment to operate in a socially responsible and ethical manner, the EHS policy outlines our company's commitment to protect the environment, promote health and safety in the workplace, and comply with relevant regulations and standards.

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Principle 9: Customer engagement	Mphasis Information Security Management System (ISMS) complies with <b>ISO 27001</b> standards which set necessary guidelines and best practices for identifying, assessing, and mitigating risks associated with confidentiality, integrity, and availability of the organization's information assesses and it assures all concerned stakeholders that the company has implemented adequate data protection and information security measures to mitigate information and cyber security threats.
5. Specific commitments, goals, and targets set by the entity	<ol style="list-style-type: none"> <li><b>1. Emissions Reduction and Energy Management</b> <ul style="list-style-type: none"> <li>• Reduce GHG emissions (Scope 1 &amp; 2) year-on-year</li> <li>• Pledged carbon neutrality by 2030</li> <li>• Reduce the carbon footprint of the Company year-on-year</li> <li>• Reduce energy consumption by year-on-year</li> </ul> </li> <li><b>2. Diversity, Equity &amp; Inclusion</b> <ul style="list-style-type: none"> <li>• Prioritize gender diversity and increase the representation of women in the workforce by 0.5% by FY 2026</li> <li>• Improve representation of Women on the Board of Directors</li> <li>• Increase supplier (minorities, women-owned, veterans, LGBT, and People with disabilities (PWD)) diversity year-on-year</li> <li>• Improve the participation of persons with disability in the workforce</li> </ul> </li> <li><b>3. Customer Satisfaction</b> <ul style="list-style-type: none"> <li>• Improve the CSAT score by enhancing the delivery alignment, innovation, responsiveness and improving trust with customers by 2024</li> </ul> </li> <li><b>4. Community Involvement</b> <ul style="list-style-type: none"> <li>• Increase the number of hours volunteered by the employees by 10% by 2025</li> </ul> </li> </ol>
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	<ol style="list-style-type: none"> <li><b>1. Emissions Reduction and Energy Management</b> <ul style="list-style-type: none"> <li>• In FY 23 Scope 1 emissions increased by 121.61% and Scope 2 emissions increased by 3.48%</li> <li>• Carbon footprint increased by 2.62%</li> <li>• Energy consumption increased by 3.47%</li> </ul> </li> <li><b>2. Diversity, Equity &amp; Inclusion</b> <ul style="list-style-type: none"> <li>• The gender ratio in FY23 was Ratio 35:65 (F: M)</li> <li>• 8.57% of supplier belongs to the diverse supplier category</li> <li>• Representation of Women Board of Directors in FY 2023 is 25%</li> <li>• % of persons with disability in the workforce in FY 2023 is 0.3%</li> </ul> </li> <li><b>3. Customer Satisfaction</b> <ul style="list-style-type: none"> <li>• CSAT score in FY 2023 is 4.40/5/0</li> </ul> </li> <li><b>4. Community Involvement</b> <ul style="list-style-type: none"> <li>• The number of hours volunteered by the workforce in FY 2023 is 2,054 hours</li> </ul> </li> </ol>

### Governance, leadership, and oversight

7. Executive chairperson's statement Refer to the 'Message from our CEO' page- Mphasis - ESG	
8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy/policies	Nitin Rakesh Chief Executive Officer and Managing Director (CEO and MD) DIN:00042261
9. Does the entity have a specified committee of the Board/ Director responsible for decision-making on sustainability-related issues? (Yes/ No). If yes, provide details.	Yes. The CEO and MD, Mr. Nitin Rakesh, steered the implementation of the ESG vision of the company. The Risk Governance and Management Committee (RGMC) of the Board is responsible for overseeing the ESG-related initiatives of the Company.



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### 10. Details of review of NGRBCs by the Company:

Subject for review	<ul style="list-style-type: none"> <li>- Indicate whether the review was undertaken by the Director/Committee of the Board/ any other Committee</li> <li>- Frequency (Annually/half-yearly/quarterly any other – please specify)</li> </ul>
Performance against the above policies and follow-up action	The ESG updates are discussed with the Risk Governance and Management Committee every half year and update the Board periodically. The department/division heads, business heads and the Managing Director regularly review the company's business responsibility and ESG/Sustainability policies. They evaluate the effectiveness of these policies and make necessary modifications to policies, procedures and internal controls. The RCMG reviews the ESG policies bi-annually.
Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	The Company complies with the existing regulations, as applicable. There have been no instances of non-compliance.

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

Independent Assessment or evaluation of the working of the policies has not been conducted by an external agency. However, the policies are reviewed as a part of the entity-level controls under the review of the Internal Financial Control audit carried out by an external agency.

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the principles material to its business (Yes/No)	Mphasis considers all the principles material to the business.								
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								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA								
It is planned to be done in the next financial year (Yes/No) Any other reason (please specify)	NA								

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### SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

#### Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in the respective category covered by the awareness programmes
Board of Directors	In FY23, the Directors attended training programs covering roles, rights, responsibilities and the business model of the Company for an average of over 13 hours. <i>(The cumulative hours since FY 2016 till FY22 is 50 hours)</i>	Training on strategies, statutory duties and responsibilities and compliance updates are provided to the Directors.	100%
Key Managerial Personnel, Employees other than BoD and KMPs, Workers	The below-mentioned pieces of training are provided to all mentioned segments annually.	The Mphasis COBC serves to guide our actions, which are governed by integrity, honesty, fair dealing, and compliance with all applicable laws.	100%
	COBC (1 Hour)	The mandatory certification on COBC is designed to provide a framework against which conduct and behaviour can be measured. It covers in detail the expected code as but is not limited to the equal opportunity employer, data and people privacy, conflict of interest, insider trading, bribery, and improper payment, compliance and sanction obligations, intellectual property, human rights, safe and secure work environment, POSH, etc.	
	POSH (1 Hour)	Training on POSH covers Mphasis commitment to providing a safe and secure work environment, what is sexual harassment, types of sexual harassment, workplace and extended workplace, various case studies, redressal mechanisms, the principles/Values, consequences and roles and responsibilities of employees and employer.	100%
	Intellectual Property (IP)	IP is a legal concept that refers to creations of the mind for which exclusive rights are recognized. This training on IP asset management familiarizes employees with the definition of IP, their various elements, and business benefits. This course covers those forms of IP that are relevant to an information technology organization.	99.86%
	Information Security Management System (ISMS)	Mphasis provides training to all the employees to raise awareness on safeguarding their information and company-wide practices. The training covers aspects such as the management's commitment to information security, information classification, data privacy, social media policy guidelines, phishing, password security, social engineering, business continuity management, Mphasis security incident management tool, Mphasis Work from Home (WFH) – Security policy and overview.	97.06%

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Data Privacy	Mphasis data privacy training covers data privacy statements, key business drivers, types of personal information, Mphasis privacy principles, privacy consideration in information lifecycle, GDPR, data transfer to another country, data transfer to data processors (third parties), data subject access right, data protection impact assessment, privacy by design and California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA).	97.20%
BCMS	<p>BCMS course is a mandatory course that educates employees on the Mphasis BCM framework and their R &amp; R. This is part of the COBC mandatory training that employees need to undergo upon joining and yearly.</p> <p>Objectives of the training are to understand the concept of business continuity, comprehend the significance of BCMS for Mphasis, understand the BCMS framework in our organization, implications of non-adherence to BCMS, employee's role during an outage/disaster, Covid 19 awareness and business continuity during unpredicted events and situations.</p>	97.53%

**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 FY23.**

No prosecution was initiated and no penalties were imposed by any statutory authorities under the Companies Act, SEBI Act, SCRA, Depositories Act and Rules, Regulations and Guidelines framed under these Acts against/on the Company, its Directors and officers. However, during the year under review, Stock Exchange imposed a fine of INR 5,000/- consequent to non-compliance with regulation 23(9) of SEBI listing regulations, with respect to delay in filing of disclosure of related party transaction by a day.

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

Not applicable.

**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, Mphasis has an Anti-Corruption and Anti-Bribery Policy. This policy outlines our company's commitment to mitigating risks associated with bribery and corruption. This policy framework serves as a means for Mphasis to prevent unethical and improper practices which are against our company code of conduct, thus minimizing the likelihood of bribery and corruption at all levels within our Company.

Link to the policy: <https://bit.ly/anti-bribery-and-anti-corruption-policy>.

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

	FY 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs		
Employees		
Workers		

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

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

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

Not applicable.

### Leadership Indicators

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

Mphasis does not offer dedicated training programs for its value chain partners. Instead, we communicate with them about our company's responsible business practices and the Code of Business Conduct that we adhere to. Moreover, we send all our value chain partners a supplier communication letter providing information about responsible business codes, our PoSH Policy and our Whistle-Blower Policy.

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

Yes. Our Company Code of Business Conduct includes the Code of Conduct for the directors that require them to comply with laws and regulations, which includes, anti-bribery and anti-corruption measures as well as ethical management of conflicts of interest. The COBC is publicly available and we encourage our employees to adhere to the code's expectations. It serves as a comprehensive guide for the company and provides clear direction on how to operate while maintaining integrity at all times. The Company also has a Related Party Policy, pursuant to which the related party transactions are regulated by the Audit Committee and Board as per the provision of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and the Companies Act, 2013.

Link to the policy: <https://bit.ly/code-of-business-conduct-policy>

### 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 product and processes' environmental and social impacts to total R&D and capex investments made by the entity, respectively.

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

	FY 2022-23	Details of improvements in environmental and social impacts
Capex	INR 3,188,583	Capital investment on energy conservation equipment

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

Yes, Mphasis has a procedure in place for sustainable sourcing. This procedure enables us to prioritize environmental and social responsibility while procurement. During the empanelment of suppliers, we ensure that all the below-mentioned factors are assessed and evaluated properly. This is done through a supplier registration form which the vendor must complete. We look at the following ESG aspects while procuring IT assets from our suppliers:

- (i) Vendor diversity
- (ii) MSMED status
- (iii) Yearly revenue
- (iv) Quality certification
- (v) POSH policies
- (vi) ISO certification
- (vii) Policy on anti-slavery and human trafficking
- (viii) Environmental management
- (ix) Policy on the prohibition of child labour

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

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

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

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

Waste type	Waste management procedure in place
Plastic (including packaging)	<p>Plastic waste is sent to ITC for recycling.</p> <p>Mphasis has a “Say no to plastic program” which helps to divert waste and reduce our effects on the local community and, as a result, the climate. It will necessitate a few minor adjustments to everyday routines, both at home and at work. Our leadership team, the administration SPOC’s and the CEO took the challenge to ban single-use plastic at all offices with each one of our employees to support in becoming the poster child for a plastic-free organization.</p> <p>All Mphasis facilities have also resorted to using 100% biodegradable plastic garbage bags to collect and dispose of wet waste, diverting thousands of disposable plastic waste in the process.</p>
E-waste	Disposed of as per E-Waste (Management) Rules, 2022 through authorized e-waste recyclers
Hazardous waste	Disposed of as per Battery Waste Management Rules, 2022
Other waste (wastepaper and paper products)	<p>Sent to ITC paper mills for recycling and the food waste is sent to organic waste compost which is under builder scope.</p> <p>Mphasis has implemented a visitor management tool to reduce the consumption of paper and waste generation resulting from security visitor management. The Company’s transport tool ETMS has been integrated with the mobile app for reducing paper consumption which is being used to maintain and monitor trip details.</p>

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes/No). If yes, whether the waste collection plan is in line with the EPR plan submitted to Pollution Control Boards?**

Yes, the EPR regulations are applicable to the Company’s operations. Being a bulk consumer of electronic equipment, the Company handles the disposal and management of E-waste produced during its operations according to the guidelines set forth in the E-waste Management Rules of 2016.

### Leadership Indicators

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

Not applicable to Mphasis.

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

Not applicable to Mphasis.

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

Not applicable to Mphasis.



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### 4. Of the products and packaging reclaimed at end of life of products, the amount (in metric tonnes) reused, recycled, and safely disposed of.

	FY 2022-23			FY 2021-22		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastics (including packaging)	Not applicable to Mphasis					
E-waste						
Hazardous waste						
Other waste						

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

Not applicable to Mphasis.

### 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 (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employee											
Male	9,308	9,308	100%	9,308	100%	-	-	9,308	100%	We don't provide daycare facilities to our employees.	
Female	3,176	3,176	100%	3,176	100%	9,811	100%	-	-		
Total	12,484	12,484	100%	12,484	100%	9,811	35%	9,308	65%		
Other than permanent employee											
Male	NA										
Female											
Total											

- Maternity benefits are provided to Mphasis employees as per the Maternity Benefits Act 1961.
- As per the classification of employees and workers under Mphasis, we do not have employee classification as "other than permanent employees."

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	8,090	8,090	100%	8,090	100%	-	-	8,090	100%	We don't provide daycare facilities to our workers.	
Female	6,396	6,396	100%	6,396	100%	6,396	100%	-	-		
Total	14,486	14,486	100%	1,4486	100%	6,396	44%	8,090	56.%		
Other than permanent workers											
Male	Contractors who hire workers (Other than permanent workers) on a temporary or non-permanent basis offer benefit such as health and accident insurance coverage, parental leave, and other amenities to the workers.										
Female											
Total											

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### 2. Details of retirement benefits.

Benefits	FY 2022-23			FY 2021-22		
	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% of India-based employees	100% of India-based employees	Yes	100% of India-based employees	100% of India-based employees	Yes
Gratuity	100% of India-based employees	100% of India-based employees	Yes	100% of India-based employees	100% of India-based employees	Yes
ESI	NA	6,621 employees are covered based on eligibility.	Yes	NA	6,493 employees are covered based on eligibility.	Yes
Others – please specify	Nil					

### 3. Accessibility of workplaces

Yes, Mphasis offices are accessible to employees with disabilities, and we conduct regular facility audits to ensure that the workplace is accessibility friendly.

### 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.

Mphasis complies with all rules and regulations concerning accommodating disabilities associated with the workplace. Mphasis' disability guidelines outline the company's commitment to equal opportunities for persons with disabilities in recruitment and employment and aim to create an environment which enables them to work effectively as part of our community. This guideline sets out the commitments and responsibilities of Mphasis towards its diverse workforce comprising employees with disabilities.

Relevant policies can be accessed at the [Board Diversity Policy](#), [Diversity and Inclusion Policy](#) and: [Code of Business Conduct](#)

### 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	99.15%	60.35%	98.48%	53.91%
Female	78.95%	54.65%	93.10%	50.70%
Total	89.05%	57.5%	95.79%	52.30%

### 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers (Permanent workers, Other than permanent workers, Permanent employees, Other than permanent employees)? If yes, give details of the mechanism in brief.

Yes, Mphasis has a system in place that is accessible to all employees and workers for receiving and resolving complaints. The process is outlined as follows:

If an individual believes that they have experienced or witnessed conduct that violates company policy, they should address the matter with their direct supervisor or HRBP. Alternatively, they can email the Inclusion and Diversity office at [inclusion.diversity@mphasis.com](mailto:inclusion.diversity@mphasis.com).

At Mphasis, we encourage all of our workforce to report if he/she feels or believes that he/she has been subjected to or witnessed workplace harassment. It is the responsibility of any employee who has experienced or witnessed sexual harassment within the

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company or workplace (as defined in the company's POSH policy) to report it immediately to [posh@mphasis.com](mailto:posh@mphasis.com). Any complaints of discrimination, harassment, or retaliation are investigated promptly and handled in compliance with legal regulations. The investigation process may involve interviewing the parties involved, as well as any witnesses who may have relevant information.

To ensure a thorough investigation and appropriate corrective measures, the company maintains confidentiality. Retaliation against anyone reporting harassment or discrimination, or participating in an investigation, is a serious violation and will result in disciplinary action. Any acts of retaliation should be reported immediately and will be investigated promptly. Failure to comply may lead to penalties, including termination, fines, or imprisonment (where permitted by law). False complaints of harassment, discrimination, or retaliation may also result in disciplinary action. The POSH policy contains more information about sexual harassment and can be found under Unified access >>Policy Documents >>HR Corner >>Corporate Policies >> POSH

Hiring/contractors agencies take care of redress grievances for contract employees and workers (other than permanent employees and workers).

Mphasis whistle-blower policy enables all our stakeholders to raise and report all allegations of suspected improper activities that are in breach of our COBC without fear of retaliation. The complainant can lodge actual or suspected fraud or any violation of the company's COBC at [whistleblower@mphasis.com](mailto:whistleblower@mphasis.com) or a written complaint can be dropped into the whistleblower drop box at the respective company's location.

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

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

### 8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	9,308	NA	NA	3,320	36%	9,219	8,870	96.2%	3,965	43%
Female	3,176	NA	NA	1,082	34%	2,860	2,778	97.1%	1,198	42%
Total	12,484	7,161	57.36%	4,402	35%	12,079	11,648	96.4%	5,163	43%
<b>Workers</b>										
Male	8,090	0	NA	3,052	38%	5,450	5,197	95.3	3,740	69%
Female	6,396	0	NA	2,262	35%	7,168	6,783	94.6	2,917	41%
Total	14,486	0	NA	5,314	37%	12,618	11,980	94.9	6,657	53%

Note: Data provided is for those workers/employees who are eligible for skill upgradation through our "Talent Next". Other employees received on-the-job training or external training based on the training process of the Company which also contributes to skill upgrades.

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

Regular performance evaluations enable us to prepare and achieve both our individual and the Company's goals effectively. The Annual Appraisal is conducted in April, aiming to provide a fair and open system for performance review and discussion of yearly objectives between employees and managers. This includes analyzing the past, assessing the present, and planning for the future. Additionally, the Nomination and Remuneration Committee of the Board evaluates the executive management's performance annually.

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Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	For the year 2022-23 performance and career development reviews of employees have not started.			9,680	8,447	87.26%
Female				3,144	2,738	87.09%
Total				12,824	1,1183	87.20%
<b>Workers</b>						
Male	For the year 2022-23 performance and career development reviews of workers have not started.			8,094	7,195	88.89%
Female				6,198	5,504	88.80%
Total				1,4292	12,699	88.85%

### 10. Health and Safety Management System:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, what is the coverage of such a system?**

Yes, Mphasis has a dedicated Environmental, Health, and Safety (EHS) Policy in place, which addresses the EHS related concerns involved with our business operations. The policy also helps in bringing EHS awareness.

The relevant extracts from the EHS Policy are provided below:

- Ensuring timely compliance with all environment-related requirements such as hazardous waste annual returns, environmental audit statements, battery returns, and e-waste returns across all business locations in the country.
- Improving sustainability efforts to decrease the company's carbon footprint and regularly monitoring carbon data.
- Minimizing resource usage and promoting recycling and purchasing of recycled material to conserve natural resources.
- Optimizing energy consumption by conserving energy, using energy-efficient devices, and preferring renewable energy sources where possible.
- Working towards pollution prevention and minimizing environmental impacts caused due to our operations.
- Educating suppliers to follow the Supplier code of conduct and relevant environmental standards.
- Setting targets for environmental performance improvement and reporting (e.g., hazardous waste annual returns, environmental audit statements, battery and e-waste returns) progress to stakeholders.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

Mphasis has an Aspect-Impact Register, in accordance with ISO standards, in which all work-related hazards are identified.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

Mphasis has a procedure in place, the purpose is to identify work-related hazards that can be controlled and those that can influence the overall environmental performance of the company and determine the significance of the associated environmental impacts.

- d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?**

Yes. All employees of the company are covered under the company's health insurance policy and at all the company facilities paramedical facilities are available for the employees and workers.

### 11. Details of safety-related incidents.

Mphasis corporate security function has not received any information/complaints pertaining to the category of safety-related incidents for the last three financial years.

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Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	Nil	Nil
	Worker		
Total recordable work-related injuries	Employee		
	Worker		
No. of fatalities	Employee		
	Worker		
High-consequence work-related injury or ill-health (excluding fatalities)	Employee		
	Worker		

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

Mphasis has implemented several measures to ensure a safe and healthy workplace, including but not limited to:

- Assessing and preparing quarterly reports on EHS data from PAN India facilities, the entity collates information on energy consumption, paper consumption, transportation distance, waste inventory, water consumption, etc.
- Organizing EHS activities like health check-ups, awareness camps, and wellness camps, and providing first aid, fire safety, and chemical safety training across all facilities. Additionally, the entity participates in EHS award categories, provides support for external EHS audits, and conducts regular EHS calls for PAN India facilities.
- Focusing on upgrading offices to 5-star, 4-star and 3-star for Bureau of Energy Efficiency (BEE) standards. Our achievements also include the certification of one of our offices in Bengaluru to Leadership in Energy and Environmental Design (LEED) Gold / Platinum standards. In terms of impact, this certification implies that the buildings are efficient, cost-effective, and better for occupants and the environment.
- Installation of water aerators to reduce water consumption.
- Imposed a ban on the usage of single-use plastics and procurement of single-use bottles at all our offices.
- Extension of ISO 14001-2015 certificate (GTP Tower B & E Bangalore, Pritech Bangalore, Parin & Laurel Bangalore, Chennai DLF, Pune CC4 and Pune EON Phase I & Phase II facilities).
- Fire drills and safety training are conducted every six months at each facility, respectively.
- The security team ensures that self-temperature checks are done through temperature scanners installed at all the entrances of the facilities.
- Pedal-based sanitisers are placed at all the entry/exit points, cafeterias, restrooms, ODC entrance, IT room, mail room and other common areas.
- EHS Corporate communication emails are sent on all important days related to EHS to enhance awareness among employees.
- Covid -19 and other health awareness posters are placed in all the common areas across the facilities.
- Fogging / Fumigation is done with Viroff 206 / Virex II 256 disinfectants in all the facilities once a week.

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

	FY 2022-23			FY 2021-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	Nil					
Health & Safety						



## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

### 14. Assessments for the year

	% of offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	30%
Working conditions	100%

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

Nil

### Leadership Indicators

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

- I. Employees : Yes  
 II. Workers : Yes

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

The Company verifies that its value chain partners have complied with the relevant laws and regulations by deducting and depositing statutory dues. Mphasis requires its partners to adhere to the company's code of conduct, business responsibility principles, and values. When Mphasis places an order, the vendor receives the cost along with GST, which the vendor is responsible for depositing with the government. The Mphasis Tax team monitors this process, as the company cannot claim the GST amount from the government until it has been deposited by the vendor.

Additionally, the contractors are responsible to ensure adherence to the law of land. The declaration & proof of statutory dues deposit with authorities will be obtained at the time of invoice submission. Further, all contractors supplied manpower to Mphasis must undergo a quarterly audit under various applicable labour law.

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

Not applicable, as there are no work-related injuries in FY 22-23 and FY 21-22.

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

No, we do not have a specific transition assistance program for retired or terminated employees as the employees are mostly highly skilled and do not have a compelling requirement for transition assistance.

#### 5. Details on assessment of value chain partners:

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

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

Nil

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

### 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.

The company has identified priority stakeholder groups based on their importance and ability to add value to the business. This process was conducted during the materiality assessment in FY 2020-2021 and involved mapping key stakeholders according to global standards such as GRI Standards and local frameworks such as the NGBRC principles. Parameters such as impact, diversity, influence, urgency, and legitimacy were considered to finalize the list of key stakeholders. Six key stakeholder groups have been identified as customers, shareholders and investors, government institutions and regulators, business partners and vendors, employees, and communities.

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

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/ half-yearly/ quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	Mphasis has identified specific groups of employees to provide support	Internal portal, Email, SMS, Town Halls, Intranet	Ongoing activities planned over the year	Employment life cycle activities and get insight into ways to create the right conditions and provide the right support, so employees are committed to our Company's growth
Society	Through Mphasis CSR, specific groups are identified and supported by partnering with various NGOs	Email, Social Media, SMS, Website, In-person events, Community meetings	Ongoing activities planned over the year	To develop, support and execute socially high-impact projects
Suppliers	Yes, Mphasis have diverse vendors as well as MSME businesses from where they source	Email, Meetings	As and when required	To assess and streamline the processes between the Company and our suppliers to make them more effective
Clientele and partners	No	Email, Social Media, SMS, Website, In-person events, External events	As and when required	To improve the reach and enhance business opportunities and overall growth
Investors / Analyst or external channels	No	Email, Meetings, Earnings call	Quarterly	To provide timely disclosure; and to update on developments in the
Shareholders	No	Email, Meetings, public notices	Annual and as and when required	the Company, performance of the Company and the sector and address concerns/grievances promptly
Regulators and policymakers	No	Statutory reporting to the regulators, Participation in seminars, webinars, etc. organized by various regulators	As per the defined frequency in the law.	To timely disclose the information to the stock exchanges and other regulators

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

### 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 provided to the board.

Our stakeholders are instrumental in driving our business growth and creating value. We prioritize engaging with them actively and meaningfully all year round to responsibly address their interests, concerns, and expectations. Our inclusive approach to stakeholder engagement enables us to effectively communicate essential ESG matters to relevant stakeholders. We also ensure that the board is kept up-to-date on any developments or feedback we receive regularly. By fostering a culture of active stakeholder engagement, we continually strive to understand and incorporate their insights and perspectives into our decision-making processes. We recognize that this commitment is not only essential for our long-term success but also helps us contribute positively to society and the environment.

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

Yes, we have conducted a materiality assessment with all key stakeholders (leadership, customers, investors, and suppliers) to identify Mphasis' material ESG issues. Details can be found on the website and in our ESG report.

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

Our CSR initiatives are targeted toward marginalized groups. There are no vulnerable or marginalized groups among other stakeholders.

### 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:

	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	11,640	11,618	99.89%	12,079	11,648	96.4
Other than permanent				-	-	-
Total employees	11,640	11,618	99.89%	12,079	11,648	96.4
<b>Workers</b>						
Permanent	13,100	13,088	99.91%	12,618	11,980	94.9
Other than permanent				-	-	-
Total employees	13,100	13,088	99.91%	12,618	11,980	94.9

\*100% of Mphasis employees are trained on COBC which explicitly forbids violations of human rights. The COBC, which outlines the approach and commitment to human rights, covers all Mphasis employees.

#### 2. Details of minimum wages paid to employees and workers

	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (B)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Permanent Employees</b>										
Male	9,308	0	0	9,306	100%	9,619	0	0	9,619	100%
Female	3,176	0	0	3,176	100%	3,130	0	0	3,130	100%
<b>Permanent Workers</b>										
Male	8,090	216	0.30%	7,874	97%	8,165	0	0	8,165	100%
Female	6,396	222	0.30%	6,174	97%	6,252	0	0	6,252	100%

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

### 3. Details of remuneration/salary/wages

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	9	INR 6.80 Million	3	INR 6.61 Million
Key managerial personnel	3	INR 52.34 Million	Nil	Nil
Employees other than BoD and KMP	8,090	INR 3,50,000	6,396	INR 3,50,000
Workers	9,308	INR 16,09,000	3,176	INR 14,00,000

The Director's remunerations are paid on a defined matrix that is uniformly applicable to all the Directors. The difference in the median remuneration of the Directors is due to attendance at the meetings and the committees served by the Directors.

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

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

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

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

Employees can raise complaints of sexual harassment to [posh@mphasis.com](mailto:posh@mphasis.com). The organization has framed two Sexual Harassment policies i.e PoSH India policy which is in adherence to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (the "POSH Act") which is applicable only to women employees in India and Global POSH policy which applies to all employees except women employees in India.

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

Channel for reporting complaints:

(i) Telephone: A complaint can be left at the Whistleblower hotline at +91-80-4004-1992

(ii) Written Complaint: A written complaint can be dropped into the Whistleblower drop box.

Email complaint: An email complaint can be sent to the Whistleblower committee at [whistleblower@mphasis.com](mailto:whistleblower@mphasis.com)

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment	39	5	Nil	34	4	Nil
Discrimination at workplace	No complaints			No complaints		
Child labour	No complaints			No complaints		
Forced labour/Involuntary labour	No complaints			No complaints		
Wages	No complaints			No complaints		
Other human rights-related issues	No complaints			No complaints		

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

Mphasis is dedicated to creating a work environment that is free from any type of discrimination or sexual harassment. The company has implemented Anti-discrimination and POSH policies to prevent and manage such incidents. These policies have established a framework for addressing complaints of sexual harassment that employees may have, regardless of their gender or sexual orientation. Mphasis has a strict zero-tolerance policy towards any kind of sexual harassment.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

Mphasis recognizes that sexual harassment can occur, and the company is committed to addressing and resolving all such cases promptly. To accomplish this, the Internal Committee has been created, which conducts a thorough investigation into each complaint and implements appropriate corrective measures as needed. For a more comprehensive understanding of the process, refer to the POSH Policy and FAQ. The organization has framed two Sexual Harassment policies i.e PoSH India policy which is in adherence to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (the "POSH Act") which is applicable only to women employees in India and Global POSH policy which applies to all employees except women employees in India.

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

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

### 9. Assessments of the year

Mphasis does not conduct such assessment, however, the Company performs internal checks and reviews periodically to ensure compliance.

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)/Remarks
Child labour	Mphasis abides by the law of land, as applicable, and do not have such hiring/instances under child labour/forced labour.
Forced/involuntary labour*	
Sexual harassment**	<ul style="list-style-type: none"> <li>• A quarterly update on sexual harassment is presented to the Board.</li> <li>• India- Annual report comprising complaints filed, disposed of, penal consequences and awareness initiatives for every location is submitted to the district offices.</li> <li>• The Company's Annual Report includes a report on sexual harassment.</li> </ul>
Discrimination at workplace	<p>There is an anti-discriminatory policy in place and multiple awareness sessions are conducted at regular intervals on anti-discrimination.</p> <p>Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.</p> <p>Mphasis will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.</p> <p>Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.</p> <p>In case of non-compliances by employees, it can lead to termination of services/penalties extending to monetary fines/ imprisonment (where permitted by law).</p> <p>False and malicious complaints of harassment, discrimination, or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action</p>
Wages	The Company has a robust internal process in place to ensure that the Company complies with all the required minimum wage standards and expectations. This includes regular HR audits and client-specific audits.
Others – Please specify	NA

### 10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.

Not applicable. To address the issues that arose as a part of the harassment cases, The Company has strengthened its approach and has put in place mechanisms to deal with Sexual Harassment. The PoSH Policy India is applicable for women employees in India pursuant to PoSH Act and Global POSH policy applies to all employees across the Globe except for women employees in India.



## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

In addition to this, the company actively conduct the below-mentioned actions as well:

- Awareness sessions are conducted for employees through classroom sessions, virtual learning, mailers, wallpapers, screensavers, E-Learning modules and posters.
- Interim steps are taken when there is sexual harassment to avoid further harassment of the employee by making changes to the work arrangements etc.
- Counselling is provided for employees through the helpline 1to1help.net based on the requirement.
- Employees are sensitized to appropriate workplace behaviour whenever required.
- Disciplinary actions are taken based on the PoSH Act and the Code of Business Conduct.

### Leadership Indicators

#### 11. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.

No process has been modified/introduced as there were no human rights violations, complaints or cases during this reporting year.

We recognize and value the unique qualities of each employee as an individual, and our commitment is to provide equal opportunities for everyone within our organization without any bias. We strive to create a work environment that is fair, and flexible, and fosters learning and growth while reflecting the diversity of the world. This applies to all officers, directors, employees, and contract employees working at Mphasis.

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

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

#### 12. Details of the scope and coverage of any human rights due diligence conducted

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

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

- Wheelchair
- PWD friendly washrooms equipped with required spares
- Foldable stretcher
- Evacuation chair
- Dedicated parking with signages
- Workspace – Customized workstation for PWD employees as per their request
- Ramps and swing gates (while entering the floor)

#### 14. Details on assessment of value chain partners:

100 % of the value chain partners are reviewed based on the below-mentioned parameters.

	Remarks
Sexual harassment	<p>Mphasis only empanels vendors who comply with our COBC.</p> <p>POSH Policy is applicable to Mphasis Limited and its subsidiary, affiliate and or group companies (“Mphasis”). The Policy applies to all officers, directors, employees, visitors, suppliers, contract labour, agents and representatives of Mphasis, and or any third party with whom an employee may have to interact with or in connection with employment in Mphasis. All contractors for empanelment are required to be compliant with POSH law. Specifically, for India, all vendors that are empaneled are required to be compliant with the provision of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013</p>

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

	Remarks
Discrimination at workplace	Mphasis only empanels vendors who comply with our COBC The Guiding Principles of the Code of Conduct are listed below: Provide a safe, healthy, tolerant and disciplined work environment that respects individuals and is free from discrimination.
Child labour	Mphasis has zero-tolerance for slavery and human trafficking. We ensure that child labour, forced labour, verbal or any other form of harassment and physical punishment is not permitted in any of our related business with Supply chain partners. We do not engage in any activities that would jeopardize safety or security.
Forced/involuntary labour	
Wages	Mphasis ensures to pay all its workforce wages that are equal to or above the minimum wage as per legal requirements.
Others – please specify	Nil

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

Mphasis has taken preventive measures to address significant risks and concerns that may arise from the value chain assessments.

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

#### Essential Indicators

**1. Details of total energy consumption (in MWh) and energy intensity:**

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	22481.35	21,775.07
Total fuel consumption (B)	227.76	109.24
Energy consumption through other sources (C)	11.745	7.74
<b>Total energy consumption (A+B+C)</b>	<b>22720.85</b>	<b>21,892.06</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumption/turnover in INR million) MWh/INR million	0.24	0.31
<b>Energy intensity</b> (Total energy consumption/FTE) in MWh/FTE	1.82	1.72

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

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

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

Not applicable

**3. Provide details of the following disclosures related to water:**

The facility operators provide water for our operational purposes which is included in our maintenance charges. Since we lease our facilities, our maintenance charges cover water consumption, and we do not track our water usage as per the BRSR requirements.

The Company only uses water for employee consumption, and we make efforts to use it judiciously on our premises. To reduce our water consumption, we have installed water aerators. Wastewater at the office premises are treated in the effluent treatment plant and the recycled water is used to flush toilet and to landscape gardens, aerated taps etc. These measures ensure that we are responsible for our use of water and strive to be environmentally sustainable.

**4. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation.**

Currently, there is no system in place for achieving zero liquid discharge. However, a Sewage Treatment Plant (STP) is operational, where the used water is treated and recycled. The recycled water undergoes a water test to ensure that it meets acceptable standards. If the water test results fall within the acceptable range, the water is then reused for washrooms and landscaping purposes. This approach ensures that we are responsible in our use of water and strive to be environmentally sustainable.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

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

Parameter	Unit	FY 2022-23	FY 2021-22
NOx	Mphasis not monitor air emissions other than GHG emissions, as our operations do not involve any material processes that emit air pollutants.		
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – ozone-depleting substances (HCFC - 22 or R-22)			

Mphasis being in an IT sector organization, the SOX, NOX and other air emissions do not apply to the firm.

### 6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:

Parameter	Unit	FY 2022-23	FY 2021-22
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	172.45	83
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	18,659.52	18,072
<b>Total Scope 1 and Scope 2 emissions</b>	Metric tonnes of CO <sub>2</sub> equivalent	18,831.97	18,155
<b>Total Scope 1 and Scope 2 emissions per turnover in million</b>	tCO <sub>2</sub> eq/Revenue in Million INR	0.19	0.25
<b>Total Scope 1 and Scope 2 emission intensity</b>	tCO <sub>2</sub> eq/FTE	1.50	1.42

### 7. Does the entity have any project related to reducing greenhouse gas emissions? If Yes, then provide details.

We believe that implementing GHG reduction initiatives not only helps our Company reduce our carbon footprint and mitigate climate change but also creates cost savings and positive environmental impacts. During this financial year, we have implemented several activities such as the replacement of old AC units, energy consumption monitoring and reduction using internal energy management tool data analysis, maintaining BEE 4/5 star rating on energy efficiency certification from the Ministry of Power and all the fit out floors are to be LEED certified. Additionally, we are setting new y-o-y emission reduction targets this year.

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

Parameter	FY 2022-23	FY 2021-22
<b>Total waste generated (in metric tonnes)</b>		
Plastic waste (A)	1.52	0.99
E-waste (B)	2.79	0.00
Bio-medical waste (C)*	3.61	5.46
Construction and demolition waste (D)	0	0.00
Battery waste (E)	16.91	8.95
Radioactive waste (F)	0	0.00
Other Hazardous waste. Please specify, if any. (G)**	1.297	0.16
Other Non-hazardous waste generated (H). Please specify, if any. *** (Break-up by composition i.e. by materials relevant to the sector)	96.73	22.35
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>122.88</b>	<b>37.91</b>

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

Parameter	FY 2022-23	FY 2021-22
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	28.14	21.62
(ii) Re-used	0	8.95
(iii) Other recovery operations	-	-
<b>Total</b>	28.14	30.57

<b>For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	Nil	Nil
(ii) Landfilling		
(iii) Other disposal operations		
<b>Total</b>		

\* Bio-Medical waste (Blood pathogens) generation at Mphasis is Nil. Here, Biomedical waste means sanitary waste, which is disposed of through the state pollution control board-authorized vendor who is tied up with the Incinerators to manage the waste.

\*\* Other Hazardous waste includes Waste Oil (0.250 Tons), Oil-soaked cotton waste (0.085 Tons), Oil-soaked filters (0.153 Tons), Motive Power (DG) Batteries and Inverter batteries (0.808 Tons).

\*\*\* Other Non-hazardous waste generated includes Paper waste (paper, carton boxes) (10.16 Tons), Metal waste (2.452 Tons), Food waste (58.92 Tons) and General office waste (waste from pantries, workstations dust bins) (25.197 Tons).

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

Mphasis only generates one type of hazardous waste in its facility, which is batteries. The company ensures that such waste is disposed of properly in accordance with the Batteries (Management and Handling) Amendment Rules, 2010. Whenever batteries are used and become waste, they are disposed of through an authorized vendor approved by the Pollution Control Board (PCB). Mphasis also fulfills its obligation to the State Pollution Control Board by submitting a half-yearly return in Form VIII.

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

Not applicable to Mphasis.

**11. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

Mphasis adopts a sustainable approach in the fit-outs of new facilities by utilizing raw materials and processes that have minimal impact on the environment. This includes the identification and implementation of energy-efficient cooling and lighting solutions to minimize energy consumption and reduce the carbon footprint of the company's operations.

**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 there under (Y/N). If not, provide details of all such non-compliances:**

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

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

### Leadership Indicators

#### 1. Provide a break-up of the total energy consumed (in MWh) from renewable and non-renewable sources:

Parameter	FY 2022-23	FY 2021-22
<b>From renewable sources</b>		
Total electricity consumption (A)	11.74	7.74
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>11.74</b>	<b>7.74</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	22481.35	21,775.07
Total fuel consumption (E)	227.76	109.24
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>22709.11</b>	<b>21,884.32</b>

#### 2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) To surface-water	Not applicable	Not applicable
- No treatment		
- With treatment – please specify the level of treatment		
(ii) To groundwater		
- No treatment		
- With treatment – please specify the level of treatment		
(iii) To seawater		
- No treatment		
- With treatment – please specify the level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify the level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify the level of treatment		
<b>Total water discharged (in kiloliters)</b>		

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

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

- (i) Name of the area: NA
- (ii) Nature of operations: NA
- (iii) Water withdrawal, consumption and discharge: NA

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	Not applicable	Not applicable
(ii) Groundwater		
(iii) Third-party water		
(iv) Seawater/desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kiloliters)</b>		
<b>Total volume of water consumption (in kiloliters)</b>		
<b>Water intensity per rupee of turnover (Water consumed/turnover)</b>		
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) Into surface water	Not applicable	Not applicable
- No treatment		
- With treatment – please specify the level of treatment		
(ii) Into groundwater		
- No treatment		
- With treatment – please specify the level of treatment		
(iii) Into seawater		
- No treatment		
- With treatment – please specify the level of treatment		
(iv) Sent to third- parties		
- No treatment		
- With treatment – please specify the level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify the level of treatment		
<b>Total water discharged (in kiloliters)</b>		

#### 4. Please provide details of total Scope 3 emissions & their intensity:

Parameter	Unit	FY 2022-23	FY 2021-22
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	2,864	2,756
<b>Total Scope 3 emissions per turnover in million</b>	tCO <sub>2</sub> eq/Revenue in Million INR	0.030	0.039
<b>Total Scope 3 emission intensity</b>	tCO <sub>2</sub> eq/FTE	0.229	0.216

#### 5. With respect to the ecologically sensitive areas reported at Question 10 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.

Mphasis Limited does not operate in ecologically sensitive areas.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

6. 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 the 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	Replacement of old PAC with energy-efficient new PAC.	The new PACs are energy efficient and fitted with electronic commutator fans for the efficient discharge of cold air. The refrigerants R410A are eco-friendly. The compressors are inverter-based scroll compressors.	There is an annual saving of 25% of energy consumed on a monthly average
2	All the UPS in the new fit-out interiors are energy efficient.	The energy efficiency of the UPS is 98%	There is a saving of 15 to 20% on energy monthly
3	The facilities are installed with VAV controllers	The VAVs ensure the flow of the chill air zone-wise in accordance with the set temperature automatically	There is a saving of 18 to 20% on energy consumption monthly
4	Occupancy sensors for lighting.	Occupancy sensors for lighting across the workstation area ensure automatically that the lights are turned-on when employees occupy the workstations zone wise	There is a saving of 10% of lighting energy monthly
5	LED lights fixtures	LED light fixtures are installed across all the facilities replacing the CFL light fixtures.	There is an energy saving of 35 to 40% achieved monthly

7. Does the entity have a business continuity and disaster management plan?

Yes, Mphasis has a comprehensive BCMS Framework that conforms to ISO 22301:2019 standard and is consistent with the industry's leading practices. The BCMS framework encompasses service delivery functions and supporting functions across all Mphasis facilities in India and other countries. Mphasis delivery centers in India, including its subsidiaries, are certified to ISO 22301:2019 standard.

Mphasis' Business Continuity Management System is a business-owned and operated function that integrates various business and management disciplines such as crisis management, risk management, and technology recovery. BCM is an integral component of corporate governance and establishes a strategic and operational framework to ensure proactive implementation. The Mphasis' approach to assure continuity of client services follows a two-pronged approach:

- (i) Site-level Incident Management Plan (IMP): The IMP documented each of the delivery centres/facilities describing the most suitable responses to various disruptive events (E.g., natural calamities, man-made threats, geopolitical issues and technology disruptions). The primary objective of the IM Plan is the safety of human life and assets.
- (ii) Business Continuity Plan (BCP): A separate, independent, and customized BC Plan is documented for each of the client services delivered from Mphasis delivery centres and support functions. Once the safety of staff, and visitors is ensured, the account-specific BC Plan is executed by respective BCMS coordinators.

8. 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 to Mphasis.

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

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



## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

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

### Essential Indicators

#### 1. a. Number of affiliations with trade and industry chambers/associations.

The Company is a member of six trade and industry chambers/associations.

#### b. List the top 10 trade and industry chambers/associations (determined based on the total members of such a body) the entity is a member of/affiliated to.

Participating in industry associations is a valuable opportunity for Mphasis to stay up-to-date and prepared in a constantly changing environment. Being a key player in the IT services industry, the company engages in various dialogues with members of these associations to remain informed. Mphasis invests time in participating in forums and other channels of engagement to further promote our mission.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations	About the chambers
1	NASSCOM	National	NASSCOM, a not-for-profit industry association, is the apex body for the IT-BPM industry in India. NASSCOM is focused on building the architecture integral to the development of the IT-BPM sector through policy advocacy and helps in setting up the strategic direction for the sector to unleash its potential. NASSCOM's members, 3000+, constitute 90% of the industry's revenue and have enabled the association to spearhead initiatives at local, national, and global levels
2	AMCHAM	Global	The American Chamber of Commerce in India (AMCHAM India) is an association of American business organizations operating in India. AMCHAM India is a member of the U.S. Chamber of Commerce in Washington DC and the AMCHAMS of Asia Pacific. The chamber's mission is to assist member companies to succeed in India through advocacy, information, networking, and business support services.
3	CII	National	The Confederation of Indian Industry (CII) works to create and sustain an environment conducive to the development of India, partnering with industry, government, and civil society, through advisory and consultative processes.
4	US-India Strategic Partnership Forum (USISPF)	Global	The US-India Strategic Partnership Forum (USISPF) is committed to creating the most powerful strategic partnership between the U.S. and India. Promoting bilateral trade is an important part of their work, but their mission reaches far beyond this. It is about business and government coming together in new ways to create meaningful opportunities that have the power to change the lives of citizens.
5	Calgary Chamber of Commerce	Global	The Calgary Chamber takes on complex municipal, provincial, and national issues that impact the business community. They advocate on the community's behalf so they can focus on their business and nourish, power and inspire the communities. Through networking events, personalized introductions, and online community they make sure to connect and get inspired by Calgary's business community
6	Toronto Board of Trade	Global	The Toronto Board of Trade is the chamber of commerce for Canada's largest regional economy. They convene leaders and champion business and economic growth on behalf of their members, for over 176 years. They help businesses to build relationships with thousands of other business members, peers, mentors and potential partners. They also Communicate challenges and opportunities to government and policy decision-makers.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

### 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.

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

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of review by board (Annually/half yearly/quarterly/ others – please specify)	Web-link, if available
1	NASSCOM	<p>NASSCOM works with the government at all times and supports policy-making to enable the industry to meet its growth aspirations and address concerns if any.</p> <p>Building an enabling policy framework for the growth of the IT-BPM industry is a key function of NASSCOM. Since its inception, Nasscom has focused on evidence-based policy advocacy that provides an unbiased perspective to policymakers. With inputs from multiple stakeholders across segments that comprise the membership, Nasscom is able to collate and distill information to present various perspectives and suggestions on the best way forward, with its pros and cons.</p> <p>Over the years, Nasscom has enabled several changes in key policies in India to support the growth of the industry. Nasscom has built a symbiotic relationship with the Government of India on key issues relating to this sector, and we strive to be an Industry trusted partner in policy framing and review.</p>	Yes	Annually	<a href="https://nasscom.in/">https://nasscom.in/</a>
2	US-India Strategic Partnership Forum (USISPF)	<p>USISPF provides its member companies with a platform to track policy developments at the state and federal level, new avenues for investment, and deepening engagement with relevant stakeholders. The Forum facilitates government and business introductions to drive collaboration. USISPF focuses on inclusive growth by bridging the gap between corporate initiatives and government priorities. The Forum will pave the way for strategic development in both countries by aggregating CSR initiatives, assisting in PPP Projects, facilitating education-related exchanges, and building stronger cultural ties.</p> <p>Additionally, through theme-based research and knowledge sharing, the Forum is charting the next chapter in bilateral relations. Some of their research includes an analysis of U.S.-India bilateral trade and growth trajectory, the potential of India's hi-tech manufacturing sector to create jobs, and an analysis of India's political landscape on the doing business environment.</p>	Yes	Annually	<a href="https://usispf.org/">https://usispf.org/</a>

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

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

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

Not applicable

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

Mphasis partners/collaborates with implementation partners to address the issues faced by the communities we engage with. The company conducts regular feedback sessions with the stakeholders to gauge their participation, and satisfaction levels, and track the progress made. During the entire lifecycle of the company's CSR projects, the implementation partners remain in constant touch with the local communities to ensure effective communication and participation. This enables us to tackle relevant issues faced by the communities actively.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/small producers	6.8%	8.57%
Sourced directly from within the district and neighboring districts	92%	90.90%

#### Leadership Indicators

**1. Provide details of actions taken to mitigate any negative social impacts identified in the social impact assessments (Reference: Question 1 of essential indicators above):**

Not applicable

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

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

**3.(a) Do you have a preferential procurement policy where you give preference to purchases from suppliers comprising marginalized/vulnerable groups?**

Yes, our company considered a diverse set of suppliers when performing a sourcing case. This approach to sourcing has enabled us to support local suppliers, minority-owned, women-owned, veteran-owned, LGBT-owned, disabled-owned, SMEs, etc. across our supply chain.

**(b) From which marginalized/vulnerable groups do you procure?**

Diverse suppliers are given priority, thus encouraging the use of suppliers who are owned by minorities, women-owned, veterans, LGBT, people with disabilities (PwD), small to medium enterprises (SME), etc.

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

6.8%

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

No traditional knowledge is applied as Mphasis plans and develops intellectual property.

**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.**

No traditional knowledge is applied as Mphasis plans and develops intellectual property.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

### 6. Details of beneficiaries of CSR projects:

S. No	CSR project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Magic Bus Foundation	831	100%
2	SOS Children's Village	800	100%
3	Akanksha Schools	14,000	100%
4	The Nudge Future Perfect	1,371	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.

Mphasis conducts regular CSAT surveys. We also have a contact us form on the website, where we can receive feedback or requests for responses.

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

Not applicable to Mphasis.

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

	FY 2022-23			FY 2021-22		
	Receive during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	No consumer complaints concerning data privacy, cyber security, etc. were received by our organization in 2022-23			No consumer complaints concerning data privacy, cyber security, etc. were received by our organization in 2021-22		
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive trade practices						
Unfair trade practices						
Other						

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

Not applicable to Mphasis.

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

Yes, Mphasis has a Privacy Policy in place.

Link to policy: <https://www.mphasis.com/home/privacy.html>

#### 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 the safety of products/ services.

Not applicable

#### Leadership Indicators

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

The Mphasis website hosts all our services and offerings: <https://www.mphasis.com> Any communication to promote these offerings that are done on digital media also links back to the website. All brochures and case studies that provide more information are also hosted on the website: <https://www.mphasis.com/home/corporate/thought-leadership.html>

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT 2023

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

Not applicable to Mphasis.

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

The risks of business disruptions caused by both man-made and natural calamities have increased, and it's important to ensure the availability of enterprise applications and infrastructure for uninterrupted service delivery post-disruptions. Mphasis recognizes this and has implemented Disaster Recovery for critical enterprise applications. Moreover, the company is certified with ISO 22301, an international standard for Business Continuity Management Systems (BCMS), which assures clients of continuity of service.

**4. Does the entity display product information on the product over and above what is mandated as per local laws?**

Not applicable to Mphasis as it is not involved in the manufacturing sector.

**5. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity, or the entity as a whole? (Yes/No)**

Yes, Mphasis conducts CSAT surveys on a half-yearly basis with our clients concerning consumer satisfaction.

**6. Provide the following 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.**

None

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## About Mphasis

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