

NSE & BSE / 2023-24 / 064

June 22, 2023

The Manager
Corporate Services,
National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Bandra (E), Mumbai 400 051

The Manager
Corporate Services,
BSE Limited
14th Floor, P J Towers, Dalal Street,
Mumbai 400 001

Ref: Symbol: PERSISTENT

Ref: Scrip Code: 533179

Dear Sir/Madam,

Sub: Submission of Business Responsibility and Sustainability Report for FY 2022-23 under Regulation 34 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and all other applicable regulations, if any, we are enclosing herewith a copy of the Business Responsibility and Sustainability Report ('BRSR') for the FY 2022-23, which also forms part of the Annual Report for FY 2022-23 and it is available on the website of the Company at [persistent-annual-report-2023.pdf](#)

We request you to take the same on your records.

Please acknowledge the receipt.

Thanking you,

Yours Sincerely,
For **Persistent Systems Limited**

Amit Atre
Company Secretary
ICSI Membership No.: A20507

Encl.: As above

Business Responsibility and Sustainability Report

Section A: General Disclosures

I. Details of the listed entity

- 1\ Corporate Identity Number (CIN) of the Listed Entity: L72300PN1990PLC056696
- 2\ Name of the Listed Entity: Persistent Systems Limited
- 3\ Year of incorporation: 1990
- 4\ Registered office address: 'Bhageerath', 402 Senapati Bapat Road, Pune 411 016
- 5\ Corporate address: 'Bhageerath', 402 Senapati Bapat Road, Pune 411 016
- 6\ E-mail: info@persistent.com
- 7\ Telephone: +91 (20) 6703 0000
- 8\ Website: www.persistent.com
- 9\ Financial year for which reporting is being done: April 1, 2022, to March 31, 2023
- 10\ Name of the Stock Exchange(s) where shares are listed:
BSE Limited (BSE) | National Stock Exchange of India Limited (NSE)
- 11\ Paid-up Capital as on March 31, 2023: 76,425,000 No. of Equity Shares of ₹ 10 each amounting to ₹ 764,250,000
- 12\ Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report

Name: Mr. Amit Atre, Company Secretary
Telephone: +91 (20) 6703 0000
E-mail: corpsec@persistent.com
- 13\ Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).
Consolidated Basis

II. Products/services

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

All the services are mentioned under Software and IT consulting.

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Software and IT consulting (GICS classification – Information Technology – Software and Services)	Software enabled product engineering and designing and R&D services	93%
2	IP products (IP LED Services)		7%

15\ Products/Services sold by the entity (accounting for 90% of the entity's Turnover)

All the services are mentioned under Software and IT consulting.

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Software enabled product engineering and designing and R&D services	620	93%
2	IP products	620	7%

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	20	20
International	Not applicable	50	50

17\ Markets served by the entity

a. Number of locations

Locations	Number
National (No. of States)	9
International (No. of Countries)	14

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

88.7% of the total turnover of Persistent's business is export.

c. A brief on types of customers

Business to Business Annual report covers the details of our customer segments.

IV. Employees

18\ Details as at the end of Financial Year

a. Employees and workers (including differently abled):

Persistent Systems Limited has full-time employees and contractors, consultants. The Company does not have any workers and hence it is not applicable.

Employees and workers						
Employees						
S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1	Permanent (D)	21,429	14,829	69	6,600	31
2	Other than Permanent (E)	1,460	1,018	70	442	30
3	Total employees (D + E)	22,889	15,847	69	7,042	31
Workers - Not Applicable						

b. Differently abled Employees and workers:

Differently Abled Employees						
S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1	Permanent (D)	36	29	81%	7	19%
2	Other than Permanent (E)	0	0	0	0	0%
3	Total employees (D + E)	36	29	81%	7	19%
Differently Abled Workers - Not Applicable						

19\ Participation/Inclusion/Representation of women

No. and percentage of Females			
	Total (A)	No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel	4	0	0

20\ Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	20.1%	19.1%	19.7%	26.9%	25.1%	26.6%	12.2%	10.3%	11.7%
Permanent Workers	All of Persistent's workforce is categorized as 'Permanent Employees' and 'Other than Permanent Employees' and none as 'Workers'. Hence in all the sections, details sought of the 'Workers' category are Not Applicable to Persistent.								

V. Holding, Subsidiary and Associate Companies (including joint ventures)**21\ Names of holding / subsidiary / associate companies / joint ventures**

S. no.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated in column A participate in the Business Responsibility initiatives of the listed entity? (Yes / No)
1\	Persistent Systems Inc., USA	Wholly owned subsidiary	100%	Yes
2\	Persistent Systems Pte. Ltd., Singapore	Wholly owned subsidiary	100%	Yes
3\	Persistent Systems France S.A.S., France	Wholly owned subsidiary	100%	Yes
4\	Persistent Systems Malaysia Sdn. Bhd., Malaysia	Wholly owned subsidiary	100%	Yes
5\	Persistent Systems Germany GmbH, Germany	Wholly Owned Subsidiary	100%	Yes
6\	Capiot Software Private Limited, India	Wholly Owned Subsidiary	100%	Yes
7\	MediaAgility India Private Limited*	Wholly Owned Subsidiary	100%	Yes
8\	Persistent Telecom Solutions Inc., USA	Subsidiary of Persistent Systems Inc	100%	Yes
9\	Persistent Systems Israel Ltd., Israel	Subsidiary of Persistent Systems Inc	100%	Yes
10\	Persistent Systems Mexico S.A. de C.V., Mexico	Subsidiary of Persistent Systems Inc	100%	Yes
11	Aepona Group Limited, Ireland	Subsidiary of Persistent Systems Inc	100%	Yes
12	Persistent Systems UK Limited (erstwhile Aepona Limited)	Subsidiary of Aepona Group Limited	100%	Yes
13	Persistent Systems Lanka (Private) Limited, Sri Lanka	Subsidiary of Aepona Group Limited	100%	Yes
14	Persistent Systems S.r.l., Italy	Subsidiary of Persistent Systems Inc	100%	Yes
15	Capiot Software Inc., USA	Subsidiary of Persistent Systems Inc	100%	Yes
16	Capiot Software Pte. Ltd, Singapore (Under voluntary strike off)	Subsidiary of Capiot Software Inc	100%	Yes
17	Persistent Systems Australia Pty. Ltd. (erstwhile Capiot Software Pty. Ltd.)	Subsidiary of Capiot Software Inc	100%	Yes

S. no.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated in column A participate in the Business Responsibility initiatives of the listed entity? (Yes / No)
18	Persistent Systems Switzerland AG (erstwhile PARX Werk AG)	Subsidiary of Persistent Systems Germany GmbH	100%	Yes
19	PARX Consulting GmbH, Germany	Subsidiary of Persistent Systems Switzerland AG	100%	Yes
20	Youperience GmbH, Germany	Subsidiary of Persistent Systems Germany GmbH	100%	Yes
21	Youperience Limited, UK	Subsidiary of Youperience GmbH	100%	Yes
22	Software Corporation International, USA	Subsidiary of Persistent Systems Inc	100%	Yes
23	Fusion360 LLC, USA	Subsidiary of Persistent Systems Inc	100%	Yes
24	Data Glove IT Solutions Limitada, Costa Rica	Subsidiary of Persistent Systems Germany GmbH	100%	Yes
25	Persistent Systems Soral., Romania**	Subsidiary of Persistent Systems Germany GmbH	100%	Yes
26	MediaAgility Inc., USA*	Subsidiary of Persistent Systems Inc	100%	Yes
27	MediaAgility Pte. Ltd., Singapore*	Subsidiary of MediaAgility Inc	100%	Yes
28	MediaAgility UK Ltd., UK*	Subsidiary of MediaAgility Inc	100%	Yes
29	Digitalagility S de RL de CV, Mexico*	Subsidiary of MediaAgility Inc	100%	Yes

* Acquired during the Financial Year 2022-23.

** Incorporated during the Financial Year 2022-23

VI. CSR Details

22\i. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

ii. Turnover in ₹ 51,175.53 Million

iii. Net worth in ₹ 39,416.48 Million

VII. Transparency and Disclosures Compliances

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

A strong whistleblower policy is available to all our stakeholders. Our whistleblower policy is available at

[Whistle Blower Policy | Persistent Systems](#)

For details on Investor Complaints, please refer the 'Investors' Grievances' section of the Corporate Governance Report. For details on Employee Grievances, refer to question 6 of Principle 5.

24\Overview of the entity's material responsible business conduct issues

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1\	Cyber-attack and hacking risk	Risk	External attacks on network, malware, compromised credentials, Business email compromise via. Phishing and other cyber security risks may result in data loss and loss of reputation	<p>1\ Implementation of advance XDR solution on all endpoints to ensure advance end point security protection from Ransomware, malware.</p> <p>2\ Quarterly phishing assessment to assess the user awareness.</p> <p>3\ Implementation of Privileged Access Management solution to provide additional security to identity.</p> <p>4\ Implementation of enhanced Data Leakage prevention platform to protect the critical data Deployment of Zero Trust to further secure the corporate infra, data & apps.</p> <p>5\ Validation of security posture annually by third party</p> <p>6\ Focus on endpoint patching to achieve desired compliance level, implementation of advanced endpoint protection solution, multifactor authentication enablement, Dark/ Deep web monitoring, cloud disaster recovery solution and information security awareness and trainings are some of the measures adopted to reduce this risk</p>	Negative
2\	Data Privacy	Risk	Persistent operates globally and hence needs to be compliant with the data privacy laws of the local jurisdiction.	<p>1\ ISO 27701:2019 - Privacy Information Management System certification</p> <p>2\ Implementation of data classification at the time of data creation itself</p> <p>3\ Enhanced Data Leakage prevention ensuring need to know basis data sharing.</p> <p>4\ Privacy by design implementation in all the software development activities</p> <p>5\ Role based access to critical corporate data.</p> <p>6\ Enforced restriction on data movement.</p> <p>7\ Frequent audits to ensure consistency in operations</p> <p>8\ SOC 2 Type 2 Attestation;</p> <p>9\ Implementation of Privacy by Design; Awareness sessions, trainings, and regular audits.</p>	Negative
3	Foreign Exchange Risks	Risk	The inflationary pressures in the global economy and the geo-political situations are resulting in volatility in the currency market and may have an impact as Persistent Systems is operational in several geographies.	<p>Net foreign exchange earnings are hedged on 12 months rolling basis to cover 45% to 70% of net open positions. Guidance from the Board members is obtained every quarter hedging quantum.</p> <p>Close monitoring of exchange rate movement is done.</p>	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Risk of economic downturn	Risk	Higher inflation, rising interest rates, geopolitical and macro-economic developments may impact the growth of business.	<p>Focus on an increase in the diverse customer base helps reduce this risk to some extent.</p> <p>More emphasis on up selling and cross-selling within industry verticals is thrust.</p> <p>Enhanced focus on customer connects and relationships.</p>	Negative
5	Credit Risk	Risk	Delay in collection of customer dues as a result of the global economic situation.	<p>Structured process of collection is in place. Regular follow-up process is done for all overdue invoices.</p> <p>Credit Control Policy has been formulated which limits the credit to be given to the customer based on credit check findings and monthly revenue run-rate of that customer.</p>	Negative
6	Talent demand and employee attrition	Risk	During the year we have observed downward trend in attrition. However, demand for certain niche skills / talent continues.	<ol style="list-style-type: none"> 1\ Renewed focus on assimilation of new talent and nurturing talent within organization 2\ Focus on employee wellbeing, wellness initiatives covering physical, financial, psychological wellbeing 3\ Enhanced employee engagement / retention practice 4\ Offices in locations closer to our employee to facilitate hybrid working model with effective collaboration and team bonding 	Negative
7	Global regulatory risks (emerging risk)	Risk	Failure to comply with existing statutory regulations, new regulations, or amendments to existing regulations (e.g., immigration, payroll and social security, taxation, health and safety, employment laws, data privacy laws) where the company operates globally, may have an impact.	<p>Company uses the Compliance Manager Tool to report and monitor the regulatory compliances applicable to the Company. The Company also updates the Tool on ongoing basis with the amendments in the existing regulations and inclusion of newly introduced legislations, if any. Compliance status is placed before the Audit Committee of the Board of Directors and the Board of Directors of the Company in their meetings at frequent intervals.</p> <p>The Company has also appointed the local consultants in various geographies to advise and help the Company to the ensure the compliances in respective geographies.</p>	Negative
8	Social media risk	Risk	Disclosure of corporate or client information on social media by employees or former employees	Employee awareness trainings organized, and social media policy is in place.	Negative
9	Sustainability Risks - Climate change (emerging risk)	Risk	Climate change is increasing the periodicity and intensity of some extreme weather events such as heat waves, cold waves, tropical cyclones, floods, cases of seasonal diseases, epidemics, and pandemics. Extreme weather events may have an associated threat to human safety and business operations.	<ol style="list-style-type: none"> 1\ Persistent Systems facilities across India have been certified to ISO 14001:2015 2\ Persistent Systems has distributed operations, enablement of remote working, agile delivery focus and periodic testing of business continuity plans 3\ Employee awareness building around conservation of resources to strengthen our business resilience. As a responsible Corporate, Persistent Systems makes use of renewable energy to reduce carbon footprint. 	Negative

Section B: Management and Process Disclosures

Sr. No.	Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
1\	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	Refer to our Whistleblower Policy ; Code of Conduct ; Ethics ; Anti-Corruption and Anti-Bribery Policy	Refer to our Vendor Code of Conduct ; Information Security Certification	Refer to our EHS policy	Refer to our CSR Policy ; Environment, Health and Safety Policy	Refer to our Code of Conduct	Refer to our EHS policy	Refer to our Code of Conduct	Refer to our Environment, Health & Safety policy	Refer to our Code of Conduct
2\	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3\	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4\	Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	GRI standard, Principles of Corporate Governance	GRI standard, ISO 14001:2015	GRI standard, ISO 45001: 2018	GRI standard, ISO 45001:2018	Principles of Corporate Governance	ISO 45001:2018	Principles of Corporate Governance	GRI standard, CSR disclosures pursuant to Section 135 of the Companies Act, 2013	GRI Standards, ISO 27001, ISO 27701
5\	Specific commitments, goals and targets set by the entity with defined timelines, if any.									
6\	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.									

Refer to ESG report Goals
<https://www.persistent.com/wp-content/uploads/2023/06/esg-sustainability-report-2022-23.pdf>

Refer to ESG report Performance highlights.
<https://www.persistent.com/wp-content/uploads/2023/06/esg-sustainability-report-2022-23.pdf>

Governance, leadership and oversight

- 7\ **Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)**

Refer to Message from the Chairman

<https://www.persistent.com/wp-content/uploads/2023/06/esg-sustainability-report-2022-23.pdf>

- 8\ **Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).**

Name of highest authority	Dr. Anand Suresh Deshpande
Designation	Chairman and Managing Director
DIN	00005721

- 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 Stakeholder relationship and ESG Committee of the Board.

<https://www.persistent.com/wp-content/uploads/2023/06/esg-sustainability-report-2022-23.pdf>

- 10\ **Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	We comply with all applicable laws of the land at every location we are present.								

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

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

Yes, our ESG disclosures undergo a thorough review internally by respective business units and externally assured by an independent assurance body named DNV India Business Assurance Pvt. Ltd.

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

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.

Our management team focuses on transparency, accountability, and integrity. We closely monitor and track all regulatory compliances applicable to our operations through a web-based Compliance Management Tool. Our company has developed a comprehensive set of policies to ensure adherence to the highest standards of corporate governance. These policies include the Ethics Policy, Code of Conduct for Directors and Employees, Vendor Code of Conduct, Code of Conduct for Prevention of Insider Trading, Anti-Corruption Policy, Fraud Risk Management Policy, Anti-human Trafficking Policy, Environmental Health & Safety (EHS) Policy, and Whistle-blower policy.

Essential Indicators

1\ Percentage coverage by training and awareness programs on any of the Principles during the financial year:

Segment	Total number of training and awareness programmed held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programme
Board of Directors Key Managerial Personnel	The Code of Conduct is an annual declaration taken from the Directors that helps remind them the importance of maintaining highest standards of ethical business conduct for the Company. In terms of the Code of Conduct, Directors must act within the guidelines of the authority conferred upon them and with a duty to make and enact informed decisions and policies in the best interests of the Company and its shareholders and stakeholders. Update on the status of the Code of Conduct is shared with the Board of Directors on a quarterly basis.		100%
Employees other than BoD and KMPs	Annual Policies Compliance: The Persistent group is committed to following the highest standards of business conduct, integrity and ethics across its global locations. All stakeholders at Persistent are expected to follow and practice in alignment with Persistent philosophy. As a part of compliance and awareness program at Persistent, all employees are trained in the following policies: - 1\ Ethics policy 2\ Anti-Corruption Policy 3\ Employee Invention Assignment and Confidentiality undertaking 4\ Anti-Harassment policy		99%*
Workers	Not Applicable	Not Applicable	NA

*% of employees who are not covered under Code of Conduct training are those who are on long leave and inactive status.

- 2\ Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):
None, we comply with all applicable laws of the land we operate in.
- 3\ Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed: 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

Persistent Group has a 'Zero Tolerance' approach to corruption and corrupt practices.

Web Link: [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:**
 There have been no cases involving disciplinary action taken by any law enforcement agency for charges of bribery / corruption against directors / KMP / employees / workers that have been brought to our attention.
- 6\ **Details of complaints with regard to conflict of interest:** None
- 7\ **Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest:**
 Not Applicable

Leadership Indicators

- 1\ **Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**
 Every purchase order issued to our value chain partner covers clauses related to conducting business and governing themselves with integrity and follow ethical process. A vendor shall comply with all applicable laws (including labor laws), rules or regulations from time to time in addition to the Code of Conduct applicable to Purchaser's Vendors. – Vendor Code of Conduct.
- 2\ **Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.**
 Yes, the Company receives an annual declaration (or as per the frequency defined) from its Board members.

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

We firmly believe in conducting affairs with the highest level of integrity and fairness. Our Vendor Code of Conduct ensures all Persistent Vendors shall conduct their business activities in full compliance with the applicable laws and regulations of their respective countries and in respect of their transactions while conducting business.

Essential Indicators

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	-	₹ 136.72 Million	Develop software systems and solutions that enhance the functionality and new capabilities to customers' existing software products
Capex	There was no capital expenditure on R&D		₹ 178.59 Million

- 2\ **Details on Sustainable Sourcing**

a. **Does the entity have procedures in place for sustainable sourcing?**

Yes

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

With our approach of extending our ethical practices beyond the organization, we ensure the highest level of fairness and integrity when operating with our vendors. Our Vendor Code of Conduct ensures that legal and regulatory compliance practices are adhered to across all vendors and suppliers engaged in various countries. We actively engage with our suppliers in identifying the green purchasing alternative to traditional purchasing. Our Purchase order has EHS clauses which focuses on Environment protection, complying with applicable environment compliances, protection of human rights and adherence to vendor Code of Conduct. Currently we are not tracking the percentage of inputs sourced sustainably.

- 3\ Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for Not applicable. We are an IT services company; we don't manufacture any products.
- 4\ Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.
Not Applicable, We are an IT services company; we don't manufacture any products.

Leadership Indicators

- 1\ Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?
Not applicable. We are an IT services company; we don't manufacture any products.
- 2\ If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same
Not applicable. We are an IT services company; we don't manufacture any products.
- 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. We are an IT services company; we don't manufacture any products.
- 4\ Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format
Not applicable. We are an IT services company; we don't manufacture any products.
- 5\ Reclaimed products and their packaging materials (as percentage of products sold) for each product category.
Not applicable. We are an IT services company; we don't manufacture any products.

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

We prioritize the well-being of our people by providing a safe, secure and healthy workplace. Our Environmental Health & Safety (EHS) Policy underlines our dedication to creating a safe environment, encompassing regular safety trainings, and equipping our workforce with the necessary aids. With utmost empathy, we strive to foster a work culture that nurtures the physical and mental well-being of every individual. Our top priority at Persistent has always been to ensure the health and safety of our associates while safeguarding the interests of the communities in which we operate.

Essential Indicators

1a\ Details of measures for the well-being of employees % of employees covered by

Category	Health insurance			Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Total (A)	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	14,829	14,829	100%	14,829	100%	-	-	14,829	100%	Post Pandemic, majority of our people are working from home. Hence day care facilities are not availed.	
Female	6,600	6,600	100%	6,600	100%	6,600	100%	-	-		
Total	21,429	21,429	100%	21,429	100%	6,600	100%	14,829	100%		
Other than Permanent employees											
Male	1,018	1,018	100%	1018	100%					Post Pandemic, majority of our people are working from home. Hence day care facilities are not availed	
Female	442	442	100%	442	100%						
Total	1,460	1,460	100%	1,460	100%			Not Applicable			

b. Details of measures for the well-being of workers: Not Applicable

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

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	99.54%	NA	Y	99.37%	NA	Yes
Gratuity	99.57%	NA	Y	98.46%	NA	Yes
ESI	0.70%	NA	Y	1.99%	NA	Yes
Superannuation	4.06%	NA	NA	4.38%	NA	NA
National Pension Scheme	2.42%	NA	NA	1.91%	NA	NA

3\ Accessibility of workplaces

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

Physical accessibility & assistive technologies: Persistent offices are accessible to differently abled people and have accessible parking spaces, accessible ramps at the entry points, disabled friendly washrooms, workstations are designed in such a way that the wheelchair users can easily access, height adjustable workstations and so on. We follow Web Content Accessibility Guidelines (WCAG) standards to make our digital infrastructure accessible and provide assistive technologies to individual where required. We continue to improve by making physical and digital infrastructure changes wherever necessary as per the reasonable accommodation request by the individuals.

4\ Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy: Yes. The entity has an equal opportunity Refer [Diversity and Inclusion Policy](#)

5\ Return to work and Retention rates of permanent employees and workers that took parental leave. As of FY 2022-23

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	643	90%		
Female	314	97%	Not Applicable	
Total	957	-		

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

	Yes/No	(If yes, then give details of the mechanism in brief)
Permanent Employees	Yes	All Employees and other stakeholders of the Company are encouraged to report either orally or in writing to the Whistle Blower Administrator, evidence/s of activity by the Company, departments or Employee/s that may constitute Improper Activities affecting the business or reputation of the Company.
Other than Permanent Employees	Yes	

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)

We recognize the right to freedom of association through independent Trade Unions, Work Councils (WCs) or Collective Bargaining Agreements (CBAs) as per the regional laws where we operate. However, this is mostly voluntary through which our people participate and discuss.

This data is applicable only for France. In other countries we do not have such association.

8\ Details of training given to employees and workers:

As we continue to grow, our team is persistently challenged with new problem statements related to scalability, security, adaptability, availability, reliability, and the likes. The L&D Team continuously strives to enable business growth, and our aim is to meet the demands of having the right talent pool available for immediate project requirements. Additionally, we are focused on proactively preparing future ready workforce through our up-skilling and cross-skilling programs in close collaboration with the business leaders. We leverage the best in class learning methodologies, tools, and technologies to create the finest learning experience for our employees. All our training programs are hands-on, involving real time problem statements and action learning projects across all the key competencies – Technical, Domain, Power Skills, Leadership, Project Management to ensure we act as catalysts to ensure a learning culture.

FY 2022-23 Current Financial Year				FY 2021-22 Previous Financial Year					
Total (A)	On Health and safety measures		On Skill upgradation		On Health and safety measures		On Skill upgradation		
	No. (B)	% (B / A)	No. (C)	% (C / A)	Total (D)	No. (E)	% (E/D)	No. (F)	% (F/D)
Employees									
Training coverage: 89% includes all technical and non-technical offerings									
Workers - Not Applicable									

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

FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees					
Male	12,463	12,463	100%		
Female	5,691	5,691	100%	Not Applicable	
Total	18,154	18,154	100%		
Workers - Not Applicable					

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, the coverage of such system?

Yes, Our Environmental health and management system adheres to ISO14001:2015 and ISO 45001:2018 standards, covering all our locations in India. Overseas, we have implemented processes aligned with legal requirements and ensure compliance across our global operations.

Refer [EHS policy](#)

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

Persistent's Health and Safety Management System has always prioritized Risk management and Risk assessment to include Identification of work-related Hazards, the complexity of the operations, suitability of the methodologies of risk assessment, workplace conditions, and expert guidance.

We have a defined process established for Hazard Identification & Risk assessment. Operational hazards and risk arising from facility including routine and non-routine activities are identified and ranked on frequency, Severity and number of people affected. All operation within the facility has been covered under a detailed risk assessment checklist and appropriate control measures are implemented to mitigate any identified risk/hazard. All regular activities that planned like routine checks of critical equipment such as DG, UPS, HVAC, Data Center, pumps, and other equipment.

Persistent is highly aware that the perimeter for health and safety responsibility has increased many folds now. Necessary precautions of all the office locations have been taken by Persistent, which included sanitization of all

premises, daily communication updates, regulated movements in common area and ensuring tele calling of major events. A plethora of measures have been identified and implemented to enhance the health and safety of the people in the workplace and is a continued effort.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes, any person can report work-related hazards.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes. All types of accidents are covered under our GPA Policy.

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

We had Zero Safety incidents in current and previous Financial Year.

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

We prioritize the well-being of our people by providing a safe, secure and healthy workplace. Our Environmental Health & Safety (EHS) Policy underlines our dedication to creating a safe environment, encompassing regular safety trainings and equipping our workforce with the necessary protective gear. With utmost empathy, we strive to foster a work culture that nurtures the physical and mental well-being of each individual. Our top priority at Persistent has always been to ensure the health and safety of our associates while safeguarding the interests of the communities in which we operate.

- \ The EHS policy is followed in letter and spirit by every individual including our partners and supply chain.
- \ Our Environmental health and management system adheres to ISO14001:2015 and ISO 45001:2018 standards, covering all our locations in India.
- \ Overseas, we have implemented processes aligned with legal requirements and ensure compliance across our global operations.
- \ We conduct comprehensive environmental, health, and safety impact assessments for our business activities and incorporating OHS considerations into our business decisions.
- \ Our people participate in various committees and hobby clubs under My Life at Persistent. Through these committees our people consult with the committee members to discuss on well-being, fitness, Health & Safety, Food, Health benefits and other related matters.
- \ We consult our stakeholders to provide necessary inputs to manage and mitigate EHS risks.
- \ Hazard identification, risk assessment, and incident investigation process help us to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimize risks.
- \ EHS trainings are provided to build awareness on environmental conservation, climate action and Health and safety aspects such as first-aid, fire safety, office safety, reporting of near-miss, accident and incidents are provided as and when necessary.
- \ Job-specific training is regularly conducted for contractual staff during induction and later through refresher courses.
- \ Persistent believes that it is no longer about Work Life balance, or work life integration but it is about Work Life Harmony. As part of My life @ Persistent we conduct events under four pillars - Physical Wellness, Emotional wellness, Social wellness and Financial wellness.
- \ We evaluate and continually improve the Environment health and safety management system.
- \ During the reporting year there has been no work related reportable injury/ill-health.

Refer [EHS policy](#)

13\ Number of complaints on the following made by employees and workers

No complaints have been registered during current and previous Financial Year.

14\ Assessments for the year:

Assessments for the year:	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Health and safety practices	100%	Only India locations are covered under ISO 45001.
Working Conditions	100%	Only India locations are covered under ISO 45001.

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.

At Persistent, safety at the workplace is one of the highest priorities. Standard systems including work permits, training, LOTO (lockout / tagout), safety inspections, operational controls, audits and assessments, and others have been established and continuously monitored. Incident management process including incident reporting, investigation and corrective measure implementations has been established. Employees, contractual staff, and visitors are all given awareness sessions to report incidents including near-miss and potential hazards in addition to accidents. Awareness on emergency preparedness is given to employees periodically and training is conducted to partners as per the schedule to create awareness on health & safety.

Each office location has an identified team of Occupational health and safety committees. These committees are managed by Center heads and representation for Senior management and other functional teams.

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).

Employees	Yes
Workers	Not applicable

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

We conduct vendor audit, to check and ensure that the statutory dues have been deducted and deposited appropriately by the vendors.

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:

There are no high consequence work-related injury /ill-health/ fatalities at any of Persistent locations.

4\ Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

Yes, we connect with employee well before retirement date to help plan retiral benefits (PF, Gratuity, Superannuation) and medical insurance (continued coverage). Those intending to work, and we are able to offer them suitable work, we help them get on direct consulting assignment.

5\ Details on assessment of value chain partners

Assessments for the year:	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	We are yet to initiate the assessment of value chain partners
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.

We are yet to initiate the assessment of value chain partners.

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

The Company believes in raising the bar and upholding the highest standards of Corporate Governance as it enhances the long-term value of the Company for its stakeholders. The Company additionally requires the SRC to specifically collect inputs from management and other committees responsible for the relationships with different stakeholders, and to prepare and submit an annual brief to the Board.

Essential Indicators

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

The Company always strives for the betterment of its stakeholders which include society, clients, partners, our employees, the shareowners, the Board of Directors, vendors, and even the environment.

Last year, as a part of our effort towards stakeholders' advancement, the Company went one step ahead and presented the list of key stakeholders of the Company and key initiatives taken and practices followed by the Company. The purpose of this was to maintain good relationships and to safeguard the rights and best interests of these stakeholders. As every stakeholder matters to us, we continued our dedicated efforts in the form of various initiatives for our stakeholders. The Company at every meeting of the Stakeholder Relationship and ESG Committee takes an update on initiatives taken towards the Company's stakeholders.

As every stakeholder matters to us, we continued our dedicated efforts in form of various initiatives for our stakeholders. The Company at every meeting of the Stakeholder Relationship and ESG Committee takes an update on initiatives taken towards the Company's stakeholder.

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
Shareholders	No	Emails, Newspapers, Website, Stock Exchange Filings, Answers to Investor Grievances, R&T Agent communication	Annually / Half yearly / Quarterly / Need basis	We communicate with shareholders for various activities such as sending TDS communication, dividend credit intimations, other regulatory requirements, sending Annual Reports, notices of General Meetings etc. Investor and analyst calls are conducted regularly.
Vendors and Consultants	No	Emails, one-on-one Meetings, Annual Report	On going Basis	The Company ensured that all vendor payments are within the due date as per the agreed payment terms and there was not a single default. The Company also strives to strengthen the partnership framework further aligning to business and Organizational objectives. The Company aims to undertake activities for Onboard Hiring, Training, and Knowledge partners with our Vendors.
Customers and Partners	No	Client visit and meetings, customer satisfaction surveys, social media, e-mails	On going basis	The Company focuses highly on customer satisfaction and feedback from customer in terms of project delivery, timeline commitments, challenges during execution and strives to deliver customer excellence and help meet business objectives.

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
Directors	No	Quarterly meetings, Emails, website	On going Basis	<p>The Company communicates with Directors of the Company on an ongoing basis for sending Notices, Agenda, Meeting invites, regulatory updates and other communication and information on an ongoing basis which helps in decision-making and adopting various control mechanisms.</p> <p>The company provided insights on management audits/process improvement initiatives that contribute to revenue growth, cost optimization, and other business objectives. While doing so, the Company study peer processes/practices by reaching out to peer networks and available peer information and identify what can be implemented in the best interest of the Company.</p>
Government Regulatory Authorities/ Government bodies/ Chamber of Commerce	No	Press Releases, Surveys by the authorities (RBI and MCCIA), Quarterly Results, Annual Reports, Sustainability / Integrated Reports, Stock Exchange and MCA filings, Representations	On going Basis	The Company engages with Governments and regulatory authorities for various matters, initiatives, filings and representations.
Society at large	No	In-person meetings, site visits, website, surveys	On going Basis	The Company engages with society at large for understanding their needs and through our CSR activities.
Employees	No	Notice Board, Website, emails	On going Basis	The Company engages with employees on a regular basis for providing various benefits such as trainings, providing world-class learning facilities.

Leadership Indicators

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

Consultation with stakeholders on various topics is carried out by related departments of the Company who are responsible for stakeholders' engagement. The quarterly Stakeholders and ESG committee meeting provide an opportunity to share feedback with the Board on these consultations.

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

Yes-The Company is dedicated to working with our people, clients, partners, and communities to build a more equitable, sustainable and healthier world through the application of technology and engineering.

The ESG journey is a continuous and evolving process. There cannot be a hard stop or final destination. Instead, our journey towards excellence is monitored and measured through our goals which are represented as our ESG roadmap. Our objective is to continue inspiring our internal and external stakeholders.

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

Persistent foundation supports underprivileged sections of society, create opportunities and strive towards a more equitable society.

Principle 5 Businesses should respect and promote human rights

At Persistent, we are committed to upholding the highest standards of human rights in our operations and supply chain. We recognize that our responsibilities go beyond our legal obligations and extend to the communities in which we operate and the environment we all share. We will continue to work diligently to ensure that we respect and protect the human rights of all individuals impacted by our business.

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 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	21,429	21,175	99%			
Other than permanent	1,460	1,102	75%		Not Tracked	
Total Employees	22,889	22,277	97%			
Workers - Not Applicable						

2\ Details of minimum wages paid to employees and workers, in the following format:

All employees (Permanent & other than Permanent) have been paid more than minimum wage in accordance with the laws of the land in the countries we operate.

3\ Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration / salary / wages of respective category (in ₹)	Number	Median remuneration / salary / wages of respective category (in ₹)
Board of Directors (BoD)	9	3,228,767	2	4,625,000
Key Managerial Personnel	4	36,397,728	Nil	Nil
*Employees other than BoD and KMP	13,450	1,400,000	6,098	1,004,247
Workers	Not Applicable	Not Applicable	Not Applicable	Not Applicable

*India Employees

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, the Company has continued to proactively and voluntarily implement the Ethics Policy in the Company. The objective of this policy is to explain guiding principles of Persistent's Ethics Policy (for benefit of employees and all other stakeholders like customers, vendors and investors) and to establish a framework for administration. The working of the Ethics Policy is monitored by the Ethics Committee chaired by an Independent Director/Senior Officer nominated by the Board of Directors. <https://www.persistent.com/ethical-practices-at-persistent-systems/ethics-policy/>

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

We are strongly committed to upholding the human rights of every individual in all the Code of Conduct. The Company believes that its constituents (Directors, Employees and others) should conduct their affairs in a fair and transparent manner by adopting the highest standards of professionalism, integrity, honesty and ethics. The role of the Employee/s in pointing out any breach of the Improper Activities of the Company cannot be undermined.

All Employee/s of the Company are encouraged to report either orally or in writing to the Whistle Blower Administrator. E-mail may be sent to the Whistle Blower Administrator on the following e-mail ID: whistleblower@persistent.com, evidence/s of activity by the Company, department or Employee/s that may constitute Improper Activities affecting the business or reputation of the Company.

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

	FY 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	0	All cases were reviewed and closed	4	0	All cases were reviewed and closed
Discrimination at workplace	Nil	Nil		Nil	Nil	
Child Labor	Nil	Nil		Nil	Nil	
Forced Labor/ Involuntary Labor	Nil	Nil		Nil	Nil	
Wages	Nil	Nil		Nil	Nil	
Other human rights related issues	8	Nil	All cases were reviewed and closed	1	Nil	All cases were reviewed and closed

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

Reporting / submitting complaint under the Ethics Policy

8\ Do human rights requirements form part of your business agreements and contracts? (Yes/No): Yes**9\ Assessments for the year:**

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)

Child labor	We are yet to initiate these assessments.
Forced / involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others — please specify	

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

Leadership Indicators

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

Persistent Systems Ltd enjoys a longstanding heritage of a high value system which is founded on principles of ethics, integrity and fair play. Since its inception in 1990, the Company has earned a reputation for being a role model of responsible corporate citizenship. The Company and its subsidiaries are committed to follow the highest standards of business conduct, integrity and ethics. The Ethics Policy of the Company is applicable to all the stakeholders of Persistent Systems Limited and its subsidiary companies, including permanent and temporary employees, employees on probation, consultants, contractors, contract labor, vendors, trainees, apprentice and interns. With a view to promote Stakeholders to report unethical action, the Policy provides for a threat free environment to submit a complaint under the Policy. More details are available at <https://www.persistent.com/ethical-practices-at-persistent-systems/ethics-policy/>

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

At Persistent, we deeply honor and safeguard the human rights of our diverse workforce, fostering an environment free from discrimination based on race, gender, religion, or any other defining trait. Our comprehensive Human Rights policies serves as a guiding compass, outlining our unwavering commitment to upholding these fundamental principles in all our operations. Persistent has a Compliance Management Tool. This tool has all compliance checklist for the respective state. It is a maker - checker tool. Every Quarter, CorpSec Team presents the health of Compliance to BOD.

For M&A Cases: We have a proper HR Due Diligence checklist. Whenever there is any acquisition, the list is circulated to the acquired entity and responses and evidence are gathered. Based on the response, High Risk, Medium Risk and Low Risk has been captured and shared with M&A Team.”

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

Persistent offices are accessible to differently abled people as per the Rights of Persons with Disabilities Act, 2016. All our offices have accessible parking spaces, accessible ramps at the entry points, disabled friendly washrooms, workstations are designed in such a way that the wheelchair users can easily access, height adjustable workstations and so on. We continue to improve by making infrastructure changes wherever necessary as per the reasonable accommodation request by the individuals.

4\ Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labor	
Forced / involuntary labor	
Sexual harassment	
Discrimination at workplace	We are yet to initiate the assessment of value chain partners
Wages	
Others — please specify	

5\ Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above: None

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

Our unwavering dedication to reduce greenhouse gas emissions and prevent climate change is evident through our commitment and actions. We plan to achieve our climate action goals by investment in Renewable energy, green buildings, improve energy efficiency in existing buildings through operational controls in lighting, heating, cooling and ventilation, improve operational efficiency through capacity optimization and technological upgradation.

Essential Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A)	29,359 GJ	17,099 GJ
Total fuel consumption (B)	313 GJ	261 GJ
Energy consumption through other sources (C)	20,003 GJ	16,879 GJ
Total energy consumption (A + B + C)	49,675 GJ	34,239 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	Yes, our ESG disclosures undergo a thorough review internally by respective business units and externally assured by an independent assurance body named DNV India Business Assurance Pvt. Ltd.	No

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

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

Applicable only for Persistent locations in India geo

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	
(ii) Groundwater	0	
(iii) Third party water	46,376 KL	
(iv) Seawater / desalinated water	0	Not Tracked
(v) Others	0	
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	46,376 KL	
Total volume of water consumption (in kiloliters)	46,376 KL	
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	Yes, our ESG disclosures undergo a thorough review internally by respective business units and externally assured by an independent assurance body named DNV India Business Assurance Pvt. Ltd.	No

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

Yes, Wastewater generated from operations is treated in Sewage treatment plants and Common treatment plants in India.

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

Applicable only for Persistent locations in India geo

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	micro gram / m3	85.26	105.54
SOx	micro gram / m3	100.96	118.55
Particulate matter (PM) (PM2.5)	micro gram / m3	279.36	262.43
Persistent organic pollutants (POP)		0	0
Volatile organic compounds (VOC) CO	mg / m3	3.06	3.55
Hazardous air pollutants (HAP)		0	0
Others – please specify (PM10)	micro gram / m3	414.5	359.5
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		Yes, Our ESG disclosures undergo a thorough review internally by respective business units and externally assured by an independent assurance body named DNV India Business Assurance Pvt. Ltd.	No

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tons of CO2 equivalent	314.08 MT CO2e	950.1 MT CO2e
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tons of CO2 equivalent	5,890.23 MT CO2e	6,597.50 MT CO2e
Total Scope 1 and Scope 2 emissions per rupee of turnover	Units		
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Units	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		Yes, our ESG disclosures undergo a thorough review internally by respective business units and externally assured by an independent assurance body named DNV India Business Assurance Pvt. Ltd.	No

7\ Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details: Yes

Green Building Initiatives

- \ Adoption of Leadership in Energy and Environmental Design (LEED) Principles during the built and interior design stage..
- \ 100% eco-certified furniture in new projects.
- \ BEE 3 star rated/ Green Pro certified / Energy star appliances used
- \ Use of Environmental friendly refrigerants 54% of occupied areas have natural daylight
- \ Procurement of materials within a 500km radial distance to minimize carbon emissions
- \ Use of low VOC paints, CRI Green Label Plus certified carpets, and Green Pro certified plywood to reduce VOC emissions

- \ Sustainable construction practices such as double wall brickwork and the use of crush sand and fly ash bricks
- \ Installation of double glass units with low 'e' glass for windows and facades, as well as double glass partitions for meeting rooms
- \ Optimized material acoustic performance through the use of acoustic ceiling materials and CRI Green Label Plus certified partitions
- \ We work closely with our supply chain partners to procure eco-friendly hardware, products, and materials, minimizing the generation of waste

Energy Efficiency Initiatives

HVAC Retrofit

- \ Replaced existing air conditioning units with energy-efficient inverter-based ACs, resulting in a 15% reduction in electricity consumption
- \ Replaced ductable AC units with energy-efficient inverter-based ACs, resulting in 12% reduction in electricity consumption
- \ Upgraded the chiller system with high-efficiency systems, reducing energy and water consumption.

Operational Efficiency

- \ Regulated and optimized schedules for lifts, vending machines, ventilation systems, water coolers, and other equipment, minimizing unnecessary energy usage.
- \ Installed variable frequency drives (VFDs) in fresh air Air Handling Unit (AHU) systems for better control and adjustment, optimizing energy consumption.
- \ Controlling and monitoring daily operations through building management system

Lighting Efficiency

- \ Transitioned from CFLs to LED lamps
- \ Smart lighting systems controlled by sensors and occupancy/motion sensors, optimizing energy usage.
- \ High-efficiency modular online UPS systems, resulting in approximately 18% energy saving.

Renewable Energy Initiative

- \ Installed rooftop solar plants with a combined capacity of 1.437 MWp, generating 19,04,900 kWh of renewable energy.
- \ Installed 2 windmills with capacity of 2.1 MW each generating 3,651,547 kWh together

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

Applicable only for Persistent locations in India geo

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total waste generated (in metric tones)		
Plastic waste (A)	3.15 Tonnes	We did not track waste in FY 2021-22
E-waste (B)	8.42 Tonnes	We did not track waste in FY 2021-22
Bio-medical waste (C)	Not Tracked	We did not track waste in FY 2021-22
Construction and demolition waste (D)	4.54 Tonnes	We did not track waste in FY 2021-22
Battery waste (E)	0	We did not track waste in FY 2021-22
Radioactive waste (F)	0	We did not track waste in FY 2021-22
Other Hazardous waste. Please specify, if any. (G)	0.2 Tonnes	We did not track waste in FY 2021-22
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	46.1 Tonnes	We did not track waste in FY 2021-22
Total (A + B + C + D + E + F + G + H)	62.4 Tonnes	We did not track waste in FY 2021-22

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tones)		
Category of waste		
(i) Recycled	57.6 Tonnes	Not Tracked
(ii) Re-used	Not Applicable	Not Applicable
(iii) Other recovery operations	Not Applicable	Not Applicable
Total	57.6 Tonnes	We did not track waste in FY 2021-22
For each category of waste generated, total waste disposed by nature of disposal method (in metric tones)		
Category of waste		
(i) Incineration	0.2 Tonnes	We did not track waste in FY 2021-22
(ii) Landfilling	4.5 Tonnes	We did not track waste in FY 2021-22
(iii) Other disposal operations	Not Applicable	Not Applicable
Total	4.7 Tonnes	We did not track waste in FY 2021-22
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	Yes, our ESG disclosures undergo a thorough review internally by respective business units and externally assured by an independent assurance body named DNV India Business Assurance Pvt. Ltd.	Not declared

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

Segregation of Dry and Wet Waste

Dry waste, including civil debris, furniture waste, paper, cardboard, plastic, and glass is collected separately from wet waste. Through this segregation process, we have successfully minimized the volume of waste sent to landfills.

E-waste and Hazardous Waste Disposal

E-waste and hazardous materials are diligently handed over to authorized agencies and we actively encourage our people to deposit their personal e-waste at our company facilities.

Refurbishing of End-of-Life Laptops

We have initiated a program to refurbish end-of-life (EOL) laptops and donate them to NGOs and educational institutes. This initiative not only helps in reduction of e-waste but also creates employment opportunities for people who need it.

Reducing Plastic Waste

We have taken several steps in reducing plastic waste generation. We are minimizing the use of plastic bags and encouraging the use of cloth or paper bags. To promote awareness on the harmful effects of plastic, we organize “No Plastic Day” and encourage our employees to adopt eco-friendly practices.

Banning Single-use Plastic

We have banned the use of single-use plastic crockeries thus promoting eco-friendly practices among our employees, our family. However, we do provide plastic bottles in client visits for hygiene/well-being purposes. This initiative has significantly reduced the generation of plastic waste at our end.

Zero Plate Wastage Week

We observe “Zero Plate Wastage” week twice a year to promote responsible consumption and reduce food waste.

Paperless Office

We have adopted a paperless approach wherever possible, both-side printing is set as the default mode to reduce paper consumption.

Composting Garden Waste

Garden waste is composed to manure, which is then used in our gardens.

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

11\ Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: Not Applicable

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

Leadership Indicators

1\ Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	13,145.56 GJ	12,977.2 GJ
Total fuel consumption (B)	6,857.63 GJ	3901.8 GJ
Energy consumption through other sources (C)	Not Applicable	Not Applicable
Total energy consumption (A+B+C)	20003.2 GJ	16,879 GJ
From non-renewable sources		
Total electricity consumption (D)	29,359.10 GJ	17,099.37 GJ
Total fuel consumption (E)	312.83 GJ	260.8 GJ
Energy consumption through other sources (F)	Not Applicable	Not Applicable
Total energy consumption (D+E+F)	29,671.94 GJ	17,360.17 GJ
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	Yes, our ESG disclosures undergo a thorough review internally by respective business units and externally assured by an independent assurance body named DNV India Business Assurance Pvt Ltd.	No

2\ Provide the following details related to water discharged

Applicable only for Persistent locations in India geo

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water		
No treatment	Not Applicable	Not Applicable
With treatment – please specify level of treatment	13,874 KL Water recycled using STP plant and utilized for Irrigation & Flushing	Not Tracked
(ii) To Groundwater		
No treatment		
With treatment – please specify level of treatment	Not Applicable	Not Applicable
(iii) To Seawater		
No treatment	Not Applicable	Not Applicable
With treatment – please specify level of treatment	Not Applicable	Not Applicable

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
(iv) Sent to third parties		
No treatment	17,245 KL	0
With treatment – please specify level of treatment		Not Tracked
(v) Others		
No treatment	Not Applicable	Not Applicable
With treatment – please specify level of treatment	Not Applicable	Not Applicable
Total water discharged (in kiloliters)	Not Applicable	Not Applicable
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No	No

3\ Water withdrawal, consumption and discharge in areas of water stress (in kiloliters)

We recognize that we are working in countries which are water-stressed zones. We continue our efforts in water conservation through a combination of technological interventions, rainwater harvesting, recycling and reuse of wastewater, communication and employee engagement. We have over the years succeeded in recharging groundwater aquifers through the deep injection wells and lakes we have created, and this has benefitted local communities as well.

The information on consumption provided above is a consolidation of our water consumption across the globe. Going forward, we will report details of water withdrawal and consumption from water-stressed zones in the format prescribed by the BRSR.

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

(i) **Name of the area:** Applicable only for Persistent locations in India

(ii) **Nature of operations:** IT-Services

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	46,376 KL	Not Tracked
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	46,376 KL	Not Tracked
Total volume of water consumption (in kiloliters)	46,376 KL	Not Tracked
Water intensity per rupee of turnover (Water consumed / turnover)	-	Not Tracked
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Water discharge by destination and level of treatment (in kiloliters)

(i) To Surface water		
No treatment	Not Applicable	Not Applicable
With treatment – please specify level of treatment	13,874 KL	Not Tracked
(ii) To Groundwater		
No treatment	Not Applicable	Not Applicable
With treatment – please specify level of treatment	Not Applicable	Not Applicable

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
(iii) To Seawater		
No treatment	Not Applicable	Not Applicable
With treatment – please specify level of treatment	Not Applicable	Not Applicable
(iv) Sent to third parties		
No treatment		Not Applicable
With treatment – please specify level of treatment	17,245 KL	Not Tracked
(v) Others		
No treatment	Not Applicable	Not Applicable
With treatment – please specify level of treatment	Not Applicable	Not Applicable
Total water discharged (in kiloliters)	Not Applicable	Not Applicable
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No	No

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tones of CO ₂ equivalent	4,337.34 Mt CO ₂ e	661.2
Total Scope 3 emissions per rupee of turnover	Units	Not Applicable	Not Applicable
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Units	Not Applicable	Not Applicable
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		Yes, our ESG disclosures undergo a thorough review internally by respective business units and externally assured by an independent assurance body named DNV India Business Assurance Pvt Ltd.	No

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: Not Applicable

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 outcome of such initiatives, as per the following format:

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Refurbishing old end of life	As part of our commitment to promote sustainability, we have initiated a program to refurbish end-of-life (EOL) laptops and donate them to NGOs and educational institutes. This initiative not only helps in reduction of e-waste but also creates employment opportunities for people who need it.	Reduction in E-Waste generation
2	No Plastic Days	We have taken several steps in reducing plastic waste generation. We are minimizing the use of plastic bags and encouraging the use of cloth or paper bags. To promote awareness on the harmful effects of plastic, we organize “No Plastic Day” and encourage our employees to adopt eco-friendly practices.	Reduction in Plastic waste generation in Persistent facilities

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
3	Green Energy	1\ Green Energy (solar+ wind) generation of 55,56,447kWh in FY23 for our own use. 2\ Persistent uses 100% eco-certified furniture. All the furniture including sofa, chair, table etc. are BIFMA certified in their upcoming projects. 3\ Persistent “Bhageerath” facility from Pune IGBC Platinum certified building. 4\ Optimum usage of daylight: 54% of the total regularly occupied areas achieve natural daylight of 300 lux or more. 5\ Our two buildings from Pune “Bhageerath” is BEE 2 Star & “Aryabhata-Pingala” is BEE 3 Star rated Buildings.	46% renewable energy in FY23
4	Chiller and AC replacement	1\ ACs of 1000 TR capacity in a 2600+ seating capacity building which were based on R-22 gas were replaced with energy efficient Inverter based ACs with energy efficient & environment friendly R-410 gas system. (15 % reduction in electricity consumption of air conditioning) 2\ Eco-friendly Refrigerants & Halons: Ductable ACs 80 TR which were based on R-22 gas were replaced with energy efficient inverter based ACs with environment friendly R-32 gas. (12 % reduction in electricity consumption of air conditioning) 3\ Replaced old chiller system in the corporate office building by a combination of high efficiency (lesser energy and water consumption) chiller system & by high efficiency VRV system.	15 % reduction in electricity consumption of air conditioning Emission reduction due to replacement of low emission refrigerant gas
5	CFL to LED replacement	Replaced CFLs by LED lamps: A total of 9,365 CFL-based light fittings replaced by LED lamps - indoor, outdoor & all common areas such as parking, lobbies, toilets etc. in our facilities.	15% reduction in electric consumption for lighting

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

Persistent is certified for ISO 22301:2019 and has a well-defined Business Continuity Management System in place. This includes Business continuity and disaster recovery plans that are charted to ensure minimum impact to business and operation in case of emergency or disaster as well as regular testing including calls tree tests, data restoration tests, DR drills, etc which ensure high level of readiness for handling Business Continuity impact related events.

Persistent governance risk and compliance services have a structured BCP – DRP framework and methodology, which will assist the enterprise in overcoming all the challenges by analyzing business impact, defining the recovery strategy, and documenting plans for our BCP / DRP. We can also test the BCP / DRP to ensure it is current and meets the RTO/RPO requirements. <https://www.persistent.com/services/enterprise-it-security/governance-risk-and-compliance/business-continuity-and-disaster-recovery/>

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.

Since Persistent is an IT/ITES company, there is no raw and finished physical goods supply/distribution or linked manufacturing / transportation involved. We prioritize having a sustainable value chain that leads to a positive global impact. The generation of electronic waste is the only adverse impact that arises from our value chain. We take the necessary actions to insist our suppliers minimize e-waste. We have global norms for vendors and are insisting on authorized vendors.

9\ Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts: We are yet to initiate the assessment of value chain partners.

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

Our active participation in trade and industry associations allows us to stay informed about industry developments, contribute to policy discussions, and foster collaboration within the business community.

Essential Indicators

1a. Number of affiliations with trade and industry chambers/ associations: 6

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

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	National Association for Software and Services Companies (NASSCOM)	National
2	Confederation of Indian Industry (CII)	National
3	Mahratta Chamber of Commerce Industries and Agriculture (MCCIA)	State
4	Indo-German Chamber of Commerce (IGCC)	International
5	Software Exporters Association of Pune (SEAP)	State
6	Hinjawadi Industries Association, Pune (HIA)	State
7	The German Chambers of Commerce Abroad (AHK)	International
8	Indo-Australian Chamber of Commerce (IACC)	International

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. Not Applicable

Leadership Indicators

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

The Company proactively engages with various stakeholders including industry chambers, associations, governments, and regulators and provides its inputs on various areas. The Company is committed to engage in the public policy advocacy process in a responsible and ethical manner.

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
	Our active participation in trade and industry associations allows us to stay informed about industry developments, contribute to policy discussions, and foster collaboration within the business community.				

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

At Persistent, we recognize the immense value of diversity and inclusion in driving innovation and creating a thriving workplace culture. We are committed to fostering an environment where every individual feels empowered, respected, and valued, regardless of their background. Our dedication to Diversity, Equity, Inclusion, and Belonging (DEIB) is deeply ingrained in our core values and is reflected through our policies and practices. Diversity is driven at a strategic and cultural level to address the diversity-related needs of the organization

Essential Indicators

1\ Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year. None

2\ Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format: Not Applicable

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

The Company is committed to providing an open environment where employees, contractors and other stakeholders are comfortable speaking up whenever they have a question or concerns about our Code of Conduct or are of the opinion that laws, regulations, or the Code, may have been breached. All stakeholders are encouraged to raise concerns with the Company’s management team or through the whistleblower mechanisms set up for this purpose. The Company has adopted a policy for the Prevention of Harassment at the workplace and the Internal Complaints Committee is duly constituted. During the year, your Company has received four complaints of sexual harassment and one complaint of harassment of non-sexual nature, which were heard by the Committee as per the guidelines and were resolved during the year under the report.

The Policy is available at <https://www.persistent.com/ethical-practices-at-persistent-systems/anti-harassment-policy/> Also, the Company conducts an internal survey for obtaining feedback from the employees about the work culture in the Company, in the department and the inter se relationship between the superiors and subordinates.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ small producers		
Sourced directly from within the district and neighboring districts	Not Tracked	

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: None
- 3\ (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No): No
 (b) From which marginalized /vulnerable groups do you procure? None
 (c) What percentage of total procurement (by value) does it constitute? 0%
- 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: Not Applicable
- 5\ Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved: Not Applicable
- 6\ Details of beneficiaries of CSR Projects:

S.No	CSR Project	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized group
1	Projects implemented for improving quality of education and infrastructure development, skill development and support for higher education	9,385	
2	Projects implemented in the area of curative health care focusing on geriatric and pediatric age group	5,485	
3	Tree plantation	13,420 Trees planted and nurtured taking overall total to 96,035	Not Tracked
4	Support for livelihood	242	
5	Compressive watershed development program	2,358	
6	Hydro Electric Power project	210	
7	Support for drinking water	280	

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

Persistent Systems is a company that is committed to providing high-quality services to its clients while maintaining strong customer relationships. The organization places great emphasis on its customer relationships and has developed a structured approach to customer relationship management (CRM) that focuses on regular customer feedback, grievance redressal mechanisms, and customer satisfaction surveys.

Essential Indicators

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

Persistent Systems believes in seeking feedback on a regular basis for all projects in scope. To achieve this, the organization conducts project customer satisfaction surveys at key project milestones or at least once every six months. These surveys are designed to understand the key performance of the project on several important dimensions, including derived value, engagement satisfaction, loyalty, people, service, deliverables, other commitments, and overall experience.

The latest net promoter score (NPS) at the organization level for all project customer satisfaction surveys is 79, and the overall satisfaction score is 88%.

2\ Turnover of products and/ services as a percentage of turnover from all products/service that carry information about: Not Applicable

3\ Number of consumer complaints in respect of the following: None

4\ Details of instances of product recalls on account of safety issues: Not Applicable

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

Yes, at Persistent, we take information security and privacy seriously and have implemented appropriate measures to safeguard both internal data and the data our customers entrust us with. To achieve this, Persistent continues to maintain continuous adherence to multiple global standards which demonstrates our ability to deliver solutions and services effectively and consistently to customers.

Persistent is certified for ISO 31000:2018 for Risk management Guidelines, ISO 27001:2013, ISO 27017, ISO 27018, and ISO 22301:2019 for data privacy, ISO 22301 for Business Continuity

Web link: <https://www.persistent.com/company-overview/certifications/>

6\ Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services: Not applicable

Leadership Indicators

1\ Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Refer the below mentioned link: We are a trusted Digital Engineering and Enterprise Modernization partner, combining deep technical expertise and industry experience to help our clients anticipate what's next and answer questions before they're asked. Our offerings and proven solutions create a unique competitive advantage for our clients by giving them the power to see beyond and rise above. <https://www.persistent.com/services/>

2\ Steps taken to inform and educate consumers about safe and responsible usage of products and/or services. Not Applicable

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

Refer to principle 6, question 7 of Leadership indicators, in this report.

- 4\ Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. 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, Persistent Systems believes in seeking feedback on a regular basis for all projects in scope. To achieve this, the organization conducts project customer satisfaction surveys at key project milestones or at least once every six months. These surveys are designed to understand the key performance of the project on several important dimensions, including derived value, engagement satisfaction, loyalty, people, service, deliverables, other commitments, and overall experience. Based on the feedback received, the applicable root cause and corrective actions are taken by the project team. The feedback is triggered in a formal process through surveys, and the process is standardized across all projects in the organization.

Customer Satisfaction Surveys: Persistent Systems conducts Customer Satisfaction Surveys to understand the level of customer satisfaction and the health of the relationship with the customer. Engagement/project level surveys are conducted once every six months, while relationship level surveys (annual CSAT) are conducted once a year. The engagement level CSAT survey is focused on seeking project level feedback from the customer contacts who are involved in project activities. The relationship level CSAT survey is focused on seeking feedback about Persistent's relationship with the customer organization and other key business aspects. Typically, CXO, senior, and mid-management are involved in this.

- 5\ Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact: Zero Instances of data breach
- b. Percentage of data breaches involving personally identifiable information of customers: 0