



1 September 2022

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

Dear Sir,

Sub:- Business Responsibility and Sustainability Report for the year ended 31 March 2022

Ref: e-mail dated 1 September 2022

We refer to the communication dated 1 September 2022 received by the Company from the BSE Limited requesting the Company to submit Business Responsibility and Sustainability Report (BRSR) for the year ended 31 March 2022 in PDF format prescribed under Exchange notice no. 20220715-14 dated July 15, 2022. Please note that the BRSR was earlier submitted along with the Annual Report on 23 June 2022 and the XBRL on 16 August 2022.

However, based on the discussion and upon request from the stock exchange, we again submit the BRSR in PDF format under the following path in the Listing Centre:

Listing Compliance – Corporate Announcement – Security Type (Equity and Debt/CP) – Scrip Code - Category/ Sub-Category - Business Responsibility and Sustainability Reporting (BRSR)

We request you to kindly take the above on record as per the requirements of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Thanking You,

Yours faithfully,

For Mphasis Limited

DocuSigned by:

Subramanian Narayan

864FB8DBFAE44A7...



Subramanian Narayan
Senior Vice President and Company Secretary

Encl: As above

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Mphasis Limited
Registered Office:
Bagmane World Technology Centre,
Marathahalli Outer Ring Road, Doddanakundi Village,
Mahadevapura, Bangalore 560 048, India
CIN: L30007KA1992PLC025294

Business Responsibility and Sustainability Report

2021-22

Mphasis Limited



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Section A: General Disclosures

Details

1.	Corporate Identity Number (CIN) of Company	L30007KA1992PLC025294
2.	Name of the Company	Mphasis Limited
3.	Year of incorporation	1992
4.	Registered office address	Bagmane World Technology Center, Marathahalli Outer Ring Road, Doddanakundi Village, Mahadevapura, Bengaluru- 560 048, India
5.	Corporate address	Bagmane World Technology Center, Marathahalli Outer Ring Road, Doddanakundi Village, Mahadevapura, Bengaluru- 560 048, India
6.	E-mail	subramanian.narayan@mphasis.com
7.	Telephone	+91 8067504613
8.	Website	www.mphasis.com
9.	The financial year for which reporting is being done	2021-22
10.	Name of the stock exchange(s) where shares are listed	NSE & BSE
11.	Paid-up capital	₹ 1,878.18 million
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Mr. Subramanian Narayan Senior Vice President & Company Secretary Telephone: +91 9916580808 E-mail id: Subramanian.Narayan@mphasis.com
13.	Reporting boundary	Disclosures made in this report are on a standalone basis and pertain to Mphasis Limited.

Products/services

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

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

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

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

Operations

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

Location	Number of plants	Number of offices	Total
National	Not applicable	21	7
International		39	20

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

17. Markets served:

a. Number of locations:

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

- Mphasis has business activities in 7 National locations: Bengaluru, Chennai, Hyderabad, Mangalore, Mumbai, Noida, and Pune
- Mphasis has business activities in 20 International locations: Australia, Belgium, Canada, China, Costa Rica, France, Germany, Hungary, Ireland, Japan, Malaysia, Mexico, Netherlands, Poland, Singapore, Sweden, Switzerland, Taiwan, United Kingdom, and The United States of America.

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

Mphasis Limited's export sales percentage is 92% for FY22.

c. A brief on types of customers

Mphasis purposes to be the “Driver in Driverless Car”, by providing next-generation design, architecture, and engineering services, to deliver scalable and sustainable software and technology solutions to clients. Mphasis’ service transformation approach helps ‘shrink the core’ through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. We provide our services to clients from banking and capital markets, insurance, healthcare & life sciences, airlines, and more.

- Note: For more information on our customers is available on our company website: www.mphasis.com

Employees

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

a. Employees and workers (including differently-abled):

S.No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)

Employees

1.	Permanent (D)	12,749	9,619	75.45%	3,130	24.55%
2.	Other than permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	12,749	9,619	75.45%	3,130	24.55%

Workers

4.	Permanent (F)	14,421	8,169	56.65%	6,252	43.35%
5.	Other than permanent (G)	644	440	68.32%	204	31.68%
6.	Total workers (F + G)	15,065	8,609	57.15%	6,456	42.85%

b. Differently-abled employees and workers

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent (D)	23	19	82.61%	4	17.39%
2.	Other than permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	23	19	82.61%	4	17.69%
Differently abled workers						
4.	Permanent (F)	24	19	79.17%	5	20.83%
5.	Other than permanent (G)	0	0	0	0	0
6.	Total workers (F + G)	47	38	80.85%	9	19.15%

19. Participation/inclusion/representation of women

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

- Note: Mphasis executive committee has one woman member.

20. Turnover rate for permanent employees and workers

Mphasis has taken a multi-pronged approach towards workforce retention. To retain and attract the workforce, we provide upskilling opportunities, promotions, benefits and rewards, and long-term incentives to all. The turnover rate of Mphasis is par with the Indian IT sector turnover rate.

Holding, subsidiary and associate companies (including joint ventures)

21. (a) As of March 31, 2022

S. No.	Name	Holdings/subsidiary/associate/ joint venture	% of shares held
1	BCP Topco IX Pte. Ltd	Holding	55.80%
2	Mphasis Software and Services (India) Private Ltd.	Subsidiary	100%
3	Msource (India) Private Limited	Subsidiary	100%
4	Mphasis Corporation	Subsidiary	100%
5	Mphasis Deutschland GmbH	Subsidiary	91%
6	Mphasis Australia Pty. Ltd	Subsidiary	100%
7	Mphasis (Shanghai) Software and Services Co. Ltd.	Subsidiary	100%
8	Mphasis Consulting Limited	Subsidiary	100%
9	Mphasis Europe B.V.	Subsidiary	100%
10	Mphasis UK Limited	Subsidiary	100%
11	Mphasis Pte Ltd	Subsidiary	100%
12	Msource Mauritius Inc.	Subsidiary	100%
13	Mphasis Ireland Ltd	Subsidiary	100%
14	Mphasis Belgium BVBA	Subsidiary	100%
15	Mphasis Lanka (Private) Limited	Subsidiary	100%
16	Mphasis Poland Sp.zoo	Subsidiary	100%
17	Mphasis Infrastructure Services Inc.	Subsidiary	100%
18	PT. Mphasis Indonesia	Subsidiary	100%
19	Mphasis Wyde Inc	Subsidiary	100%
20	Wyde Corporation	Subsidiary	100%
21	Wyde Solutions Canada Inc.	Subsidiary	100%
22	Mphasis Wyde SASU	Subsidiary	100%
23	Mphasis Philippines Inc.	Subsidiary	100%

24	Digital Risk, LLC	Subsidiary	100%
25	Digital Risk Mortgage Services, LLC	Subsidiary	100%
26	Digital Risk Valuation Services, LLC	Subsidiary	100%
27	Investor Services, LLC	Subsidiary	100%
28	Stelligent Systems LLC	Subsidiary	100%
29	Datalytx Limited	Subsidiary	100%
30	Dynamyx Limited	Subsidiary	100%
31	Datalytx MSS Limited	Subsidiary	100%
32	Mphasis Digi Information Technology Services (Shanghai) Limited	Subsidiary	100%
33	Blink Interactive, Inc.	Subsidiary	100%
34	Redshift Digital, Inc.	Subsidiary	100%
35	Mrald Limited	Subsidiary	51% with 100% economic benefits
36	Mrald Services Limited	Subsidiary	100%
37	Mphasis Solutions Services Corporation	Subsidiary	100%

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

Yes, Mphasis's business responsibility and sustainability policies extend to its subsidiary companies, and they participate in our business responsibility and sustainability initiatives in line with our policies. Mphasis subsidiaries are integrated within the core culture of 'One Mphasis', which ensures the same belief system at all levels while engaging in the business.

CSR details

22.	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013	: Yes
	(ii) Turnover (in ₹)	: 73,895.54 million
	(iii) Net worth (in ₹)	: 44,476.49 million

Transparency and disclosures compliances

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

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No) If Yes, then provide web-link for the grievance redress policy	FY 2021-22		FY 2020-21	
		Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year
Communities*	Yes	Nil	Nil	Nil	Nil
Investors (other than shareholders)	Yes, Shareholder's grievance can be sent through email to the following designated email id: investor.relations@mphasis.com	Nil	Nil	Nil	Nil
Shareholders	Yes	3	Nil	Nil	Nil
Employees and workers	Yes, Mphasis has a Whistleblower Policy to enable our stakeholders who observe unethical practices (whether or not a violation of the law), to approach the whistleblower custodian without revealing their identity if they choose to do so.	25	Nil	9	Nil
Customers**	There are various channels to report actual or suspected fraud or	Nil	Nil	2	Nil
Value chain partners		2	Nil	1	Nil

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No) If Yes, then provide web-link for the grievance redress policy	FY 2021-22		FY 2020-21	
		Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year
	violation of the company's Code of Conduct or Ethics Policy i.e., through: <ul style="list-style-type: none"> E-mail to the whistleblower office at: whistleblower@mphasis.com Written complaints can be dropped off at the whistleblower drop box at the respective company location Complaints can be recorded through the whistleblower hotline The policy is available on the Mphasis website: https://www.mphasis.com/home/corporate/whistleblower.html				
Others (violation of code of business conduct and ethics)	Mphasis has an empowered corporate investigation team that supports all the above functionaries in investigating most of the complaints thoroughly and professionally. The investigation team is staffed with qualified investigators and has its forensic lab.	Nil	Nil	4	Nil

- *Mphasis directly works with the implementation partners who address grievances of the communities we work with.
- **Mphasis conducts regular CSAT surveys. We also have a contact us form on the website, where we can receive feedback or requests for responses.

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format:

Mphasis conducted its first comprehensive materiality assessment in FY 2020-21 to identify our ESG related material topics. The main goal of the identification of material issues is to understand ESG parameters that could have a potential impact on our business as well as our stakeholders. This outcome guides our company in further improving our stakeholder agenda, disclosures, and informs our ESG strategy development.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Diversity at workplace	Opportunity	<ul style="list-style-type: none"> A diverse workplace is an inclusive environment that provides equal rights and opportunities for all employees and helps in building an equitable society. A greater diversity across genders and ethnicity is strongly correlated to a greater level of inclusiveness (broadening mindset on acceptance of the third gender, unconventional biases in ethnicity, race and 	Not a risk	Positive: A pool of diverse workforce of different genders, ages and ethnicities, nationalities, socio-economic backgrounds, religious beliefs, cultural practices, and sexual orientation will enable Mphasis to develop its services further

			<p>equality while transforming our thoughts and actions at a personal and professional level), improved propositions and productivity enabling value creation.</p> <ul style="list-style-type: none"> At Mphasis, our true north is to build an inclusive and diverse workplace using 3 tenets- Invest, Inspire and Involve to attract, develop, and retain the best talent in an environment that fosters high performance. 		<p>and mitigate operational risks.</p> <p>Diversity in the workforce brings new perspectives, experiences and ideas which enables innovation, increases performance and enables a positive culture in the organization.</p>
2	Digitization	Opportunity	<ul style="list-style-type: none"> It is imperative to implement digital technologies to go green, remain efficient, boost productivity, be competitive in the market, and raise profit margins. Digitization of Company operations contributes to increased efficiency and productivity, reduction in paper consumption, lower operational costs, increased transparency, and faster decision making. This in turn enhances customer experience and increases employee morale. At Mphasis, digitization has improved our approach to employee skill development (TalentNext) and Infragraph solution and service transformation (Intelligent automation framework and software). Additionally, Mphasis has expanded its digital offerings to address the evolving customer needs and expectations to accelerate end-to-end digitization and provide them with modern applications and infrastructure to improve cybersecurity, significantly accelerate automation and reduce overall costs 	Not a risk	<p>Positive: Digitization can lead to improved sales, productivity and employment which impact the company's performance and impact compared to its peers</p>
3	Cyber /IT System Security and Resilience	Risk	<ul style="list-style-type: none"> The IT services sector is a highly targeted sector year after year. Improper data and systems management can have a major reputational impact on companies such as Mphasis, as employees and other stakeholders lose trust in the Company's ability to safeguard sensitive 	<p>Risk mitigation approach:</p> <ol style="list-style-type: none"> Data Privacy Officer (DPO) addresses queries with regards to the Data Subject Access Requests (DSAR), stakeholder grievances and 	<p>Negative: Mphasis has access to sensitive data, such as personal information of stakeholders, customer data etc. Poor data security management could thus result in legal and reputational risks for Mphasis.</p>

			<p>information. Additionally, data breaches can have significant financial impacts.</p> <ul style="list-style-type: none"> IBM's Cost of a Data Breach report (2021) estimates that the average total cost of a data breach increased by 10%, from 3.86 to USD 4.24 Million, the highest average total cost in the 17-year history of this report. 	<p>breaches regarding personal data.</p> <ol style="list-style-type: none"> Independent audits are conducted periodically by internal and external bodies to validate the effectiveness of data privacy controls deployed. Annual training is made available to all the employees to raise awareness on safeguarding their information and company-wide practices. 	
4	Customer centricity/satisfaction	Risk and Opportunity	<ul style="list-style-type: none"> The transparency, accuracy, and comprehensibility of marketing statements, /service descriptions, service terms and processes play an important role in the relationship between customers and companies. Customers should have access to accurate and adequate information to make an informed purchasing decision. In the case of Mphasis, this is linked to the disclosure of reliable information regarding the services. 	<p>Risk mitigation approach:</p> <p>The company has put in place proactive measuring mechanisms to gauge the levels of customer satisfaction and obtain feedback from various perspectives, including, the satisfaction of the customer with the present work, growth of the account, and innovative and cost-effective solutions offered by the Company. The CSAT surveys are conducted and closely monitored by the Company Board.</p>	<p>Positive:</p> <p>Customer satisfaction and loyalty have a significant positive influence on the Company's profitability. Improved customer satisfaction can also lead to better business opportunities and growth.</p> <p>Negative:</p> <p>Consumers can lose trust in Mphasis's reliability to provide proposed quality services, which can lead to loss of business opportunities.</p>
5	Talent attraction and retention	Risk and opportunity	<ul style="list-style-type: none"> The attrition rate of the IT/tech sector is 14.6%, which is higher than the country's average of 13.1% (Salman P, 2021). A higher attrition rate can lead to a higher cost incurred from the onboarding and recruitment of replacement talent. Training the replacement hires to the same level of productivity as the employees who left requires additional resource investment. The retention report by the Work Institute (2017) finds that the cost of turnover can be as high as 33% of an employee's annual salary. On the contrary, investing in people development can enable organizations to realize the skills and abilities of their 	<p>Risk mitigation approach:</p> <ol style="list-style-type: none"> Mphasis categorizes employees into Critical Risk, High Risk, and Low-Risk profiles. The Company has well-established mitigation plans like role/project change, and onsite assignments, in case of a change of assigned staff. Promotions encourage the retention of a capable workforce. Mphasis has developed a remuneration policy with the main objective to attract and retain excellent talent. 	<p>Positive:</p> <p>A lower attrition rate will lead to reduced costs incurred from hiring and training new recruits.</p> <p>Negative:</p> <p>Mphasis relies heavily on human capital for the development of its products and services that require software developers and continuous research and development. Therefore, Mphasis's ability to attract and retain talent and train them has a direct impact on the quality of Mphasis's services.</p>

			<p>workforce, and internal capabilities to further expand the business and create value.</p> <ul style="list-style-type: none"> Mphasis has a platform that has grown to become the bedrock of our talent development initiatives. Over the years, Talent Next has matured into a cognitive automation tool with a 'learning recommendation engine' and resources for over 750 skills and hosts over 12,000 courses. 		
6	Energy and emissions management	Risk and Opportunity	<ul style="list-style-type: none"> Digital infrastructure such as data centres consume significant resources - including water and energy - and are large emitters of carbon emissions. It is estimated that by 2040, data centres would emit ~ 6.3% of global GHG emissions compared to the 2016 level (Belkhir and Elmegli, 2017). This could make ICT companies face operational and reputational issues in the coming years. Other risks (such as exposure to physical risks of climate change), could also have significant operational impacts on data centres. <p>We ensure managing our customer's IT Infrastructure seamlessly with unmatched efficiency. Our offerings help our customers in optimizing production, create decarbonized ecosystems, and increase the throughput of existing assets.</p>	<p>Risk mitigation approach:</p> <ol style="list-style-type: none"> Mphasis is investing increasing its renewable energy portfolio by investing in green technologies, such as its solar plants(10KW) at its Mangaluru facility. Rallying stakeholders towards a low-emission, climate-resilient future Mphasis has accelerated its efforts to phase out ozone-depleting pollutants [NO6]. The company has also invested in energy-saving interventions such as replacing its current equipment such as UPS and air conditioning units with those with higher energy efficiency. 	<p>Positive: Identifying, designing, building and implementing newer business models to achieve decarbonized energy systems for our customers which also improve efficiency and productivity, leading to better customer satisfaction and business outcomes.</p> <p>Negative: Mphasis's impact is mainly in the form of data storage centres, E-waste, and electricity used in its offices, and direct and indirect GHG emissions (scope 1, 2, and 3) from its activities.</p>

Section B: Management and Process Disclosures

This section is aimed at helping businesses demonstrate the structures, policies, and processes put in place towards adopting the NGRBC principles and core elements.

S. No.	Principle description
P1	Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all their stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses when engaging in influencing public and regulatory policy should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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Policy and management processes

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	NA	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes								
c. Web-link of the policies, if available.	(i) CSR policy: https://bit.ly/corporate-social-responsibility-policy (ii) Remuneration and nomination policy (Directors): https://bit.ly/directors-remuneration-policy (iii) Remuneration and nomination policy (Executive): https://bit.ly/executive-remuneration-policy (iv) Whistle-blower policy: https://bit.ly/whistleblower-policy (v) Standard of business ethics: https://bit.ly/code-of-business-conduct-policy (vi) EHS policy: https://bit.ly/EHS-policy (vii) Data privacy policy: https://bit.ly/dataprivacy-policy								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, adherence to Mphasis policy requirements such as COBC is included in their agreements with their value chain partners.								
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest stewardship council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) mapped to each principle.	Our publicly available Code of Business Conduct (COBC) encourages our people to conduct business lawfully, ethically and in the best interest of Mphasis.								
Principle 1: Ethics, transparency	Our publicly available Code of Business Conduct (COBC) encourages our people to conduct business lawfully, ethically and in the best interest of Mphasis.								

	<p>Addressing Anti-bribery and Corruption: To protect the value of shareholders and tangible and intangible assets of the organization, Mphasis has implemented an anti-bribery and anti-corruption policy and training to manage these risks effectively.</p> <p>ISO Standards: Mphasis is certified with ISO 22301 (International Standard for Business continuity management system), ISO 37001 (Anti-bribery management systems), ISO 31000 (Risk management), and the Indian prevention of corruption act (PCA).</p>
Principle 2: Product and service responsibility	Mphasis designs develops, modernizes, and maintains applications for its clients worldwide. We interact with our customers to ensure that the products are of the utmost quality. Our Quality Management System is ISO 9001 certified.
Principle 3: Human resources	<p>Mphasis complies with the standard COBC, Diversity and Inclusion Policy, POSH, Health and safety of Employees and ISO 45001(OHS) certified.</p> <p>Mphasis also has pioneering policies and initiatives such as gender-neutral bathrooms, health insurance for same-gender couples and women in technology</p>
Principle 4: Responsive to stakeholders, particularly the marginalized	Our COBC encourages our people to conduct business lawfully, ethically and in the best interest of Mphasis.
Principle 5: Respect for human rights	<p>Our publicly available COBC encourages our people to conduct business lawfully, ethically and in the best interest of Mphasis. It explicitly forbids violations of human rights.</p> <p>Mphasis takes corporate responsibility to address workplace issues such as working hours, child labour, forced labour, non-discrimination, health and safety, and the environment.</p>
Principle 6: Environmental responsibility	ISO Standards: Mphasis is certified with ISO 14001:15 certification for the facility to strengthen our commitment to reducing the environmental impacts within the operations. Also, the building is Leadership in Energy and Environmental Design (LEED) Gold standard certified.
Principle 7: Public policy advocacy	Our COBC complies with Principle 7.
Principle 8: Inclusive growth	CSR policy/Health safety and environment policy
Principle 9: Customer engagement	Our Information Security Management System (ISMS) complies with ISO 27001 standard and paves a systematic approach to managing and securing information at Mphasis. This certification assures all concerned stakeholders that the company has implemented adequate data protection and information security measures to mitigate information and cyber security threats.
5. Specific commitments, goals, and targets set by the entity	<p>Our environmental commitments:</p> <ol style="list-style-type: none"> To reduce carbon footprint value year on year To reduce electricity consumption year on year To accelerate efforts on improving energy efficiency and phasing out ozone-depleting substances <p>Our social commitments:</p> <ol style="list-style-type: none"> To build an inclusive and diverse workplace that attracts, develops, and retains the best talent in an environment that fosters high performance To recruit as well as empower women, veterans, LGBTQ+ and persons with disabilities across the organization <p>Our governance commitments:</p> <ol style="list-style-type: none"> To reduce the risk of liability of improper conduct such as bribery and corruption at all levels within our company To proactively assess vulnerabilities and deploy plans to minimize cyber security incidents.

6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	<ol style="list-style-type: none"> 1. In FY 2020-21, the total Scope 1 and Scope 2 emissions per rupee of turnover were 19,061. The value has been reduced to 18,085 in the current reporting period 2. In FY 2020-21, the total electricity consumption was 23,199.91 MWh and reduced to 21,692.92 MWh in the current reporting period. 3. In FY 2020-21, the total energy consumption was 23,380.30 MWh and reduced to 21,807 MWh in the current reporting period. 4. Mphasis has achieved a much more balanced gender ratio in this reporting year 35:65 (F: M) as considered to last reporting year. 5. Zero bribery and corruption cases during this reporting year 6. Zero cyber security breaches during this reporting year.
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Governance, leadership, and oversight

7. Executive chairperson's statement

Refer to the 'Message from our CEO' page- [Mphasis - ESG](#)

8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy/policies	<p>Nitin Rakesh Chief Executive Officer and Managing Director DIN:00042261</p>
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.	<p>Yes. Mr. Nitin Rakesh' CEO and MD drive the ESG Vision of the Company. All the ESG related issues/risks are addressed by the Enterprise Risk Management Committee while the Audit Committee/Board reviews aspects such as complaints on Sexual Harassment, whistle-blower concerns and related issues. The status update of the ESG risk is reported to the Audit Committee and the Risk Governance and Management Committee.</p>

10. Details of review of NGRBCs by the Company:

Subject for review	<ul style="list-style-type: none"> - Indicate whether the review was undertaken by the Director/committee of the board/ any other committee - Frequency (Annually/half-yearly/quarterly any other – please specify)
Performance against the above policies and follow up action	<p>Business responsibility and sustainability policies of the Company are periodically reviewed by department/division heads, business heads and the Managing Director. During these assessments, the efficacy of the company policies is reviewed and adequate changes to policies, procedures and internal controls are also implemented.</p>
Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	<p>The Company complies with the existing regulations as applicable. There have been no instances of non-compliance.</p>

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

No, Mphasis does not conduct an independent assessment by external agencies. But all company policies are regularly monitored and reviewed by respective policy owners.

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

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

Section C: Principle-wise Performance Disclosure



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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in the respective category covered by the awareness programmes
Board of directors	The directors have attended training programs covering roles, rights, responsibilities, and the Business model of the Company for an average of 3.5 hours per director. <i>(The cumulative hours since FY 2016 is 42.5 hours)</i>	Training on strategies, statutory duties and responsibilities and, compliance updates are provided to the directors.	100%
Key managerial personnel, Employees other than BoD and KMPs, Workers	The below-mentioned pieces of training are provided to all mentioned segments annually. COBC (1 Hour)	The Mphasis COBC serves to guide our actions, which is governed by integrity, honesty, fair dealing, and compliance with all applicable laws. The mandatory certification on COBC is designed to provide a framework against which conduct, and behaviour can be measured. It covers in detail the expected code such as but is not limited to equal opportunity employer, data and people privacy, conflict of interest, insider trading, bribery, and improper payment, compliance and sanction obligations, intellectual property, human rights, safe and secure work environment, POSH, etc.	100%
	POSH (1 Hour)	Training on POSH covers Mphasis commitment to providing a safe and secure work environment, what is sexual harassment, types of sexual harassment, workplace and extended workplace, various case studies, redressal mechanisms, the principles/Values, consequences and roles and responsibilities of employees and employer.	

Intellectual Property (IP)	IP is a legal concept that refers to creations of the mind for which exclusive rights are recognized. This training on IP asset management familiarizes employees with the definition of IP, their various elements, and business benefits. This course covers those forms of IP, that are relevant to an information technology organization.
Information Security Management System (ISMS)	Mphasis provides training to all the employees to raise awareness on safeguarding their information and company-wide practices. The training covers aspects such as the management's commitment to information security, information classification, data privacy, social media policy guidelines, phishing, password security, social engineering, business continuity management, Mphasis security incident management tool, Mphasis Work from Home (WFH) – Security policy and overview.
Data Privacy	Mphasis data privacy training covers data privacy statement, key business drivers, types of personal information, Mphasis privacy principles, privacy consideration in information lifecycle, GDPR, data transfer to another country, data transfer to data processors (third parties), data subject access right, data protection impact assessment, privacy by design and California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA).
BCMS	BCMS course is a mandatory course that educates employees on the Mphasis BCM framework and their R & R. This is part of the COBC mandatory training that employees need to undergo upon joining and yearly. Objectives of the training are to understand the concept of business continuity, comprehend the significance of BCMS for Mphasis, understand the BCMS framework in our organization, implications of non-adherence to BCMS, employee's role during an outage/disaster, Covid 19 awareness and business continuity during the Covid 19 pandemic.

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 FY21.

There have been no instances of fines and penalties imposed by the Statutory Authorities on the Company.

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

Not applicable.

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

Yes, Mphasis has an Anti-Corruption and Anti-Bribery Policy. The policy articulates our commitment to counter bribery and corruption risks. Mphasis Anti-Bribery and Corruption Policy enables us to reduce the risk of liability for improper conduct such as bribery and corruption at all levels within our Company.

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

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

	FY 2021-22	FY 2020-21
Directors	Nil	Nil
KMPs		
Employees		
Workers		

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

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

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

Not applicable.

Leadership Indicators

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

Mphasis does not have specific training programs for its value chain partners. We communicate with our value chain partners on our company's responsible practice and Code of Business Conduct. Additionally, Mphasis supplier communication letter sent to the suppliers which provide details on ethical and legal dealings, POSH Policy and Whistle Blower Policy.

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

Yes, the Mphasis COBC including the Code of Conduct for the directors, mandates adherence to laws and regulations, including anti-bribery, anti-corruption, and ethical handling of conflicts of interest. The publicly available COBC encourages our people to conduct business lawfully, ethically and in the best interest of Mphasis. It is a guide that provides broad direction on how our company must operate and uphold integrity at all times

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

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

Essential Indicators

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

Mphasis has an R&D practice with an objective to contribute to increased efficiency of operations and delivery to the Clients and to ensure sustainability through digitization. Mphasis currently does not measure the percentage of R&D and capital expenditure investments in specific technologies to improve product and processes' environmental and social impacts.

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

Yes, Mphasis has a procedure in place for sustainable sourcing. We look at the following sustainability factors while procuring IT assets from their suppliers:

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

While empanelment of our suppliers, we ensure that all the above-mentioned factors are thoroughly checked. This is done through a supplier registration form which the vendor must complete.

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

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

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

Waste type	Waste management procedure in place
Plastic (including packaging)	Plastic waste is sent to ITC for recycling. Mphasis has a "Say no to plastic program" which helps to divert waste and reduce our effects on the local community and, as a result, the climate. It will necessitate a few minor adjustments to everyday routines, both at home and at work. Our leadership team, the administration SPOC's and the CEO took the challenge to ban single-use plastic at all offices with each one of our employees to support in becoming the poster child for a plastic-free organization. All Mphasis facilities have also resorted to using 100% biodegradable plastic garbage bags to collect and dispose of wet waste, diverting thousands of disposable plastic waste in the process.
E-waste	Disposed of as per E-waste Management Rules, 2016
Hazardous waste	Disposed of as per Batteries (Management and Handling) Amendment Rules, 2010
Other waste (wastepaper and paper products)	Sent to ITC Paper Mills for recycling

Mphasis has implemented a visitor management tool to reduce the consumption of paper and waste generation resulting from security visitor management. The Company's transport tool ETMS has been integrated with the mobile app for reducing the paper consumption which is being used to maintain and monitor trip details.

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

Yes, EPR applies to the Company's activities. As a bulk consumer of electronic equipment, the company disposes and manages the E-waste generated from operations in alignment with the E-waste Management Rules, 2016.

Leadership Indicators

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

Not applicable to Mphasis.

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

Not applicable to Mphasis.

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

Not applicable to Mphasis.

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

	FY 2021-22			FY 2020-21		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastics (including packaging)	Not applicable to Mphasis					
E-waste						
Hazardous waste						
Other waste						

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

Not applicable.

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

Essential Indicators

1. a. Details of measures for the well-being of employees.

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Daycare facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	9,619	9,619	100%	9,619	100%	NA	NA	9,600	99.8%	Mphasis provides daycare facilities for its employees. Considering 100% remote work for the past 2 years due to the covid-19 pandemic, the company has not tracked the utilization of this benefit.	
Female	3,130	3,130	100%	3,130	100%	3,127	99.9%	NA	NA		
Total	12,749	12,749	100%	12,749	100%	3,127	24.5%	9,600	75%		
Other than permanent employees											
Male	NA										
Female											
Total											

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

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	8,165	8,165	100%	8,165	100%	NA	NA	8,165	100%	Yes Refer Note below	
Female	6,252	6,252	100%	6,252	100%	6,252	100%	NA	NA		
Total	14,421	14,421	100%	14,421	100%	14,421	100%	14,421	100%		
Other than permanent workers											
Male	Health and accidental insurance coverage, parental benefits and other facilities are provided by the contractors hiring the workers (Other than permanent workers).										
Female											
Total											

Note: Mphasis provides daycare facilities for its employees. Considering 100% remote work for the past 2 years due to the covid-19 pandemic, the company has not tracked the utilization of this benefit.

2. Details of retirement benefits.

Benefits	FY 2021-22			FY 2020-21		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100% of India-based employees	100% of India-based employees	Yes	100% of India-based employees	100% of India-based employees	Yes
Gratuity	100% of India-based employees	100% of India-based employees	Yes	100% of India-based employees	100% of India-based employees	Yes
ESI	NA	6,493 employees are covered based on eligibility.	Yes	NA	4379 employees are covered based on eligibility.	Yes
Others – please specify	Nil					

3. Accessibility of workplaces

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

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web link to the policy.

Mphasis complies with all rules and regulations concerning accommodating disabilities associated with the workplace. Such aspects are covered under the company's diversity policy.

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

5. Return to work and retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	86.78%	55.21%	76.56%	62.26%
Female	95.35%	61.83%	92.25%	47.87%
Total	91.06%	58.52%	84.40%	55.06%

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

Yes, Mphasis has a mechanism available to receive and redress grievances for all the categories of employees and workers. The mechanism is explained below:

Individuals who believe they have been the victims of conduct prohibited by this Policy or believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, HRBP, or write to the I&D office at inclusion.diversity@mphasis.com



Any employee who feels or believes that he or she has been subjected to or witnessed sexual harassment in the company and/or extend workplace (*such term being as defined in the POSH policy of the Company*) has an obligation and duty to report the same to posh@mphasis.com. Any reported allegations of harassment, discrimination or retaliation are dealt with in accordance with the provisions of law and are investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

The company maintains confidentiality throughout the process to the extent consistent with adequate investigation and appropriate corrective action. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this Policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed. In case of non-compliance by employees, it can lead to termination of services/penalties extend to monetary fines/ imprisonment (where permitted by law). False and malicious complaints of harassment, discrimination, or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action. For additional details on sexual harassment please refer to POSH policy (Unified access >>Policy Documents >>HR Corner >>Corporate Policies >> POSH).

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

Mphasis whistle blower policy enables our employees, associates, and business partners to raise and report all allegations of suspected improper activities that are in breach of our COBC. The complainant can lodge actual or suspected fraud or any violation of the company's COBC at whistleblower@mphasis.com or a written complaint can be dropped into the whistle blower drop box at the respective company's location.

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

No. There is no such employee association that is officially recognized by the company

8. Details of training given to employees and workers:

Category	FY 2021-22					FY 2021-20				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No.(F)	% (F/D)
Employees										
Male	9219	8870	96.2%	3,965	43%	7521	7396	98.3%	5,563	74%
Female	2860	2778	97.1%	1,198	42%	2142	2120	98.9%	1,469	69%
Total	12079	11648	96.4%	5,163	43%	9663	9516	98.4%	7,032	74%
Workers										
Male	5450	5197	95.3%	3,740	69%	5198	5088	97.8%	1,555	30%
Female	7168	6783	94.6%	2,917	41%	3799	3719	97.9%	1,283	34%
Total	12618	11980	94.9%	6,657	53%	8997	8807	97.8%	2,838	32%

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

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

Periodic assessment of performance helps us to better equip ourselves to meet our goals and thereby make a significant contribution to the organization's goals. The annual performance appraisal is conducted in April. The objective of the Annual Appraisal is to facilitate a fair and transparent system of performance review and discussions of the annual goals between employee and manager. It involves reviewing the past, analyzing the present, and planning for the future. Furthermore, the Nomination and Remuneration Committee of the Board evaluates the performance of the members of the executive management on an annual basis.

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	For the year 2021-22 performance and career development reviews of employees have not started			8,718	6,203	71%
Female				2,707	1,821	67%
Total				11,425	8,024	70%
Workers						
Male	For the financial year, 2021-22 performance and career development reviews of workers have not started.			4,737	3,772	80%
Female				6,259	2,906	46%
Total				10,996	6,678	60%

10. Health and safety management system:

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

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

- (i) Meeting all the environment-related compliance requirements (like hazardous waste annual returns, environmental audit statements, battery returns and e-waste returns) across their business locations in the country in a timely manner
- (ii) Enhancing sustainability initiatives to reduce the company's carbon footprint and thereby continuously monitor the carbon data
- (iii) Conserving natural resources by minimizing usage, reusing, and recycling material and by purchasing recycled material
- (iv) Ensuring the optimum consumption of energy throughout our business, including conserving energy, improving energy efficiency by use of energy-efficient devices and giving preference to renewable over non-renewable energy sources wherever feasible
- (v) Striving to prevent pollution and minimize the environmental impacts
- (vi) Educating our suppliers to operate consistently with our Supplier code of conduct and applicable environmental standards
- (vii) Setting targets for continuous improvements on environmental performance indicators and reporting our performance to our stakeholders

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

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

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

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

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

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

11. Details of safety-related incidents.

Not applicable to Mphasis as our corporate security function has not received any information/complaints pertaining to the category of incidents given in the table for FY 2020-2021 & 2021-2022.

Safety Incident/Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	Nil	Nil
	Worker		
Total recordable work-related injuries	Employee		
	Worker		
No. of fatalities	Employee		
	Worker		
High consequence work-related injury or ill-health (excluding fatalities)	Employee		
	Worker		

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

Measures were taken by Mphasis to ensure a safe and healthy workplace are listed below:

- Collating the EHS data from PAN India facilities such as energy consumption, paper consumption, transportation distance, waste inventory, water consumption, etc. monthly in order to assess the data and for preparing quarterly reports on the same
- Organizing EHS activities such as health check-ups and awareness camps, wellness camps and health sessions across PAN India facilities
- Organizing first aid training, fire safety training, chemical safety training across PAN India facilities along with environmental awareness events and circulating the relevant communications
- Providing necessary support for external EHS audits and participating in various EHS award categories
- Conducting EHS calls for PAN India facilities regularly

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

	FY 2021-22			FY 2020-21		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	Nil					
Health & safety						

14. Assessments for the year

	% of offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	40%
Working conditions	100%

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

Against the backdrop of the pandemic, the Company has been following procedures to comply with the state/local regulations/directives and ensure safety and hygiene protocols and social distancing on the premises of the Company. Self-sanitizing dispensers have been installed at the locations for use of employees. The Company set up a 24x7 COVID War Room (SANJEEVANI) aimed at providing relevant, accurate and verified information related to COVID services to the employees and their families in need of immediate support besides extending assistance to the infected employees and their families for quarantine facilities, medical emergencies and hospitalization. COVID vaccination campaigns were organized at the major locations of the Company to help the employees to stay vaccinated.

Leadership Indicators

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

- I. Employees : Yes
 II. Workers : Yes

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

The Company ensures that statutory dues have been deducted and deposited by the value chain partners in accordance with applicable laws and regulations. Mphasis expects all its value chain partners to align with the company's code of conduct, business responsibility principles and values.

When an order is placed, Mphasis pays the vendor the cost including GST. They are supposed to deposit GST with the Government which the Mphasis Tax team monitors, because unless they deposit the GST Mphasis cannot claim the amount from the Government

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

Not applicable, as there are no work-related injuries in FY22 and FY21.

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

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

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	The Company expects all its value chain partners to follow the applicable regulations including health and safety and working conditions. Mphasis currently does not assess its value chain partners on specific health and safety and working conditions. To ensure responsible business conduct throughout our value chain, suppliers are contractually bound to adhere to Mphasis sustainability policies in the mentioned link- https://www.mphasis.com/home/corporate/investors.html under the section 'Corporate Governance' These policies mandate to ensure healthy working conditions for employees and has zero-tolerance for human rights violations.
Working conditions	

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

Nil

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

Essential Indicators

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

Priority stakeholder groups are identified by understanding their relative importance and their ability to provide value to our business. The stakeholder identification and prioritization process has been conducted during the materiality assessment in FY 2020-2021. By considering the parameters and stakeholder attributes defined by global standards such as GRI Sustainability Reporting Guidelines and National Guideline for Responsible Business Conduct (NGBRC) we have mapped our stakeholders. To finalize the list of key stakeholders, we looked into the parameters such as stakeholder impact, diversity, influence, urgency and legitimacy.

In keeping with the above criteria, we have identified six key stakeholder groups customers, shareholders and investors, government institutions and regulators, business partners and vendors, employees and communities.

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

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/half-yearly/quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	Mphasis have identified specific groups of employees to provide support	Email, SMS, Townhalls, Intranet	Ongoing activities planned over the year	Ongoing
Society	Through Mphasis CSR, specific groups are identified and supported by partnering with various NGOs	Email, Social Media, SMS, Website, In-person events, Community meetings	Ongoing activities planned over the year	Ongoing
Suppliers	Yes, Mphasis have diverse vendors as well as MSME businesses from where they source	Email, Meetings	As and when required	As and when required
Clientele and partners	No	Email, Social Media, SMS, Website, In-person events, External events	As and when required	As and when required
Investors or external channels	No	Email, Meetings	Quarterly	Quarterly
Shareholders	No	Email, Meetings	Annual	Annual
Regulators and policy makers	No	Statutory reporting to the regulators, Participation in seminars, webinars, etc. organized by various regulators	As per the defined frequency in the law.	Timely disclosure of information to the stock exchanges and other regulators

Leadership Indicators

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

Our stakeholders are central to our business growth and value creation. We are committed to necessitate meaningful and proactive engagement with them throughout the year to ensure that our interests, concerns, and competing expectations are addressed responsibly. Our inclusive approach to stakeholder engagement enables us to communicate material ESG matters to concerned personnel and the board is kept informed and development and feedback are received periodically.

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

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

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

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

Principle 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	12,079	11,648	96.4%	9,663	9,516	98.5%
Other than permanent	-	-	-	-	-	-
Total employees	12,079	11,648	96.4%	9,663	9,516	98.5%
Workers						
Permanent	12,618	11,980	94.9%	8,997	8,807	98%
Other than permanent	-	-	-	-	-	-
Total workers	12,618	11,980	94.9%	8,997	8,807	98%

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

2. Details of minimum wages paid to employees and workers

Category	FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees					
Permanent					
Male	9,619	0	0%	9,619	100%
Female	3,130	0	0%	3,130	100%
Workers					
Permanent					
Male	8,165	0	0%	8,165	100%
Female	6,252	0	0%	6,252	100%

3. Details of remuneration/salary/wages

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	9	INR 5.31 million	3	INR 5.11 million
Key managerial personnel	3	INR 44.96 million	Nil	Nil
Employees other than BoD and KMP	9,619	INR 1,500,000	3,130	INR 1,300,000
Workers	8,165	INR 3,40,000	6,252	INR 3,25,000

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

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

Yes, Mphasis has appointed multiple personnel to address human rights impacts or issues caused or contributed to by the business. The issues are resolved/addressed basis the nature of the matter.

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

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

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

	FY22			FY21		
	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	30	0	Nil	18	0	Nil
Discrimination at workplace	No complaints			No complaints		
Child labour	No complaints			No complaints		
Forced labour/Involuntary labour	No complaints			No complaints		
Wages	No complaints			No complaints		
Other human rights-related issues	No complaints			No complaints		

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

Mphasis is committed to ensuring a workplace free from all kinds of discrimination and sexual harassment. The company has an Anti-discriminatory policy and POSH policy in place to prevent and address such issues.

The above-mentioned policies provide a mechanism for redressal of complaints of sexual harassment without fear or threat of reprisals in any form or manner to all its employees irrespective of their gender and sexuality. We have zero-tolerance for sexual harassment.

Mphasis is aware that sexual harassment can occur and when reported, we are committed to redressing all such cases. The Internal Committee have been constituted to investigate every complaint thoroughly and ensure adequate reparative action is taken. For a detailed process refer to POSH Policy and FAQ.

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

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

9. Assessments of the year

Mphasis do not conduct such assessment, however, we perform internal checks and reviews periodically to ensure compliance.

	Remarks
Child labour	Mphasis abides by the law of land, as applicable, and do not have such hiring/instances under child labour/forced labour.
Forced/involuntary labour*	
Sexual harassment**	<ul style="list-style-type: none"> A quarterly update on sexual harassment is presented to the Board. India- Annual report comprising complaints filed, disposed of, penal consequences and awareness initiatives for every location is submitted to the district offices. The Company Annual report includes a report on sexual harassment.
Discrimination at workplace	There is an anti-discriminatory policy in place Multiple awareness sessions are conducted at regular intervals on anti-discrimination. Recently concluded a campaign #THEREALME on anti-discrimination.

	<p>Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.</p> <p>Mphasis will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.</p> <p>Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this Policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.</p> <p>In case of non-compliances by employees, it can lead to termination of services/penalties extend to monetary fines/ imprisonment (where permitted by law).</p> <p>False and malicious complaints of harassment, discrimination, or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action</p>
Wages	Adhere to minimum wages, robust process in place internally. HR audits, client-specific audits regularly
Others – Please specify	NA

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

Not applicable

Leadership Indicators

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

We respect each of our employees as individuals and value their differences. The company is committed to ensuring equal opportunities for all its employees and creating an environment that is fair and flexible, promotes learning and growth and reflects the diversity of the world. and it applies to all officers, directors, employees, and contract employees in Mphasis.

Employees shall strive to create a workplace that is free from discrimination in their employment practices against any potential or existing employees, and shall not discriminate on a person's age or other circumstances, colour, cultural or social beliefs such as religion, educational background, race, ethnicity or nationality, spiritual, traditional or customary beliefs, political opinion, physical features/appearances, gender identity and expression, marital status, judging the impacts of potential pregnancy on decisions, sexual orientation, physical disability or impairment.

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

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

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

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

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

14. Details on assessment of value chain partners:

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

	Remarks
	Mphasis only empanels vendors who comply with our COBC.
Sexual harassment	POSH Policy is applicable to Mphasis Limited and its subsidiary, affiliate and or group companies ("Mphasis"). The Policy applies to all officers, directors, employees, visitors, suppliers, contract labour, agents and representatives of Mphasis, and or any third party with whom an employee may have to interact with or in connection with employment in Mphasis. All Contractor for empanelment requires to be compliant with POSH law. Specifically, for India, all vendors that are empaneled are required to be compliant with the provision of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
Discrimination at workplace	Mphasis only empanels vendors who comply with our COBC The Guiding Principles of the Code of Conduct are listed below: Provide a safe, healthy, tolerant and disciplined work environment that respects individuals and is free from discrimination.
Child labour	
Forced/involuntary labour	Mphasis has zero-tolerance for slavery and human trafficking. We ensure that child labour, forced labour, verbal or any other form of harassment and physical punishment is not permitted in any of our related business with Supply chain partners. We do not engage in any activities that would jeopardize safety or security.
Wages	Mphasis ensure to pay all its workforce wages that are equal to or above the minimum wage as per legal requirements.
Others – please specify	Nil

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

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

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

Essential Indicators

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

Parameter	FY 2021-22	FY 2020-21
Total electricity consumption (A)	21775.076	23,199.91
Total fuel consumption (B)	109.247	175.15
Energy consumption through other sources (C)	7.74	5.23
Total energy consumption (A+B+C)	21892.063	23,380.30
Energy intensity per rupee of turnover (Total energy consumption/turnover in INR million) MWh/INR million	0.31	0.41
Energy intensity (Total energy consumption/FTE) in MWh/FTE	1.72	2.29

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

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

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

Not applicable

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

Water is provided by the facility operator under maintenance charges. Water consumption is part of the maintenance charges of the company as we lease our facilities. We do not track our water consumption as per the BRSR requirements.

The usage of water by the Company is only on account of human consumption. Efforts have been made to ensure that the water is consumed judiciously in Company's premises. Water aerators are installed to reduce our water consumption.

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

No, there is no mechanism for zero liquid discharge. A Sewage Treatment Plant (STP) is in place where used water is recycled (treated) and a water test is conducted. If the water test results are within an acceptable range, then water is reused in washrooms and for landscaping purposes.

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

Parameter	Unit	FY 2021-22	FY 2020-21
NOx	Mphasis does not monitor the air emissions other than the GHG emissions.		
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			

Volatile organic compounds (VOC)
 Hazardous air pollutants (HAP)
 Others – ozone-depleting substances
 (HCFC - 22 or R-22)

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

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

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	83	137
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	18,072	18,924
Total Scope 1 and Scope 2 emissions	Metric tonnes of CO ₂ equivalent	18,155	19,061
Total Scope 1 and Scope 2 emissions per turnover in million	tCO ₂ eq/Revenue in Million INR	0.25	0.34
Total Scope 1 and Scope 2 emission intensity	tCO ₂ eq/FTE	1.42	1.86

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

- (i) To reduce carbon footprint value by 1% year on year
- (ii) To reduce electricity consumption by 5% year on year
- (iii) Replacement of old AC to R410a refrigerant

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

Parameter	FY 2021-22	FY 2020-21
Total waste generated (in metric tonnes)		
Plastic waste (A)	0.99	0.45
E-waste (B)	0.00	0.00
Bio-medical waste (C)	5.46	2.64
Construction and demolition waste (D)	0.00	0.00
Battery waste (E)	8.95	0.37
Radioactive waste (F)	0.00	0.00
Other Hazardous waste. Please specify, if any. (G)	0.16	1.50
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	22.35	30.16
Total (A+B + C + D + E + F + G + H)	37.91	35.12

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

Category of waste		
(i) Recycled	21.62	16.03
(ii) Re-used	8.95	0.37
(iii) Other recovery operations	-	-
Total	30.57	16.48

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

Category of waste		
(i) Incineration	Nil	Nil
(ii) Landfilling		
(iii) Other disposal operations		
Total		

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

Batteries are the only hazardous waste Mphasis generated in the facility. This waste is disposed of whenever generated as per Batteries (Management and Handling) Amendment Rules, 2010; wherein the used batteries are disposed to the PCB authorized vendor and Filed half-yearly return in Form VIII to the State Pollution Control Board.

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

Not applicable to Mphasis.

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

As a part of fit-outs in new facilities, Mphasis uses raw materials and follows the process that have the least environmental impact, which includes identifying energy efficient cooling and lighting solutions

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (prevention and control of pollution) Act, Air (prevention and control of pollution) Act, Environment Protection Act, and rules there under (Y/N). If not, provide details of all such non-compliances:

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

Leadership Indicators

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

Parameter	FY 2021-22	FY 2020-21
From renewable sources		
Total electricity consumption (A)	7.74	5.23
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	7.74	5.23
From non-renewable sources		
Total electricity consumption (D)	21,775.076	23,199.91
Total fuel consumption (E)	109.247	175.16
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	21,884.323	23,375.07

2. Provide the following details related to water discharged:

Parameter	FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (in kiloliters)		
(i) To surface-water		
- No treatment		
- With treatment – please specify the level of treatment		
(ii) To groundwater		
- No treatment		
- With treatment – please specify the level of treatment		
(iii) To seawater		
- No treatment		
- With treatment – please specify the level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify the level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify the level of treatment		
Total water discharged (in kiloliters)	Not applicable	Not applicable

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

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

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

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kiloliters)		
(i) Surface water	Not applicable	Not applicable
(ii) Groundwater		
(iii) Third-party water		
(iv) Seawater/desalinated water		
(v) Others		
Total volume of water withdrawal (in kiloliters)		
Total volume of water consumption (in kiloliters)		
Water intensity per rupee of turnover (Water consumed/turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into surface water	Not applicable	Not applicable
- No treatment		
- With treatment – please specify the level of treatment		
(ii) Into groundwater		
- No treatment		
- With treatment – please specify the level of treatment		
(iii) Into seawater		
- No treatment		
- With treatment – please specify the level of treatment		
(iv) Sent to third- parties		
- No treatment		
- With treatment – please specify the level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify the level of treatment		
Total water discharged (in kiloliters)		

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

Parameter	Unit	FY 2021-22	FY 2020-21
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 tonnes of CO ₂ equivalent	2,756	1,986
Total Scope 3 emissions per turnover in million	tCO ₂ eq/Revenue in Million INR	0.039	0.0351
Total Scope 3 emission intensity	tCO ₂ eq/FTE	0.216	0.194

5. With respect to the ecologically sensitive areas reported at Question 10 of essential indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Mphasis Limited does not operate in ecologically sensitive areas.

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as the outcome of such initiatives

Not applicable

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

Yes, Mphasis has a well-defined BCMS Framework that is in alignment with ISO 22301:2019 standard and is on par with other industry best practices. The BCMS framework covers service delivery functions as well as supporting functions across all Mphasis facilities in India and other countries. Mphasis delivery centres in India are certified to ISO 22301:2019 standard (including its subsidiaries).

Mphasis Business Continuity Management System (BCMS) is a fit-for-purpose, business-owned and driven activity that unifies a broad spectrum of business and management disciplines, including crisis management, risk management and technology recovery. BCM is directly linked to corporate governance and establishes a strategic and operational framework to implement, proactively.

Mphasis approach to assure continuity of client services follows a two-pronged approach:

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

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

Not applicable to Mphasis.

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

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

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

Essential Indicators

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

The Company is a member of 4 trade and industry chambers/associations.

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

Engaging with industry associations offers a great opportunity to stay abreast enabling Mphasis to be prepared in a volatile environment. As a leading player in the service industry, they are often involved in various dialogues with the members of the below-mentioned associations. We amplify our mission by investing our time in participating in various forums and other channels of engagement.

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)	
1	The National Association of Software and Service Companies (NASSCOM)	National	NASSCOM, a not-for-profit industry association, is the apex body for the IT-BPM industry in India. NASSCOM is focused on building the architecture integral to the development of the IT-BPM sector through policy advocacy and helps in setting up the strategic direction for the sector to unleash its potential. NASSCOM's members, 3000+, constitute 90% of the industry's revenue and have enabled the association to spearhead initiatives at local, national, and global levels.
2	Confederation of India Industries (CII)	National	The Confederation of Indian Industry (CII) works to create and sustain an environment conducive to the development of India, partnering with industry, government, and civil society, through advisory and consultative processes.
3	American Chamber of Commerce (AMCHAM)	Global	The American Chamber of Commerce in India (AMCHAM India) is an association of American business organizations operating in India. AMCHAM India is a member of the U.S. Chamber of Commerce in Washington DC and the AMCHAMS of Asia Pacific. The chamber's mission is to assist member companies to succeed in India through advocacy, information, networking, and business support services.

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)	
4	US- India Strategic Partnership Forum (USISPF)	Global	The US-India Strategic Partnership Forum (USISPF) is committed to creating the most powerful strategic partnership between the U.S. and India. Promoting bilateral trade is an important part of their work, but their mission reaches far beyond this. It is about business and government coming together in new ways to create meaningful opportunities that have the power to change the lives of citizens.

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

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

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of review by board (Annually/half yearly/quarterly/others – please specify)	Web-link, if available
1	NASSCOM	NASSCOM is the premier trade body and chamber of commerce of the tech industry in India and comprises over 3000 member companies including both Indian and multinational organizations that have a presence in India. Their membership spans the entire spectrum of the industry from start-ups to multinationals and from products to services, global service centres to engineering firms. Guided by India's vision to become a leading digital economy globally, NASSCOM focuses on accelerating the pace of transformation of the industry to emerge as the preferred enabler for global digital transformation.	Yes	Annually	https://nasscom.in/

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of review by board (Annually/half yearly/quarterly/others – please specify)	Web-link, if available
2	NCPEDP	The National Center for Promotion of Employment for Disabled People (NCPEDP) is a cross-disability, non-profit organization, working as an interface between the government, industry, international agencies, and the voluntary sector for the empowerment of persons with disabilities.	Yes	Annually	https://ncpedp.org/

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

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

Not applicable

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

Mphasis works directly with implementation partners who address the grievances of the communities we work with. The company gathers regular feedback from the on-ground stakeholders to assess participation, and satisfaction levels and to document the experience of change. For all CSR projects, implementation partners are actively in touch with the local communities right throughout the project lifecycle. The CSR committee reviews the:

- (i) grant recommendations made by the CSR head; and
- (ii) review the annual action plan made in pursuance of the policy including amendments thereto as required from time to time; and
- (iii) approve and monitor the implementation of the ongoing projects and make appropriate recommendations to the board for its approval.

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

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/small producers	8.57%	5.78%
Sourced directly from within the district and neighboring districts	90.90%	92.00%

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:

S. No.	State	Aspirational district	Amount spent (In INR)
1	Bihar	Navada	We have supported COVID-19 pandemic relief efforts through a CSR grant to Kaushalya Foundation, whose work covered above listed Aspirational districts. Mphasis has allocated and utilized its pandemic relief funds for specific programs in these select areas.
2		Sheikhpura	
3		Jamui	

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

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

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

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

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

8.57%

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:

Mphasis, plan and develop intellectual property. There is no traditional knowledge that is applied.

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.

Mphasis, plan and develop intellectual property. There is no traditional knowledge that is applied.

6. Details of beneficiaries of CSR projects:

S. No	CSR project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1.	Kaushalya Foundation (Covid Relief)	9,000+	100%
2.	Give India (Covid Relief)	9,595	100%
3.	American India Foundation (Covid Relief)	1,15,460	100%
4	NASSCOM Foundation (Covid Relief)	30,000+	100%
5	United Way Bengaluru (Covid Relief)	10,374	100%
6	Akanksha Foundation (Support to 2 Akanksha Schools in Pune)	1,452	100%
7	The/Nudge Institute (Centre for Skill Development & Entrepreneurship)	1,200	100%

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

Essential Indicators

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

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

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

Not applicable to Mphasis.

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

	FY 2021-22		Remarks	FY 2020-21		Remarks
	Receive during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy			No consumer complaints concerning data privacy, cyber security, etc. were received by our organization in 2021-22.			No consumer complaints concerning data privacy, cyber security, etc. were received by our organization in 2020-21.
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive trade practices						
Unfair trade practices						
Other						

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

Not applicable to Mphasis.

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

Yes, Mphasis has a privacy policy in place.

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

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on the safety of products/ services.

Not applicable

Leadership Indicators

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

The Mphasis website hosts all our services and offerings: <https://www.mphasis.com>

Any communication to promote these offerings that are done on digital media also links back to the website.

All brochures and case studies that provide more information are also hosted on the website:

- <https://www.mphasis.com/home/corporate/thought-leadership.html>

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

Not applicable to Mphasis.

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

Increased disruptions due to manmade and natural calamities pose a risk to business operations. Recovery and availability of enterprise applications and infrastructure, post any such disruptions, have become critical for uninterrupted service delivery. In addition to implementing Disaster Recovery for the identified critical enterprise applications, Mphasis is certified on ISO 22301 which is an international standard for Business Continuity Management Systems (BCMS) and which provides reasonable assurance of continuity of service to clients.

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

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

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

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

6. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact.

None

b. Percentage of data breaches involving personally identifiable information of customers.

None
