



20 July 2023

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

The Manager, Listing
National Stock Exchange of India Ltd
Exchange Plaza, Plot No. c/1,
G-Block, Bandra-Kurla Complex,
MUMBAI – 400 051

Dear Sir,

RE.: Annual General Meeting held on 20 July 2023

Please find enclosed the Chairman's address delivered at the 32nd Annual General Meeting of the Company held today through video conferencing.

We request you to kindly take the above on record.

Thanking You,

Yours faithfully,

For Mphasis Limited



Subramanian Narayan
Senior Vice President and Company Secretary

Encl: As above

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Chairman's Speech

Mphasis Limited – 32nd Annual General Meeting



Good morning, ladies, and gentlemen,

I am delighted to welcome you to the 32nd Annual General Meeting of your Company. Thank you for joining us today.

Each time we have met, we have had important matters to reflect on and this time, it is no different. A lot has happened in the past year, but you will be glad to know that Mphasis has gone from strength to strength despite the complexities of the macroeconomic environment.

Although the COVID-19 induced pandemic seems to be in the rear view, we are still dealing with the after-effects of the disruption brought by it. Recent global events centered around persistent inflation, fiscal tightening, market volatility and geopolitical tensions, signal a prolonged period of uncertainty. These developments will lead to emergence of different economic realities for consumers and enterprises. Having fundamentally altered the way the world lives, works and interacts, the disruption has necessitated enterprises to invest in technology and embrace digital transformation. This will open up new market opportunities for Mphasis.

With Cloud and Cognitive as the two pillars, the Company has introduced and enabled the execution of a Zero Cost Transformation methodology, which allows it to significantly reduce costs while accelerating digital transformation for its clients. With its Front2Back™ framework, the Company is able to play across the technology value chain to deliver an integrated portfolio of consulting, design, development with zero-cost production support, along with service operations for better customer experiences, speed, and agility at reduced cost of ownership.

The Company believes that its enterprise clients are in the early stages of an enormous “technology investing” super cycle, towards renovating every aspect of their technology infrastructure, with Cloud and Data at its core, now being boosted by use of Artificial Intelligence (or AI). Enterprises started their digital transformation journey five years ago, when customers began to demand more. Since this is a journey that begins at the front end and then leads to the backend, the nature of spending has pivoted from maintenance and infrastructure services to transformation, which enables clients deliver superior service to their customers. While the pandemic accelerated the need and urgency for this transformation, currently enterprises may have lowered their strategic technology spends but, have not paused it. The digital overhaul at enterprises is likely to continue despite the headwinds and is predicted to last for the next decade. This is indicated in global analyst reports where IT services spending is set to remain robust and grow over the next few years, despite the short term optimizations in the current year.

The Company believes that transformation and change initiatives will continue to be the priority for clients focused around:

- Hybrid or multi-cloud infrastructure Data modernization, Consumer Experience and Cybersecurity; and
- Artificial Intelligence or A.I.

Having made the right bets few years ago in “technology-as-a-service”, the Company leverages this to support enterprises with its superior architecture, design and engineering capabilities to gain wallet share. While the macro uncertainty is expected to continue through the second half of 2023, tremendous opportunities are opening up with the emerging wave of AI to recharge the technology investing super cycle. In this scenario, the company is well placed to enable enterprises enhance their potential, maximize business outcomes and embrace a new era of innovation.

I would now like to highlight the progress we have made in FY23.

In a dynamic environment, Mphasis continues to move forward from a position of strength. The Company's varied industry solutions, marquee client base, earnings and cash flow help to execute its growth strategy and insulate it from the market challenges. Even with the recent disruption in the US banking system that impacted smaller community banks, the Company's larger portfolio of clientele, focused on organizations that are tightly governed,

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remains protected from the resulting after-effects. The clients' continued trust in the Company is reflected in its annual growth numbers. The Company's lead indicators are positive with strong net new deal wins at \$ 1.3 billion, with 81% in new-gen areas and broad-based across multiple verticals, including BFSI. The Company has also made good progress in driving growth in newer verticals such as Healthcare, Transportation, Airlines and Hi-Tech besides strengthening its position in the Banking segment. The Earnings Per Share (EPS) of the Company grew at 14% for the year to Rs. 87.1 per share.

Key strategic updates include:

- The Company launched 'Mphasis.ai', a first-of-its-kind business unit, focused on transforming organizations by unlocking the potential of Artificial Intelligence (AI) to maximize business outcomes. This unit seamlessly integrates AI capabilities into existing technology landscapes, enabling organizations to improve customer experience and enhance operational efficiency while minimizing disruption.
- With AI solutions leading the way in which enterprise clients are interacting with their end customers, the Company recently announced its partnership with Kore.ai, the world's leading enterprise conversational AI platform and solutions company, to bolster its offerings to transform customer experience management and employee engagement for their enterprise clients.
- Mphasis has pledged to eliminate CO2 emissions from its facilities and operations to become carbon neutral by 2030. Carbon neutrality being an important driver of value creation, the Company will aim to achieve its goal by implementing a well-defined energy management plan to minimize energy consumption, integrate renewable energy sources and implement energy-efficient practices. The Company has undertaken a high-level assessment for the potential impact of climate risk on its business and supply chain. It has set a year-on-year target for the reduction of energy consumption by 5% and carbon footprint by 1% and is consistently working towards achieving the same. It has also established a governance mechanism, to monitor and evaluate progress toward achieving the ESG objectives.
- Mphasis has moved up from the 69th to 74th percentile year on year, in the S&P Global's Dow Jones Sustainability Indices (DJSI) Corporate Sustainability Assessment (CSA) Annual Review 2022. The improvement in scores further demonstrate the impact of the Company's integrated ESG efforts on sustainability.

In Corporate Social Responsibility (CSR), the Company's philanthropic activities are governed by the CSR Committee of the Board which approves the CSR budget and monitors its implementation as per the CSR Policy of the Company.

The Company has committed its CSR spend towards achieving long-term societal benefit which has been outlined in the Annual Report.

Mphasis F1 Foundation works across the focus areas of Education, Livelihood, Inclusion and Environmental Sustainability. The program objectives are aligned with the United Nations Sustainable Developmental Goals 2030 of quality education, reduced inequalities, gender equality, climate actions, partnerships for the goals, good health, and well-being to name a few.

Since Environmental Sustainability was introduced as a key focus area within the Company's CSR framework in FY23, it partnered with United Way of Bengaluru to execute three projects:

- **One Billion Drops** - To conserve rainwater by constructing 12,00 percolation wells in the city of Bengaluru over 2 years.
- **Dommasandra Lake Rejuvenation** – The restoration of Dommasandra Lake in Bengaluru, a multi-year project that aims to improve water quality, enhance biodiversity, and increase community ownership.
- **Afforestation** - A dense forest is being set up on a 11-acre plot, where 1 lac dry deciduous tree saplings are being planted in the 228-acre Doddasageri Botanical Garden in Tumkur district of Karnataka.

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The Company collaborated with Indian Institute of Technology Madras (IIT Madras) for fundamental and applied research in Quantum technologies by setting up a Quantum lab.

During the year, with projects under Quantum Computing in progress, over two hundred hours of training in Quantum science was provided to 120 students and industry professionals, including some of the Company employees. The Quantum Center's work was showcased at a conclave at IIT Madras, presided by Hon'ble Finance Minister, Smt. Nirmala Sitharaman to foster greater industry academia collaboration.

The Company partnered with Museum of Art and Photography (MAP) to pioneer inclusion in museums in India. This partnership includes infrastructure, programs, structural work as well as interiors under the expert guidance of Diversity and Equal Opportunity Center (DEOC).

Under livelihood, the Company focused on projects that improve employability and generate income. Magic Bus is one such partner which trained 800 young students from underserved backgrounds in Cloud Computing curriculum to graduate with the Company's support. Currently, over 60 students have been placed in reputed companies with an average annual income of Rs. 3 lacs.

The Company's CSR efforts underpinned by its commitment to the community and building a sustainable business remain fundamental to its strategy. The Company is committed to create long-term value for its investors, stakeholders and the communities around it.

Financial year 2023 was a year of growth, despite the current macro-economic environment, and I am confident that we will continue to stay on course through FY24 and beyond, leveraging the opportunities I mentioned earlier.

You will be happy to know that the Board of Directors have recommended a final dividend of Rs. 50 per equity share, for the financial year ended 31st March 2023, subject to your approval at this meeting.

In the years ahead, I am confident that Mphasis will continue to further scale, transform, and stay ahead of the technology advancements and remain true to its purpose of being the 'Driver in a Driverless Car'. Despite the complex environment, the Company has shown fortitude in not only navigating the present scenario but also planning for the path forward.

I wish to thank our shareholders again for their continued trust and association with the Company and our customers for their support and confidence.

Mphasis is a Company with a strong heritage and a promising future. I wish all of us the very best as we carry out our individual responsibilities in building future success together.

Thank you,
Chairman – 32nd Annual General Meeting
Davinder Singh Brar