



**Accelerating Growth,
Shaping a Sustainable Tomorrow
The Persistent way.**

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Accelerating Growth, Shaping a Sustainable Tomorrow The Persistent way.

In an era of rapid technological advancements and environmental challenges, we understand the need to harness economic growth in harmony with the preservation of our planet.

We want to emphasize the importance of inclusivity in growth and advocate for ensuring that all communities, especially those vulnerable to the impacts of environmental degradation and economic shifts are included.

This means creating opportunities for all, reducing inequalities, and building resilience against future challenges.



About Persistent

We are a trusted Digital Engineering and Enterprise Modernization partner, combining deep technical expertise and industry experience to help our clients anticipate what's next and answer questions before they're asked. Our offerings and proven solutions create unique competitive advantage for our clients by giving them the power to see beyond and rise above.

FY 2023-24 Performance Highlights

\$ 310.9M

FY 2023-24 Q4 Revenue +13.2% YoY

\$ 1,186.0M

FY 2023-24 Revenue +14.5% YoY

\$ 316.8M

FY 2023-24 Q4 Annual Contract Value (ACV) Booking

\$ 1,296.7M

FY 2023-24 Annual Contract Value (ACV)

₹ 3.2B

FY 2023-24 Q4 PAT +25.4% YoY

₹ 10.9B

FY 2023-24 PAT +18.7% YoY

\$ 7.3B*

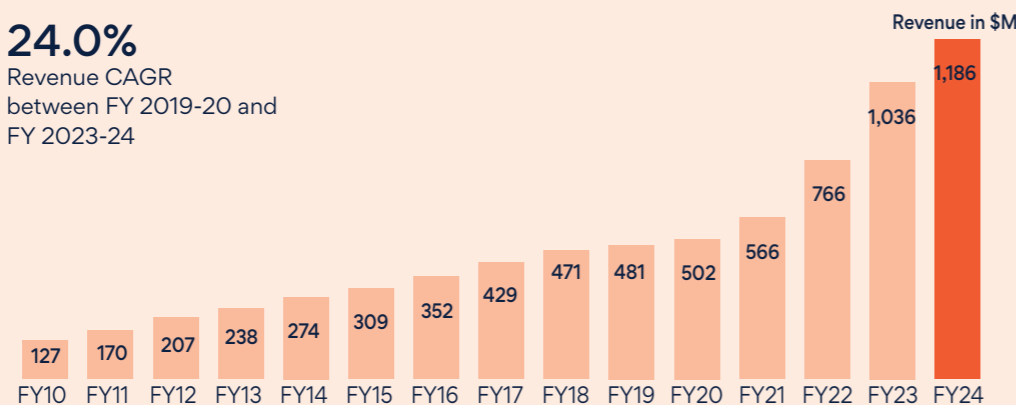
Market Capitalization

23,850

Employees

17.3%
Revenue CAGR from IPO FY 2023-24

24.0%
Revenue CAGR between FY 2019-20 and FY 2023-24



1\$ = ₹ 83.30 | *Market cap as on March 31, 2024

ESG Highlights: FY 2023-24

Persistent Systems

IT Services

S&P Global CSA Score 2023

A Key component of the S&P Global ESG Score

61 /100

As of January 23, 2024
The S&P Global Corporate Sustainability Accessibility (CSA) Score is the S&P Global ESG Score without the inclusion of any modelling approaches. Company scores can be compared to their peers in the same industry. Learn more at spglobal.com/esg/scores

dun & bradstreet

Persistent was named by Dun & Bradstreet as one of India's leading listed ESG entities for 2024



Persistent has committed to set near- and long-term company-wide emission reductions in line with science-based net-zero with the SBTi



Golden Peacock Award for excellence in corporate governance



Confederation of Indian Industry

Recognized for "Significant achievement in HR Excellence" at the 14th CII National HR Excellence Award Confluence



Awarded as the first runner up for "Excellence in HR Analytics" and for the third time in a row, won a special recognition award for "Excellence in Learning and Development" from SHRM

iNFHRA

Bagged a Gold award under the "Sustainability" category and a Silver award in the "Best Project Corporate" for Ramanujan facility at iNFHRA's 8th edition of Workplace Excellence Conference & Awards



Awarded the prestigious IGBC Green Interior-Platinum Award for Persistent Systems Ramanujan facility in Pune



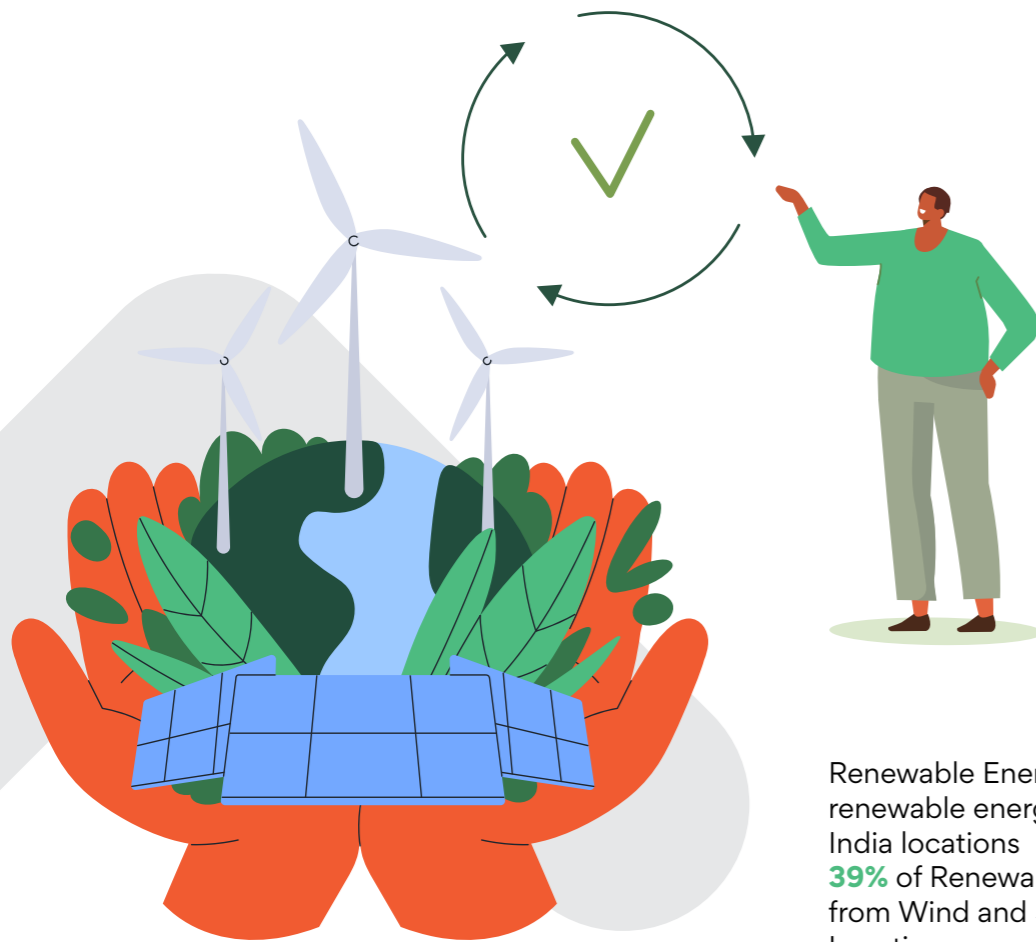
Won seven Leadership Awards for Facilities Management, Security Management, Environment, Health & Safety, Energy Conservation Initiative, and Infrastructure Management at CEWorldwide's 149th Procurement, Project Management, Corporate Real Estate, Facilities Management, and 2023 Pune Leadership Award Conference



Persistent has joined United Nations Global Compact as a part of its commitment to being a responsible organization



Act of Compassion Award. Comprehensive care for children affected with Facial Cleft and Palate



Environment

42%

Emissions reduced through 2 windmills (2.1 MW each) and 2 MW solar rooftops

Renewable Energy: **44%**

renewable energy usage across our India locations

39% of Renewable energy consumed from Wind and Solar across Global Locations.

16% Self-generated Renewable Energy Certificates (REC) and **45%** of purchased International Renewable Energy Certificates (I-RECs)

28.3%

Of treated wastewater in owned campuses is used within our facilities

99%

of Waste Recycled

25,000 Trees planted

taking overall count to **121,035** trees

Social

29.5%

Women in workforce

84,000+

participants took part in Well-being initiatives

29,927

Unique Lives impacted through CSR programs

8,118

Volunteers participated in ISR activities

11,388

Hours volunteered in ISR activities

Zero

Accidents

8.2/10

Employee Satisfaction Score (eNPS)

90%

Average learning coverage with

72 average learning hours per person

Governance

7/10

Independent Directors on the Board

2/7

Women Independent Directors on the Board

99%

Code of Conduct training coverage

Zero

Data breaches

69NPS

Customer Satisfaction Score (CSAT) Net Promoter Score with

88% response rate

MESSAGE FROM THE KEY PEOPLE

Message from the Chairman

- ● We believe that the technology industry must be a force for good. We also believe that the technology industry must set higher standards in achieving net-zero and other climate metrics earlier than mandated.



Dear Stakeholders,

We at Persistent have always taken an extended view of stakeholders to include employees and their families, suppliers and vendors and their extended ecosystem, our clients and partners, the environment and society, and investors and shareholders.

I am delighted to present this year’s report with the theme, **Accelerating Growth, shaping a Sustainable Tomorrow – The Persistent Way**. This year, we continued to reinforce our core belief that true success goes beyond just financial metrics. The Board is committed to Persistent’s ESG mission and has established a Board-level Stakeholder Relationship and ESG Committee to monitor and support the Company’s commitment to environmental sustainability, social responsibility, and strong governance practices.

This year continued to be difficult with various geo-political challenges. We observed extreme weather conditions, reminding us of the importance of preserving and rejuvenating our environment. The year also brought new hope with new technology trends such

as Artificial Intelligence and various developments in synthetic biology and renewable energy. Technological solutions are the only way for us to have a chance to help support the growth and aspirations of the masses without compromising the environment and the social fabric. We continue to invest in new technologies and work closely with clients who are market leaders in technology and technology adoption. Working with the best players in the ecosystem provides us with the opportunity for us to get better at our craft and learn from the best practices of our clients.

In the Financial Year 2022-23 we achieved an important milestone of the Company achieving a Billion-dollar revenue. As we defined plans for Persistent at Two Billion Dollars, our commitment to ESG is a core part of the strategy moving forward. ESG is an important facet of our collaboration with our clients and partners. We benefit from sharing and evolving our practices with our clients and partners as we learn about new methods, tools and practices from them. Sharing and learning are fundamental to the Persistent Way.

We believe that the technology industry must be a force for good. We also believe that the technology industry must set higher standards in achieving net-zero and other climate metrics earlier than mandated.

We believe that sustainability, inclusiveness and other principles that embody our ESG strategy must be fully embedded in our day-to-day activities and processes. These principles are embedded in our core strategy and ambitious ESG goals with clear targets and transparently tracking and reporting our ESG progress are set as part of the Company’s plans to grow the business to the Second Billion. We treat climate action as a strategic risk and manage it proactively. We integrate sustainability in all our operations and value chains and help our clients, partners, vendors and suppliers reach their own sustainability goals.

In addition to our ongoing sustainability focus, Persistent as a brand has always believed in

promoting inclusion to create a more equitable future. We leverage our business practices to empower our diverse global talent by actively building an inclusive workforce that reflects the incredible and unique variety of the communities we serve.

Our people enable our business success, and we programmatically invest and help every individual achieve their personal and professional goals systematically. We believe in the significance of fostering a diverse and inclusive work environment that prioritises employee well-being and opportunities for our talent to challenge themselves and gain new skills. Our people are passionate thinkers and drivers of innovation. We are incredibly proud of our learning and development programs that foster a vibrant and collaborative learning-led culture where diverse talents inspire one another.

The Persistent Foundation, is celebrating its 15th anniversary this year. The Foundation team has worked tirelessly to change countless lives for the better, supporting those in need and focusing on preserving the planet. We aspire to fulfil more dreams, enrich lives and protect our environment through CSR actions. I congratulate the Persistent Foundation for 15 years of social impact and wish them continued excellence in their future initiatives.

We are committed to leading by example and working collaboratively to build a better world, and we know the only way we will reach our ESG goals is by continuing to work together. I want to thank each one of you for your unending trust, confidence and support on this mission.

With Best Regards,

Anand Deshpande
 Founder, Chairman and Managing Director

MESSAGE FROM THE KEY PEOPLE

Message from the CEO

- ● We believe sustainable business practices are not just an obligation, but a strategic imperative for long-term success.



Dear Stakeholders,

We at Persistent continued to deliver industry leading growth FY, achieving \$ 1.186 billion (14.5% growth year-over-year) in 2023-24. We believe that the success for a company like Persistent extends far beyond financial resilience. We must enable resiliency for our communities, our society, and our planet in order to enable a strong and sustainable future.

Accelerating Growth, Shaping a Sustainable Tomorrow — The Persistent Way recognizes our responsibility to be forward-thinking and future-ready in environmental sustainability, social well-being, and corporate governance. This third edition of our Environmental, Social and Governance (ESG) report reflects our ongoing commitment to integrate these principles into our core strategies and illustrates the beneficial impact we make for all Persistent stakeholders.

Revenue
\$ 1.186 billion
 growth year-over-year
14.5%

We believe sustainable business practices are not just an obligation, but a strategic imperative for long-term success. We are committed to embedding ESG principles into our business model to foster responsible growth, enable positive change, and lead by example.

Our dedicated Sustainability and ESG function comprises of senior leadership from cross-functional teams that oversee the implementation of ESG practices across all aspects of our operations. We constantly commit ourselves to innovate for a greener future by leveraging our expertise in technology and develop solutions that empower our clients' sustainability journey.

Persistent has committed to standards from SBTi (Science-Based Targets Initiative) to set near- and long-term company-wide emission reductions in line with science-based net-zero. We are happy on the progress we are making towards achieving carbon neutrality for Scope 1 and Scope 2 emissions, and 100% renewable energy sourcing for our owned facilities in India, by the middle of FY 2024-25.

We recognize that achieving sustainability requires collaboration across our company. We focus on fostering a diverse and inclusive workplace through Diversity, Equity, Inclusion, and Belonging (DEIB) approach. This approach makes everyone feel valued and empowered to contribute their best. Investing in our employees' well-being and professional development strengthens our ability to innovate and deliver exceptional results, helping us retain good talent and build future ready workforce.

We are deeply committed to giving back to the communities we serve. The Persistent Foundation, this year celebrates its 15th anniversary, continues to have wide-ranging positive social impacts through strategic Corporate Social Responsibility (CSR) initiatives focused on Health, Education, Community

Development, Preservation of Heritage and Wildlife. Through Individual Social Responsibility (ISR) campaigns, we encourage employee volunteering, fostering a culture of giving back to the community.

As we reflect on our ESG achievements of the past year, we continue to engage with our stakeholders and incorporate their invaluable feedback into our strategy for the coming year and beyond. We are confident that by integrating sustainability principles into our core strategy, we will not only continue to create long-term value for all stakeholders but also shape a sustainable and resilient tomorrow through our unique approach — The Persistent Way.

With Best Regards,

Sandeep Kalra
 CEO & Executive Director

MESSAGE FROM THE KEY PEOPLE

Message from COO

- ● At Persistent, we are committed to leading in our own distinctive way, as we view ESG as a never-ending journey to promote the brightest possible future for our clients, communities, society, and ourselves.



Dear Stakeholders,

At Persistent, our success is deeply intertwined with our commitment to Environmental, Social, and Governance (ESG) principles. The past year saw changing work environments – with bringing people back to office, new geopolitical instability, and supply chain disruptions. Despite these challenges, our employees worked diligently to deliver client value in innovative ways, contribute to the environmental resiliency of our communities, and engender a sustainable future through personal volunteering and corporate initiatives.

Recognizing climate change as a critical global crisis, Persistent acknowledges its impacts and we firmly believe in **Accelerating Growth, Shaping a Sustainable Tomorrow – The Persistent Way.** Climate action is a central focus area within our ESG initiatives, driving our commitment to reduce carbon emissions for a healthier society and a greener planet.

Throughout the year, we have implemented various initiatives aimed at reducing our environmental footprint and ensuring compliance with regulatory standards. Persistent prioritizes sustainable practices and is working towards green building certifications based on reducing greenhouse gas emissions. We actively reduce business travel whenever possible and prioritize cloud-based solutions

and data center consolidation to minimize our IT infrastructure’s environmental footprint. Investments in energy-efficient hardware and server virtualization practices further optimize Persistent’s resource usage .

Diversity, Equity, and Inclusion (DEI) are at the core of our values and growth strategy. Our diverse global team share our purpose of refreshing the world and making a positive impact. Our goal is not just to reflect the diversity of the communities where we operate, but to lead and advocate for a better shared future. We believe that our commitment to these values plays a crucial role in our ongoing success.

A happy, healthy workforce is key to achieving our sustainability ambitions. Investing in our people is paramount, and Persistent offers and promotes a variety of professional development programs that equip our employees with the knowledge and skills needed to contribute to a sustainable future. We also engage employees in team building, mental well-being, and overall health initiatives to ensure that advancing personal health and happiness remains central in their Persistent careers.

Sustainability risks are business risks. Persistent’s Enterprise Risk Management (ERM) functions proactively works to incorporate ESG factors into risk assessments and mitigation strategies. We consider environmental and social factors when developing client solutions, making ESG a core aspect of how we do business.

For Persistent and its employees, Corporate Social Responsibility (CSR) is an imperative that is essential for our company. The Persistent Foundation’s commitment to social responsibility goes far beyond funding particular programs and initiatives. As it celebrates its 15th anniversary, the Foundation continues to tackle a myriad of social issues in our communities, enriching countless lives each year. In addition, we are committed to ethical sourcing throughout our supply chain, by emphasizing responsible sourcing practices. This also ensures our value chain partners adhere to high ethical and sustainability standards.

As global innovators, we are constantly looking ahead for emerging and future-ready technologies that present exciting opportunities to further integrate sustainability into our operations and solidify our position as a leader in sustainable business practices. We also take our solutions, learnings, and best practices to our clients, so they can benefit from our experiences as they progress on their own sustainability goals.

Building a sustainable future requires a collective effort. At Persistent, we are committed to leading in our own distinctive way, as we view ESG as a never-ending journey to promote the brightest possible future for our clients, communities, society, and ourselves. We’re proud of our current achievements outlined in this year’s ESG report, and eager to reach new ones as a unified global team.

With Best Regards,

Dhanashree Bhat
Chief Operating Officer

Message from the ESG Head

- ● The organization has set ambitious, yet achievable ESG goals which are translated into specific, measurable, achievable, relevant, and time-bound targets.



Dear Stakeholders,

I am pleased to present this year's Environmental, Social, and Governance (ESG) annual report which demonstrates our transparency and collaborative approach to developing and continually improving our ESG strategy and roadmap. Our ultimate goal is reflected in this year's report theme: **Accelerating Growth, Shaping a Sustainable Tomorrow — The Persistent Way.**

Persistent takes a comprehensive approach to identifying ESG issues most pertinent to our company's long-term resiliency and various stakeholders. This involves a multi-pronged process that takes into account sectoral best practices, global ESG trends, and comprehensive engagement with stakeholders. Our corporate strategy is aligned to key material priorities to ensure that our ESG efforts are far-reaching and future-ready, contributing to long-term value creation for society and our planet.

We solicit active feedback from stakeholders through various engagement channels to understand stakeholder concerns and

expectations. This feedback helps the organization prioritize our efforts and ensure that ESG initiatives are fully aligned with stakeholder expectations and aspirations.

The organization has set ambitious, yet attainable ESG goals which are translated into specific, measurable, achievable, relevant, and time-bound targets. Action plans are developed with clear ownership and timelines to ensure steady progress on achieving these targets.

ESG considerations are becoming increasingly important in our decision-making processes. We actively identify, assess, and mitigate ESG-related risks, such as climate change, data security and privacy, supply chain, and governance issues. In addition, integration with our Enterprise Risk Management (ERM) framework ensures a holistic approach to managing all potential risks and opportunities.

A successful ESG strategy is inherently tied to strong employee engagement. Persistent empowers employees to share their ideas and take part in the organization's sustainability journey through a variety of internal programs. Ongoing cooperation with industry and sustainability partners also helps us tackle common problems and advocate ESG best practices throughout the company.

Persistent's culture encourages transparency and accountability. Our ESG report is independently verified by a third-party to ensure data accuracy and build trust with our stakeholders. We are constantly looking to improve our ESG reporting approach and plan to stay ahead of the curve by adopting emerging reporting standards and frameworks as they evolve.

We are committed to fostering a culture of sustainability within Persistent. This involves integrating ESG into decision-making across all functions and motivating our employees on ESG-related issues and initiatives. Challenges are

inevitable, but by promoting open communication and collaboration, we strive to overcome obstacles and build a more sustainable future for generations to come.

We look forward to your continued feedback, encouragement, and collaboration in our never-ending endeavor to drive inclusive and equitable growth.

With Best Regards,

Chitra Byregowda
ESG Head

Message from the Persistent Foundation Chairperson

- ● Over these 15 years, we have impacted over 4.5 lakh lives by investing ₹100 crore in our CSR initiatives Persistent Foundation expresses gratitude to its Board Members, Trustees, Employees and stakeholders.



Dear Stakeholders,

As we celebrate 15 Years of Service to Society, the CSR Foundation at Persistent Systems has been impacting lives through various initiatives in Health, Education, Community Development and Preservation of Heritage and Wildlife . Over these 15 years, we have impacted over 4.5 lakh lives by investing ₹ 100 crore in our CSR initiatives Persistent Foundation expresses gratitude to its Board Members, Trustees, Employees and stakeholders.

Through Community Development initiatives, we have provided clean water and sanitation facilities in villages. 55 open wells have been constructed, 120,000 trees planted, provided fodder for 3000 animals, brought ten thousand hectares of land under cultivation, more than one thousand female calves were born through artificial insemination initiative.

We have supported healthcare for children, women, and senior citizens. 4700 cleft surgeries, 3000 pediatric surgeries and 7000 babies were supported with nutrition. 12,500 cataract surgeries and 22,000 senior citizens were provided medicines and 2000 individual through artificial limbs.

In the field of Education, 160 thousand students were able to use our services. We have helped empower 500 young women to become engineers and find jobs through our Kiran program. Through the Swachh Vidyalaya initiative across 110 schools, the construction of toilet blocks has benefited 21000 children. 10000 students have improved their academic performance through our study centres. More than 700 specially abled children have been helped to improve their overall development. 65500 students have been enabled to complete their school education. 1700 individuals were given vocational training to enable them to become employable. Our Vocational Training program has been able to provide more than 12000 individuals with jobs.

The employees have been extremely generous with their kind donations of 90 million or 9 crore rupees. A total of 56000 volunteering hours have been contributed for various activities like tree plantation, mentoring our Kiran scholars, assembling school kits, painting lamps and piggy banks, making seed balls, rice plantation and several others.

As we look forward to expanding the reach and impacts of our CSR initiatives to make them more meaningful, we continue to expect a wholehearted support from our stakeholders and look forward to sincere contributions from our sustainability champions to touch the lives of more and more beneficiaries with each passing year.

With Best Regards,

Sonali Deshpande
Chairperson, Persistent Foundation

- ● Persistent Systems has been impacting lives through various initiatives in Health, Education, Community Development and Preservation of Heritage and Wildlife.

PERSISTENT AT A GLANCE

Persistent Creates History with Three GUINNESS WORLD RECORDS™

Celebrates surpassing \$ 1 billion revenue milestone in a first-of-its-kind way



Persistent achieved three GUINNESS WORLD RECORDS titles for the Largest bicycle logo/image, Most live viewers of a cycling awareness video lesson on YouTube, and the Largest online video album of people riding bicycles to reinforce its commitment toward environment and employee health.

When Persistent crossed the \$ 1 billion annual revenue milestone in FY 2022-23, it decided to send a token of its appreciation to its global employees for their contribution to its continued success. Among the choices given to the employees were an electronic audio device, travel accessories, and bicycles. About 9,000 employees opted for the bicycle, which prompted Persistent to initiate the GUINNESS WORLD RECORDS title attempts and further encourage the fitness journeys of its employees.

On the records front, the Company created its logo with 704 bicycles, showcasing its dedication to employee wellness and symbolizing it by etching it in its brand identity. 7,348 employees and their families viewed the cycling awareness lesson live on YouTube to help them understand more about cycling best practices and safety. Further, to make cycling a movement and motivate employees to adopt environment-friendly transport, the Company built an online video album of people riding bicycles, with 5,098 individuals contributing to it.

Report Profile

The company is pleased to unveil its third ESG report, showcasing its dedication to responsible business practices and meeting stakeholder expectations. This report will provide an annual overview of the company's sustainability endeavours and activities. With the release of the ESG report, the company aims to underscore significant material issues for its business. Importantly, the scope and boundary of this report remain consistent with the previous edition, with no changes in the company's structure, ownership, or nature of business that could significantly impact the report.

The ESG Report communicates the progress made on the company's ESG Goals and commitments during the reporting period from April 1, 2023, to March 31, 2024. This report aims to address the increasing interest of stakeholders in various ESG aspects. In the consolidated financial statements, the company incorporates all wholly owned subsidiaries and step-down subsidiaries. The reporting scope and boundary encompass operations across all entities of Persistent Systems Ltd, excluding subsidiaries specified globally.

Reporting Framework and Standards

The ESG report is in reference to Global Reporting Initiative (GRI Standards) 2021, Business Responsibility and Sustainability Reporting (BRSR) requirements of Security Exchange Board of

India (SEBI). Sustainability Accounting Standard Board (SASB) standards, Task Force on Climate related Financial Disclosures (TCFD).

Principles, and the material issues are also aligned with the United Nations Sustainable Development Goals (UNSDGs) ensuring transparency and accountability and forms the basis of our Communication on Progress (CoP) with the UN Global Compact (UNGC).

Assurance Statement

The ESG disclosures undergo a comprehensive internal review by respective business units and are externally assured by an independent assurance body known as DNV India Business Assurance Pvt Ltd.

Forward Looking Statement

This report incorporates forward-looking statements that outline our expectations and plans, grounded in reasonable assumptions and past performance. Additionally, these statements are contingent upon factors such as industrial development, geographical market conditions, government policies, laws, regulations and other incidental factors. Therefore, the statements should be regarded as inherently speculative due to the variable nature of these factors, and the underlying assumptions may undergo significant changes.

Reporting Cycle
Annual

Reporting Period
1st April, 2023 to 31st March, 2024

Independent Audit Firm
Assurance Statement DNV Business Assurance India Private Limited

GHG Verification Statement

Previous ESG reports
FY 2022-23
FY 2021-22

FY 2023-24 Business Responsibility and Sustainability Report

FY 2023-24 Persistent Annual Report

Persistent Foundation

Persistent ESG

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Approach to ESG



Stakeholder Engagement - Shared Value Creation

We maintain regular engagement with our stakeholders to comprehend their expectations, collect insights, and prioritise issues that significantly affect our ability to create value for the business. This ongoing interaction allows us to foster enduring relationships grounded in trust and transparency. We integrate these insights and expectations into the development of our ESG roadmap.

Our Stakeholder Relationship and ESG Committee oversees the company's key stakeholder concerns through various modes of engagement periodically which helps in understanding the key topics material to our business as well as their impacts. This committee translates these critical issues to the Board level twice in a year for developing a comprehensive strategy by aligning business ESG goals with measurable key performance indicators.

Details of Key Initiatives towards Stakeholders - SR and ESG committee

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

Stakeholder Engagement Process

In the sustainability strategy of Persistent, our goal is to identify the primary issues that matter most to our stakeholders concerning external impact on society or the environment and internal impact on enterprise value creation. Through ongoing engagement, we have identified five key stakeholder groups critical to our business. Our stakeholder spectrum encompasses clients, partners, investors/shareholders, suppliers, wider society, and our employees along with their families. These stakeholders were identified based on their influence on our operations and the reciprocal impact our business has on them.

Every year, the Company presents the key initiatives taken and practices followed towards betterment of its stakeholders. The purpose of this is to maintain good relationships and to safeguard the rights and best interest of these stakeholders.

The Company at every meeting of the Stakeholders Relationship and ESG Committee takes an update on initiatives taken towards the Company's stakeholders. The Stakeholder engagement process to identify material issues and the initiatives taken towards betterment of its stakeholders is discussed at SR and ESG committee and signed off by Board of Directors.

Key Stakeholders

- Government Regulatory Authorities/Government bodies/ Chamber of Commerce
- Shareowners/ Investors
- Clients and Partners
- Board of Directors and Senior Management

- Suppliers and Vendors
- Society at large
- Employees and their families
- Student community and Alumni

Refer to key initiatives taken and practices followed towards betterment of its stakeholders discussed during SR and ESG Committee meeting. Refer to Director's report of [Annual Report](#).

Key Stakeholder Groups and purpose of engagement	Mode of Engagement	Frequency of Engagement	Key Expectations
External Stakeholder Groups			
Clients and Partners	<ul style="list-style-type: none"> Weekly Status calls Monthly Business Reviews Quarterly Business reviews CXO to CXO leadership connections CSAT 	Weekly Monthly Quarterly Twice a year Need-based	<ul style="list-style-type: none"> Build long-term relationships, Understand partnership expectations and strategic priorities. Understand client feedback on project delivery parameters and Persistent’s performance against project delivery expectations
Investors/ Shareowner:	<ul style="list-style-type: none"> Stock exchange filings Shareholder’s survey and meetings Annual General Meeting Investor relations website Emails Quarterly Earnings call Individual investor meetings (in-person/ virtual) Investor conferences (in-person/virtual) Investor road shows (in-person/virtual) Formal notices Press/Web releases Annual Reports and Newspaper 	Quarterly Annually Need-based	Keeping Shareholders informed about Persistent’s Financial and Non-Financial performance
Suppliers/ Vendors	<ul style="list-style-type: none"> Suppliers meet Mutual visits Monthly meetings with leadership Events 	Monthly Quarterly Annually and Need-based	<ul style="list-style-type: none"> Maintaining service standards ESG awareness trainings Vendor due-diligence Vendor of conduct
Society at large:	<ul style="list-style-type: none"> Events Campaigns Community engagement initiatives Employee engagement through volunteering 	Need-based Periodically	Fulfilling social responsibility
Media	<ul style="list-style-type: none"> Pitch notes about key initiatives through emails Press releases Investor analyst deck Relationship-building meetings with journalists Participation in events organized by the media Media interviews Quotes Bylines 	Monthly Quarterly Annually and Need-based	Strengthen our brand position through regular engagement with the media by sharing key company developments. We aim to build our thought leadership by propagating our differentiators, which will enhance our visibility and recall among clients, partners, and other stakeholders
Government Regulatory Authorities/Government bodies/ Chamber of Commerce	<ul style="list-style-type: none"> Annual returns and submissions 	Annually Need-based	Providing requisite information to the Government authorities. Share perspectives, insights, participate in research, policy advocacy, thought leadership, contribute to collective initiatives and growth of development sector, collaborate to discuss industry trends, emergency best practices

Key Stakeholder Groups and purpose of engagement	Mode of Engagement	Frequency of Engagement	Key Expectations
Internal Stakeholder Groups			
Employees and their families:	<ul style="list-style-type: none"> Annual day Events Bi-monthly employee engagement survey Quarterly townhalls Email Communication Skill based trainings including technical and non-technical programs Internal communicator Persistent LinkedIn, website, Instagram Pulse - Annual cultural fest with team games, talent shows, and performances from teams worldwide Persistent Run – Annual Health and Fitness activities Press, web release, Newspapers Annual reports 	Monthly Quarterly Annually and Event-based	<ul style="list-style-type: none"> Grievance resolution mechanism Organisation updates, growth, key wins, awards and recognition, Employee Health and wellbeing Diversity and Inclusion Talent development, Trainings, skill up-gradation Cultural collaboration and employee get-together
Board of Directors and KMPs, Senior Management	<ul style="list-style-type: none"> Board Meetings Executive committee meetings Shareholders meetings Formal Notices Website information Press/Web releases E-Mails Annual Reports Newspaper 	Quarterly Need-based	Ensure the board receives regular updates on stakeholder issues and Consider stakeholder views in decision-making



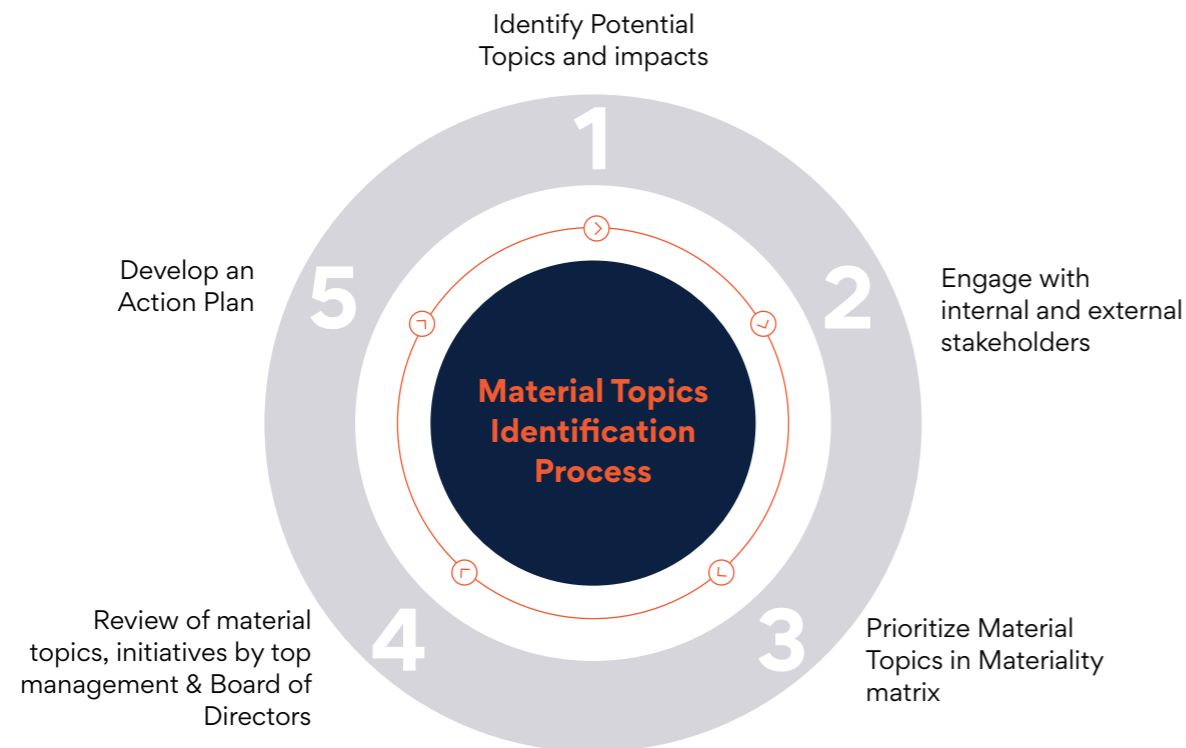
Materiality - A Compass for Navigating the ESG Landscape

Our approach to materiality involves identifying and prioritizing the most significant environmental, social, and governance (ESG) issues that impact our business and stakeholders. We focus on issues that have a significant potential to affect our long-term sustainability and value creation. This process helps us allocate resources effectively, engage with stakeholders transparently, and integrate ESG considerations into our decision-making processes.

Materiality Assessment Process

Our annual materiality assessment process ensures we are aligned not only with stakeholder priorities, but also with evolving regulatory requirements, global sustainability trends, and most importantly, our commitment to creating long-term value. Through this identification of

key material topics, we translate these findings into actionable Key Performance Indicators (KPIs) that directly influence our strategic decision-making. This ensures our efforts are focused on areas of greatest impact, and that we are setting ambitious and measurable ESG targets for these material topics.



Step 1

Identify Potential Topics and impacts

We have identified ESG issues which have the potential to present a significant impact on the society or environment and might also have a significant impact on the company's value drivers, competitive position, and long-term shareholder value creation.

Step 2

Engagement with internal and external stakeholders

We identify the primary stakeholders who are strategic and critical to our organization's business activities. These stakeholders include employees, vendors, regulators, suppliers, shareholders and NGOs. Once the key stakeholders are identified, we have assessed the importance of various topics or issues based on their relevance to these stakeholders. This analysis involves gathering feedback through surveys, interviews, focus groups, or other forms of stakeholder engagement.

Step 3

Prioritizing Material Topics - Materiality Matrix

Following a comprehensive survey, a standardized scoring system has been followed to translate qualitative feedback on each topic into quantifiable marks. Our materiality assessment considers a balanced perspective, incorporating both business aspects and stakeholder importance. Each business aspect (Revenues, Reputation, Business Continuity, and Operational Efficiency) is weighted equally. We engage with key stakeholders, including employees, NGOs, suppliers, shareholders, and customers, to understand their priorities. The impact of each topic is then evaluated on a scale ranging from Very Low to Very High. The distribution of these scores were analysed, and the topics were prioritised considering the relative importance of each topic from a stakeholder perspective and enterprise value creation perspective. We evaluate the potential economic, environmental, and social impacts of each identified topic on our business.

Step 4

Review of material topics by top management and Board of Directors

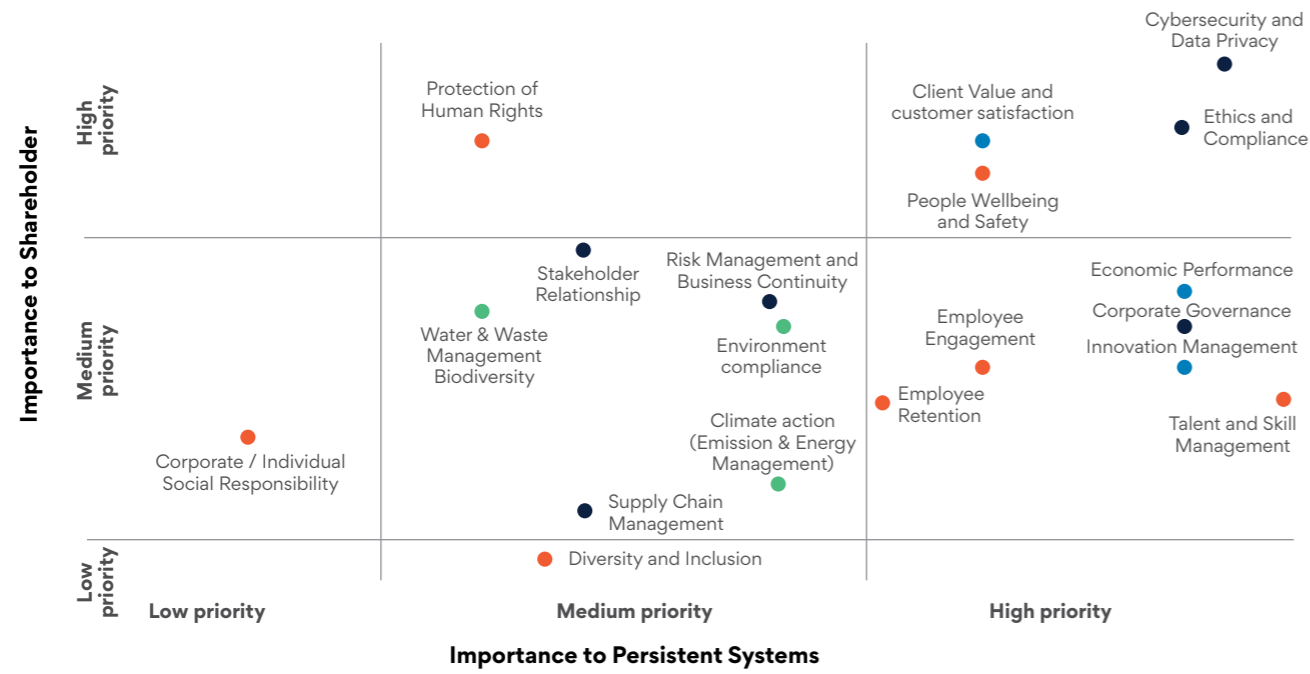
The identified material topics are presented to respective functional groups who interact with the stakeholders. The materiality topics are prioritized and initiatives are taken to address the expectations of stakeholders. These initiatives are presented in SR and ESG committee of the board.

Step 5

Develop an Action Plan

We have integrated the identified material topics into our ESG framework with an action plan. The action plan defines clear KPIs (Key Performance Indicators) against each material topic that will enable us to track progress and measure the effectiveness of our efforts. Regular monitoring and evaluation will be taken up to ensure continuous improvement and allow us to adapt our strategies as needed. This ongoing commitment to action ensures that the insights gained from the materiality assessment are translated into tangible results, solidifying our dedication to sustainable practices that benefit both our business and our stakeholders.

Materiality Matrix



We categorize our material topics based on their Environmental (E), Social (S), and Governance (G) impacts. Additionally, topics with a significant financial impact are classified as 'Business'.



Environment

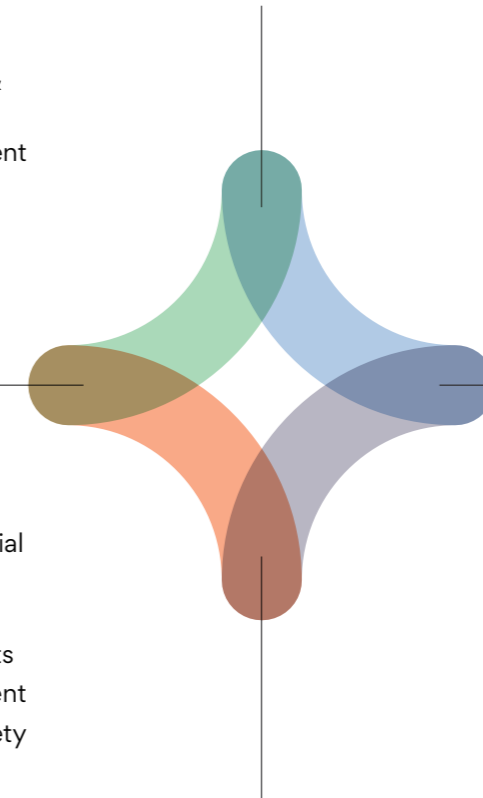
- Climate action (Emission & Energy Management)
- Water & Waste Management Biodiversity
- Environment compliance

Social

- Diversity and Inclusion
- Corporate / Individual Social Responsibility
- Employee Engagement
- Protection of Human Rights
- Talent and Skill Management
- People Wellbeing and Safety
- Employee Retention

Business

- Economic Performance
- Innovation Management
- Client Value and customer satisfaction



Governance

- Risk Management and Business Continuity
- Corporate Governance
- Ethics and Compliance
- Stakeholder Relationship
- Cybersecurity and Data Privacy
- Supply Chain Management



Persistent Material Issues and linkage to ERM

We conduct materiality assessment annually. In FY 2023-24, we have conducted materiality assessment with both internal and external stakeholders and identified 19 Materiality issues most relevant to our organization and stakeholders, categorized as high, medium, and low priority topics based on their impact. These Materiality Issues are prioritized in a materiality matrix and integrated into Enterprise Risk Management.

Material topics/Issues	Linkage to risk	United Nations Sustainable Development Goals (UNSDG)
Climate action (Emission & Energy Management): Focuses on our organization's efforts to mitigate greenhouse gas emissions and manage energy consumption effectively. It includes strategies for reducing carbon emissions, increasing energy efficiency, transitioning to renewable energy sources, and implementing sustainable energy practices across our operations.	Sustainability Risk (Climate Change)	  
Water & Waste Management: Water and waste management involves the responsible stewardship of water resources and the effective management of waste generated by our organization's activities.	Water Scarcity Risk (Emerging Risk)	
Environment compliance: Ensuring compliance with environmental permits, licenses, and reporting requirements, as well as addressing potential environmental liabilities and risks. It encompasses measures to prevent pollution, manage hazardous substances safely, and mitigate environmental impacts under legal and regulatory obligations.	Global Regulatory Risk (Emerging Risk)	
Diversity and Inclusion: This involves promoting diversity in terms of race, ethnicity, gender, age, sexual orientation, disability, and other characteristics. It includes strategies to foster an inclusive work environment, eliminate bias and discrimination, promote equitable opportunities for all our employees, and leverage diverse perspectives to drive innovation and business success.	Talent Demand and Employee Attrition Risk	  
Corporate Social Responsibility / Individual Social Responsibility: Addressing social, environmental, and economic impacts through voluntary initiatives that go beyond legal requirements.	Not a Key Risk	 
Employee Engagement: Creating a supportive work environment where our employees feel valued, empowered, and motivated to contribute their best.	Talent Demand and Employee Attrition Risk	
Protection of Human Rights: It involves implementing policies and practices to prevent human rights abuses, address grievances, promote fair labor practices.	Talent Demand and Employee Attrition Risk	 
Talent and Skill Management: Identifying key competencies and skills required for business success, recruiting and hiring qualified candidates, providing training and development opportunities, and implementing performance management systems to assess and reward our employee performance.	Talent Demand and Employee Attrition Risk	
People's Wellbeing and Safety: Measures to ensure a safe and healthy work environment, prevent occupational injuries and illnesses, promote work-life balance, and provide access to wellness programs and support services.	Talent Demand and Employee Attrition Risk	

Material topics/Issues	Linkage to risk	United Nations Sustainable Development Goals (UNSDG)
Employee Retention: This includes efforts to understand and address factors that contribute to our employee turnover, such as job satisfaction, career development opportunities, compensation and benefits, work-life balance, and organizational culture.	Talent Demand and Employee Attrition Risk	
Risk Management and Business Continuity: Includes robust risk management processes, conducting risk assessments, developing risk mitigation strategies, and implementing business continuity plans to ensure resilience and readiness to respond to crises and disruptions.	Cyberattack and Hacking Risk	  
Corporate Governance: It includes defining the roles and responsibilities of the board of directors and senior management, ensuring compliance with legal and regulatory requirements, and promoting integrity, transparency, and ethical behavior throughout our organization.	Not a Key Risk	
Ethics and Compliance: Ethics and compliance encompass our organization's commitment to conducting business with integrity, honesty, and adherence to ethical principles and legal requirements.	Not a Key Risk	
Economic Performance: This material topic involves achieving sustainable revenue growth, profitability, and financial stability through effective financial management, sound investment decisions, and strategic allocation of resources.	Foreign Exchange Risk	  
Innovation Management: Investing in research and development (R&D), fostering collaboration and knowledge sharing, and rewarding and recognizing innovative initiatives and contributions.	Not a Key Risk	 
Client Value and customer satisfaction: It includes collecting and analyzing our client feedback, measuring satisfaction levels, and continuously improving our client experiences.	Not a Key Risk	   
Stakeholder Relationship: It includes stakeholder identification and mapping, communication and engagement strategies, and mechanisms for stakeholder dialogue and feedback.	Not a Key Risk	
Cybersecurity and Data Privacy: This involves implementing robust cybersecurity measures and protocols from cyber-attacks.	Cyberattack and Hacking Risk	
Supply Chain Management: It includes identifying and managing supply chain risks, such as supplier disruptions, ethical sourcing issues, and promoting responsible supply chain practices, such as fair labor practices, environmental sustainability, and supplier diversity.	Not a Key Risk	 

For more details refer to Risk Management section of [Annual Report](#).

Material Issues and Metrics -Enterprise Value Creation

Material Issue 1

Climate action (Emission & Energy Management)

Business Impact

Climate change is increasing the periodicity and intensity of some extreme weather events such as heat waves, cold waves, tornadoes, tropical cyclones, floods, cases of seasonal diseases, epidemics, and pandemics. Extreme weather events may have an associated threat to human safety and business operations.

Mitigation Approach

We operate with environmental responsibility, evident by our ISO 14001:2015 certified facilities across India. Our distributed operational model with remote working capabilities and agile delivery practices ensures flexibility. Additionally, our delivery centers are built to withstand extreme weather events. We take a holistic approach by fostering employee awareness about resource conservation, further strengthening our business resilience. This combination of environmental responsibility, operational flexibility, and infrastructure preparedness minimizes disruptions and ensures business continuity.

Target & Goals

Climate action goals with short- and medium-term targets to achieve net-zero:

Base Year: 2024

- To reach Scope 1 and 2 Carbon Neutrality by 2025.
- To cut down 30% of our Scope 3 emissions by 2028.
- To use 100% Renewable energy by 2025.
- To attain net-zero emissions by 2050 following SBTi method.

Performance highlights FY 2023-24: Refer to Environmental section highlights of ESG report

Emissions Reduction Targets : Absolute Targets

Scope covered by the target	Target Timeframe	Baseline year emissions covered and as a % of total base year emissions	% reduction target from base year (2024)	Is this target validated by the Science-based Targets Initiative?
Scope 1& 2	2025	Baseline year - 2024 Percentage of total base year emissions - 100%	100%	Persistent has committed to set near- and long-term company-wide emission reductions in line with science-based net-zero with the SBTi.
Scope 1, 2& 3	2050	Baseline year - 2024 Percentage of total base year emissions - 100%	100%	

Linkage with SDGs:



Material Issue 2

Talent and Skill Management

Business Impact

The post-pandemic talent landscape presents both opportunities and challenges. Market forces remain unpredictable, and any significant shift could trigger another surge in voluntary attrition. Additionally, the talent pool for emerging technologies remains limited despite a stabilizing overall demand. This skill gap is likely to continue impacting employee turnover. Finally, the strong preference for hybrid work models adds another layer of complexity to talent retention strategies. These factors necessitate a proactive approach to workforce management.

Mitigation Approach

We foster a positive and productive work environment through a multi-pronged approach. This includes a strong focus on employee development through Persistent University, ensuring regular upskilling and career growth opportunities (Persistent Way). We prioritize employee wellbeing across physical, financial, and mental health through surveys and program improvements (all-round wellbeing). Additionally, we cultivated a strong company brand through consistent growth, global presence, and impactful initiatives (GWR). Finally, we foster an inclusive workplace that promotes diversity, inclusivity, and a positive work culture. This comprehensive approach empowers employees, builds a strong brand, and creates a thriving work environment.

Target & Goals

- Achieve learning coverage of 90%.
- Nurture long-term employees to get them ready for senior management roles.

Performance highlights

FY 2023-24: Refer to Social section highlights of ESG report

Linkage with SDGs:



Material Issue 3

Cybersecurity and Data Privacy

Business Impact

External attacks, malware, compromised credentials, Business email compromise via. Phishing and other cyber security risks may result in data loss and loss of reputation.

Mitigation Approach

We prioritize information security with a robust ISMS, multi-layered governance, and third-party certifications (ISO 27001, ISO 27017, ISO 27018, ISO 27701, and SOC 2 Type II). We invest in advanced security technologies (Zero Trust, endpoint protection) and enforce strict access controls. Employee training and data protection measures (DLP, encryption) are in place. We actively monitor threats with a 24/7 Security Operations Center and conduct regular security audits. This comprehensive approach ensures the safety of our information assets.

Target & Goals

Zero data breach

Performance highlights

FY 2023-24: Please refer to Governance section – ESG report

Linkage with SDGs:



Management of Material Issues – External Stakeholders

Our comprehensive materiality assessment helps us understand how our operations, products, and value chain impact the environment, society, and the economy, particularly focusing on our external stakeholders. This assessment allows us to identify the most significant areas where we can make a positive difference. Following are the key sustainability issues we've identified.

Material Issue 1

Sustainability Risk (Climate Change)

Climate action (Emission & Energy Management):

Focuses on our organization's efforts to mitigate greenhouse gas emissions and manage energy consumption effectively. It includes strategies for reducing carbon emissions, increasing energy efficiency, transitioning to renewable energy sources, and implementing sustainable energy practices across our operations.

Cause of Impact	Operational
Impact Area	Environment
Rationale for Identifying the Issue	<ul style="list-style-type: none"> Climate change is increasing the periodicity and intensity of some extreme weather events such as heat waves, cold waves, tornadoes, tropical cyclones, floods, cases of seasonal diseases, epidemics, and pandemics Extreme weather events may have an associated threat to human safety and business operations
Topic relevance to external stakeholders	Climate change causing extreme weather events could pose a threat to human safety and cause business disruptions
Type of impact	Negative
Output Metric	<ul style="list-style-type: none"> To reach Scope 1 and 2 Carbon Neutrality by 2025 To cut down 30% of our Scope 3 emissions by 2028 To use 100% Renewable energy by 2025 To attain net-zero emissions by 2050 following SBTi method
Impact Valuation	44% of Renewable energy in India
Impact Metric	Achieve Scope 1 & 2 Carbon Neutrality by 2025 and net-zero by 2050

Material Issue 2

Cyberattack and Hacking Risk

Cyberattack and hacking risk poses a significant risk to IT services business. Companies across all industrial sector depends on information technology to carry out key business function in today's digital world. Exposing our information security to cyberhacker, employee mistakes, and other cybersecurity threats is risk to business operations.

Cause of Impact	Products/Services
Impact Area	Consumers/ end-users
Rationale for Identifying the Issue	External attacks, malware, compromised credentials, business email compromise via phishing and other cybersecurity risks may result in data loss and loss of reputation
Topic relevance to external stakeholders	This may lead to potential operational disruptions, legal fines and penalties, impact on reputation and relationship with customers
Type of impact	Negative
Output Metric	Zero data breach
Impact Valuation	Strong process of Cyber Security and Data Security to ensure Zero data breach
Impact Metric	Maintain Zero Data Breach

ESG
Environment



Nurturing Environmental Stewardship

At Persistent, we are steadfast in our commitment to advancing environmental objectives and preserving our planet. Through the widespread adoption of clean technology solutions across our operations, we demonstrate a strong dedication to reducing our environmental footprint and fostering a positive impact. By aligning our business strategies with sustainability initiatives, our focus remains on shaping a brighter future for upcoming generations. We have set targets and made commitments regarding water conservation, building resilience towards climate change, energy efficiency, and emissions reduction, and we are proud to report significant progress towards their achievement.

ENVIRONMENT

Climate Action, Energy and Emission Management

Goals	FY 2023-24	FY 2022-23
2025 Carbon Neutral for Scope 1 and Scope 2 emissions	42% Emissions reduced through 2 windmills (2.1 MW each) 4,798 tCO ₂ e 2 MW solar rooftop 1,356 tCO ₂ e	43% Emissions reduced through 2 windmills (2.1 MW each) 2,611 tCO ₂ e 2 MW solar rooftop 1,362 tCO ₂ e
2025 RE 100 (100% electricity sourced from renewable energy)	44% Renewable Energy consumed within our facilities *India locations 39% of Renewable energy consumed from Wind and Solar across Global Locations. 16% Self-generated Renewable Energy Certificates (REC) and 45% of purchased International Renewable Energy Certificates (I-RECs)	44% Renewable Energy consumed within our facilities *India locations
2028 Reduce 30% emissions (Scope 3) from our global operations	25,000 Trees planted, taking overall count to 121,035 trees	13,420 Trees planted and nurtured taking overall total to 96,035 trees

Goals	FY 2023-24	FY 2022-23
2050 Net-zero Emissions aligned with Science-based Target initiatives(SBTi) standards from our 2024 baseline year	Committed to set near- and long-term company-wide emission reductions in line with science-based net-zero with the SBTi.	

Water Stewardship

Goals	FY 2023-24	FY 2022-23
2026 Reduce freshwater consumption and achieve 100% wastewater recycling in owned campuses	28.3% Of treated wastewater in owned campuses is used within our facilities	30% Of treated wastewater in owned campuses is used within our facilities
Increase groundwater recharge and water storage capacities in water affected regions	100% wastewater recycling in owned campuses *India locations	100% wastewater recycling in owned campuses *India locations

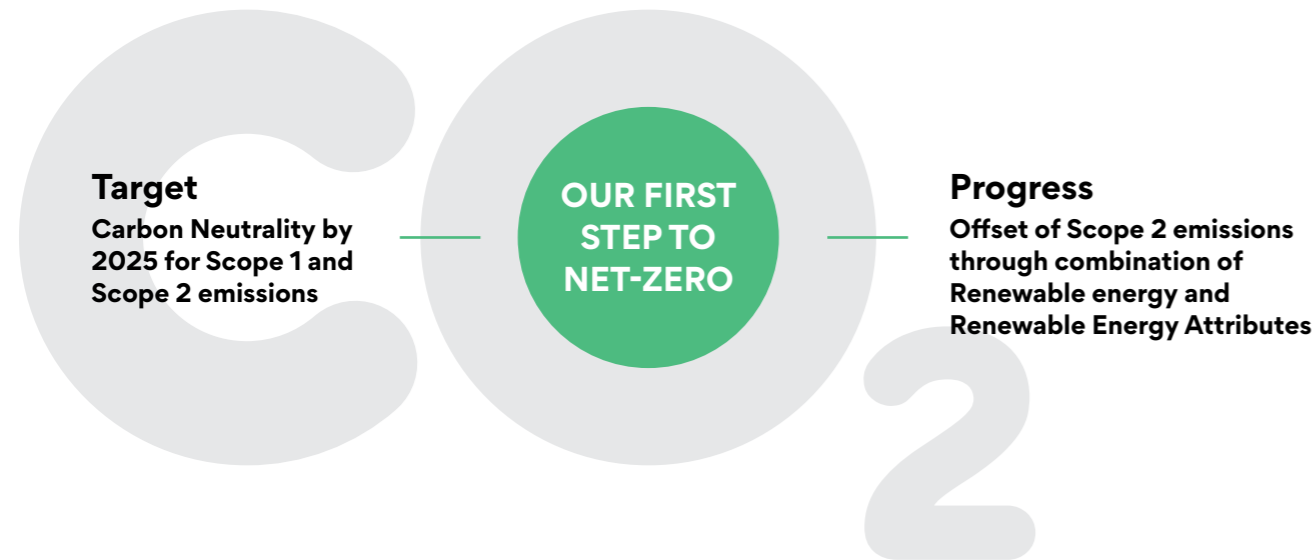
Environment Vision

Reduce GHG emissions using technology solutions

UN SDGs

ENVIRONMENT

A Step Towards Carbon Neutrality



Climate change presents complex challenges for organizations, impacting operations, supply chains, and financial stability. The rising frequency and severity of extreme weather events pose significant risks that demand urgent attention. To address these challenges, we are proactively undertaking a range of initiatives and crafting strategies to align with both global and national regulatory standards, ensuring resilience and sustainability in the face of these pressing environmental concerns.

Carbon Neutrality Strategy for Scope 1 and Scope 2 emissions.

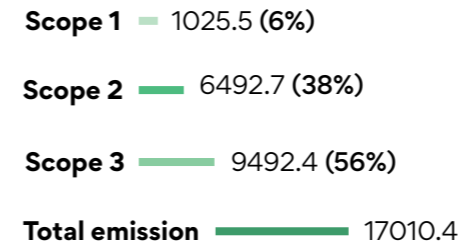
Offset of Scope 2 emissions through combination of Renewable energy and Renewable Energy Attributes (RECs/IRECs) marks a significant milestone for us, underscoring our commitment to environmental stewardship. Through a multifaceted approach, implementing energy-efficient technologies, increased utilization of renewable energy sources we embark on our journey towards carbon neutrality.

<p>Commitment</p> <p>Achieving carbon neutrality for Scope 1 & 2 emissions by 2025.</p>	<p>Quantification</p> <p>Measuring Carbon footprint across all operational control facilities to include Scope 1 and Scope 2 emissions.</p>
<p>Reduction</p> <ul style="list-style-type: none"> Implementation of energy efficiency technology measures Investment in Roof top solar and Windmills Increasing usage of renewable energy Moving to Cloud data centres Energy efficient LEED certified buildings 	<p>Offset</p> <p>Carbon offsetting of residual emissions through</p> <ul style="list-style-type: none"> High-quality carbon credits for Scope 1 emissions Usage of International Renewable energy certificates (IRECs) for Scope 2 emissions

Emissions Profile

Carbon neutrality comes as a first step towards Persistent’s net-zero 2050 Commitment. We plan to align with SBTi and achieve validation of our net-zero targets in the upcoming financial year from our 2024 baseline.

Emissions by Category (tCO₂e)- FY 2023-24



Scope 1 Emissions

- Accounts for emissions from vehicles owned by the company, accidental sources, diesel generator sets used in India locations.
- Used the operational control approach to report Scope 1 emissions since we don’t have operational control over rented facilities.
- Scope 1 calculations include CO₂ and HFCs (incl. R22, R32, R407A, and R407C), which are Green House Gases.
- Increase in Scope 1 emissions in FY 2023-24 was due to a chiller breakdown in our owned facilities. The cause of the breakdown was due to ageing assets. We take this matter very seriously and are taking the necessary steps to address the issue. Rest assured that we are making every effort to prevent future occurrences.

Scope 2 Emissions

- Scope 2 emissions are indirect emissions generated from use of electricity at our facilities.
- Increase in Scope 2 emissions is due to the fact that employees have started returning to the office on a hybrid model. Additionally,

the opening of new offices globally has also contributed to this increase. Scope 2 emissions are indirect emissions generated from use of electricity at our facilities.

- Our strategic goal to source 100% of our electricity from renewable energy sources. Currently, we are consuming renewable energy generated from roof-top solar and windmills which contributes to 39% of total energy consumption across global operations. Persistent is leveraging Renewable Energy Attribute Certificates (I-RECs) to ensure renewable energy usage across all our global facilities with no operational control. We are committed to increasing our use of renewable energy and reducing our carbon footprint.

Scope 3 Emissions

- Scope 3 emissions account for indirect emissions generated from our value chain, as detailed in our “ESG fact sheet.” As part of our net-zero commitment, we have plans to reduce our Scope 3 emissions in accordance with our de-carbonization roadmap.

ENVIRONMENT

Net-Zero Commitment: Pathway to 1.5 degree C

Persistent has committed to set near-term and long-term company-wide emission reductions in line with science-based net-zero with the SBTi.

Our goal is to achieve net-zero emissions across all our business operations and value chain by 2050. Our journey towards net-zero is grounded in adhering to rigorous standards and using science-based approach for carbon accounting. Scope 1, Scope 2, and Scope 3 emission categories are covered as required by GHG protocol, aligning with best practices for carbon reduction plans as outlined by SBTi. This holistic approach ensures that Persistent's net-zero Transition is not only robust and credible but also effective in addressing the environmental impact across all relevant emission sources.

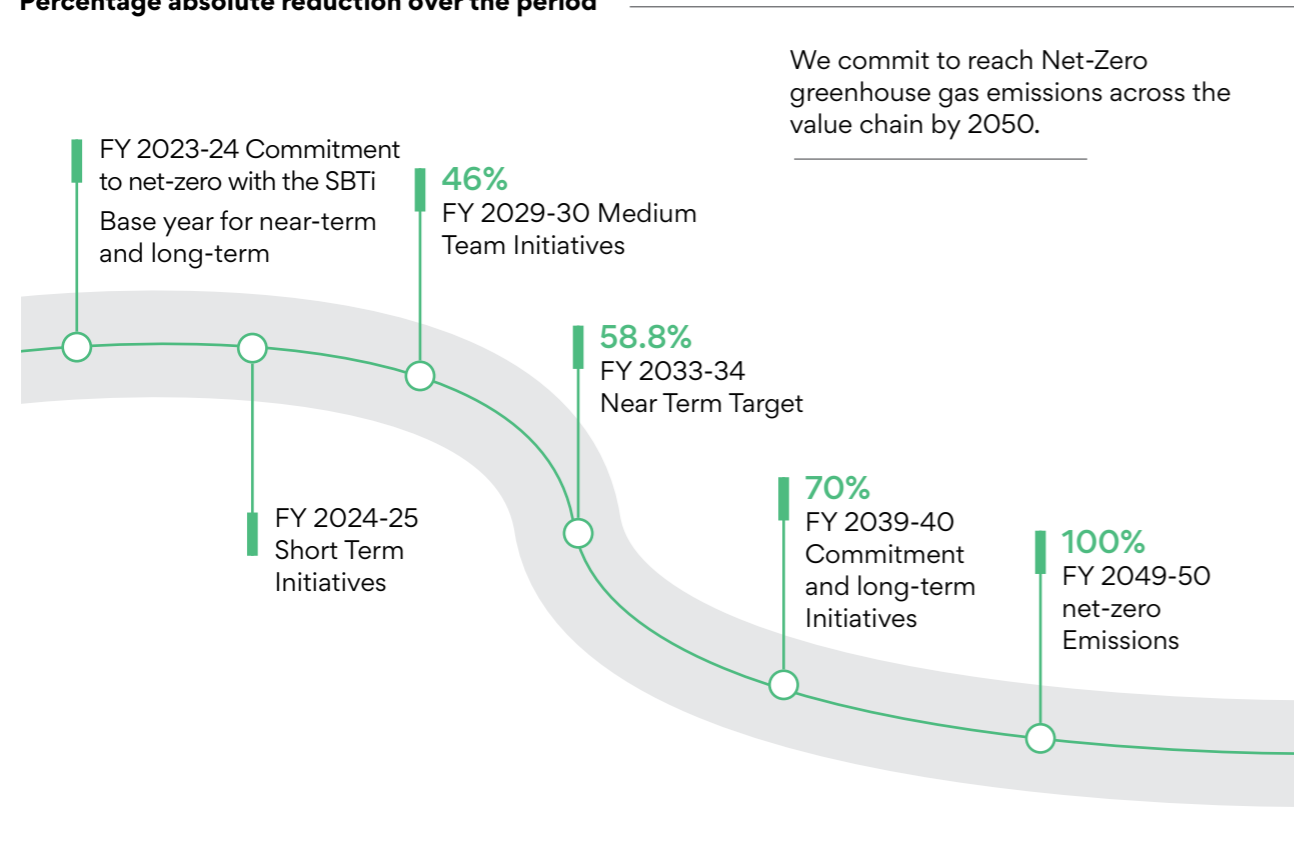
Net-Zero Strategy

Our strategy involves near-term and long-term initiatives to align with the goal of limiting global temperature rise to 1.5°C. We are committed to reducing absolute Scope 1, 2, and 3 GHG emissions by 58.80% by 2034 and 90% by 2050 from the 2024 baseline, demonstrating our proactive approach to emissions reduction. We intend to neutralize 10% residual emissions and/or further mitigate emissions beyond our value chain with the following activities as detailed in this roadmap.



Decarbonization Roadmap

Percentage absolute reduction over the period



Climate Strategy

Recognizing climate change as a critical global crisis, Persistent acknowledges its profound impacts. We firmly believe that urgent action by society at large is imperative in addressing this serious issue. Climate action has become a central focus area within our ESG initiatives, driving the commitment to reducing carbon emissions.

Throughout the year, we have implemented various initiatives aimed at reducing our environmental footprint and ensuring compliance with regulatory standards. The approach to tracking greenhouse gas emissions adhering to Corporate Accounting and Reporting Standard of the Greenhouse Gas (GHG) Protocol and Task

Force on Climate-Related Financial Disclosures (TCFD) are the highlights of our dedicated journey to transparency and accountability in environmental stewardship efforts.

In 2023, we became proud members of the United Nations Global Compact, solidifying our dedication to integrating universal principles regarding human rights, labor, the environment, and anti-corruption practices into our strategies and operations. This partnership is integral to our comprehensive ESG strategy, ensuring that our initiatives remain at the forefront of global trends and perspectives across essential ESG domains.

Climate Strategy - Key Highlights

Adaption of decarbonisation strategy

Keeping the base year 2024 we have embarked our decarbonisation journey. We have incorporated a comprehensive roadmap to execute the action plan. This strategic roadmap includes various short term and long-term initiatives to achieve complete net-zero emissions.

Achieving Carbon neutrality target

Persistent has embarked on a proactive journey aimed at reaching its 2025 target of attaining carbon neutrality for its scope 1 and 2 emissions. Throughout this endeavor, various initiatives have been undertaken by us to achieve this target.

Enhanced Accountability in Value Chain

In FY 2023-24, the company conducted GHG accounting for Scope 1, 2, 3 and added Purchased goods and services & Capital goods emissions of all suppliers.

Carbon Offsetting Projects

We are dedicated to sustainable business practices, prioritizing economic, environmental, and social considerations. We support projects promoting environmental sustainability and ecological balance.

Details on the climate related risks and opportunities is covered under the governance section of [Annual Report](#).

ENVIRONMENT

Energy Management Programs

We have improved our energy performance by incorporating energy management programs into our business practice. This helps us reduce our energy costs and greenhouse gas emissions, which contributes to our climate change mitigation goals. To implement energy management programs effectively, we need to foster a culture of energy performance improvement that involves all levels of the organization and invest in technology solutions and Renewable energy approved by top management.

Our energy management programs includes the following:

- 1** Energy reduction targets such as (Energy Performance Index) EPI across all our owned campuses.
- 2** Energy audits are performed by Subject Matter experts to identify energy leakage and opportunities to improve energy performance.
- 3** The identified opportunities are then translated to
 - Accelerating Actions: fast-tracking the carbon reduction initiatives. This includes speeding up the transition to renewable energy sources, implementing energy-efficient technologies at a faster pace, and expediting waste reduction efforts.
 - Scaling Actions: scaling up successful initiatives across all levels of the organization. If a particular strategy proves effective in one department or region, taking steps to implement it company-wide.
- 4** Investment in energy efficiency technologies and renewable energy to reduce energy consumption across all our locations.
- 5** Progress of our performance is evaluated by third party in ESG audits & ISO 14001 audits. Internal audit teams also conducts regular audits to evaluate progress in reducing energy consumption.
- 6** Energy conservation awareness imparted to all employees starting with small things like to switch off lights before leaving.

Energy Efficiency and Optimization

We are committed to reducing greenhouse gas emissions and combatting climate change. Climate action goals are planned to be achieved through investments in renewable energy and green buildings, as well as enhancements in energy efficiency within existing buildings. Operational controls in lighting, heating, cooling, and ventilation are being improved, alongside efforts to enhance operational efficiency through capacity optimization and technological upgrades. Energy efficiency brings a variety of benefits: reducing greenhouse gas emissions, reducing demand for energy imports, and lowering our costs.

Heating, ventilation, and air conditioning (HVAC) Retrofit

Transitioned to Environmentally Friendly ACs

- Replaced outdated R-22 ACs with energy-efficient inverter-based models using R-32 gas.
- Achieved a 15% reduction in electricity consumption.

Enhanced Efficiency Across Systems

- Upgraded ductable AC units with inverter-based alternatives, yielding a 12% reduction in electricity usage.
- Upgraded the chiller system with high-efficiency chiller systems at Bhageerath, Pune, resulting in ~30 % reduction in electricity consumption and less water consumption.

Controlled Ozone System

- Integrated controlled ozone systems with air conditioning to enhance energy efficiency and indoor air quality, leading to a 21% reduction in AHU power consumption.

Data Center Optimization

- Implemented cold aisle containment in the Data Center, resulting in 18% reduction in HVAC power consumption.



ENVIRONMENT

Operational Efficiency

Energy-Efficient Design

Double wall construction, low-e glass for facades and windows with double-glazed glass i.e., DGUs, maximum use of natural light and ventilation, under deck insulation, etc.

UPS System Upgrade

Upgradation to high-efficiency modular online UPS systems to reduce losses & have flexibility for future growth. ~18% energy saving achieved.

Power Quality Enhancement

Installation of active harmonic filter panels for automatic power factor and harmonics control, improving power quality and minimizing losses.

HVAC System Optimization

Implementation of Variable Frequency Drives in fresh air and Air Handling Unit systems, enhancing control and adjustment for optimized energy consumption.

AC Management and Temperature Optimization

Strict discipline to prevent cool air leakages from air-conditioned areas, optimizing AC utilization in server rooms and data centers by removing heat loads and improving insulation.

Setting conference rooms and common area ACs to a minimum temperature of 24°C for efficient cooling.

Lighting Efficiency

CFL to LED Transition

Replaced 5,365 CFLs with LED lamps across indoor, outdoor, and common areas like parking, lobbies, and restrooms in our facilities last fiscal year.

Advanced Power Management

Use of ASVG, AHF, and Automatic Power Factor Correction (APFC) units at all locations to ensure near unity PF and maintain the current harmonics of less than 5%.

Technology Optimization

Adoption of thin clients in training rooms and projects, and a complete shift from desktops to laptops, reducing energy consumption and facilitating remote work.

Operational Streamlining

Regulated schedules for lifts, vending machines, ventilation systems, and water coolers, optimizing energy usage by shutting off during non-working hours.

Building Management System Integration

Active monitoring and control of daily operations through a building management system, ensuring efficient resource utilization.

Smart Controls Implementation

Proactively managed lighting and AC systems with sensors, timers, sequential timers, occupancy, and motion sensors.

Conservation of Energy and Technology Absorption

Our Energy reduction activities include embracing Green Building Initiatives, implementing HVAC Retrofit projects, optimizing operational efficiency measures, and enhancing lighting efficiency. Our dedication to the targets and commitments underscores our proactive approach towards sustainability.



Green Building Initiatives

We aim to focus on efficient design of new buildings, implementing green retrofits in existing structures, and embracing operational excellence through smart automation, Persistent is dedicated to achieving energy efficiency across its facilities.

Use of 100% Eco-Certified Furniture

- Every furniture, from sofas to tables, is BIFMA certified in upcoming projects.

Natural Resource Optimization

- 55% of regularly occupied areas receive daylight of 300 lux or more, reducing reliance on artificial lighting.
- Local procurement within a 500 km radius minimizes carbon emissions from transportation.

Indoor Air Quality Focus

- Low VOC paints, CRI Green Label plus certified carpets, and green plywood are prioritized.

Enhanced Acoustic Performance

- Acoustic ceiling materials, double glass partitions for meeting rooms, and CRI green label plus certified partitions ensure optimal sound management.

Green Building Certifications

- Bhageerath and Ramanujan buildings: IGBC Platinum certified.
- Bhageerath: BEE 2 Star rated.
- Aryabhata – Pingala: BEE 3 Star rated.

Sustainable Construction Methods

- Double-wall brickwork reduces AC load.
- Usage of crushed sand and fly ash bricks over river sand and clay bricks respectively.

Energy-Efficient Design Features

- Double glass units with low 'E' glass for windows enhance energy efficiency.

ENVIRONMENT

Renewable Energy

We maintain a dedicated focus on energy usage, with a strategic emphasis on sourcing renewable energy which entails sourcing 100% of its electricity from renewable energy sources. Through the adoption of renewable energy, Persistent not only reduces the carbon footprint but also contributes to the global effort to combat climate change.

Renewable Energy Initiatives



On-site Rooftop Solar Plants

- A total of 2 MWp have been installed at Pune, Goa and Nagpur, India.
- 11% Renewable energy generated.



Off-site Windmills

- 2 windmills with capacity of 2.1 MW. We take wind generated units rebate in our electricity bills and the remaining generated units is converted to Renewable energy Certificates(REC) which is used for Carbon Neutrality.
- 28% Renewable energy generated.
- 16% Renewable energy Certificates(REC) generated.



Purchase of Renewable Energy Certificates (I-RECs)

- Persistent is leveraging Renewable Energy Attribute Certificates (I-RECs) to ensure renewable energy usage in non-operational control across all our global facilities.
- By purchase of 45% Renewable energy certificates based on I-RECs standards. Persistent covers 100% of electricity consumption through Renewable sources for leased facilities with no operational control.

Refer ESG Fact sheet for location specific Renewable energy details

Transition to 100% Renewable Energy



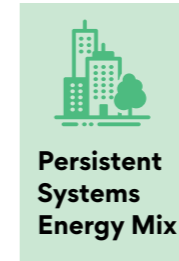
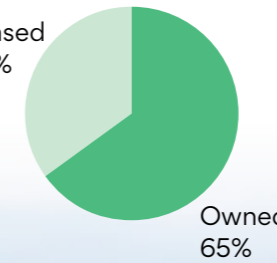
Power Grid
61% Energy consumption



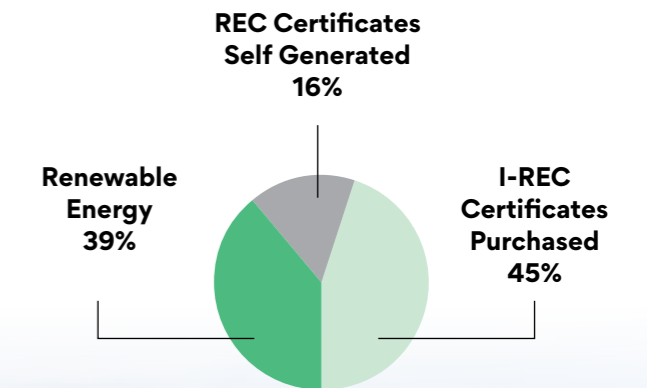
Rooftop Solar
Capacity: 2 MWp:
11% Renewable energy consumption



Windmill
Capacity: 4.2 MW:
28% Renewable energy consumption



Persistent Systems 100% Renewable Energy



ENVIRONMENT

Air Pollution and Air Emission

Understanding and mitigation of Sox and NOx is crucial for protecting environmental and public health. Continuous development in technology advancement a, technology and alternative energy consumption has become vital role for reducing these harmful pollutant. We at Persistent ensure to adapt innovative and advanced technology to reduce and ensure safe limits of these harmful gases in our work environment.

Refer to table – ESG Fact sheet

Enhancing Corporate Wellness through Indoor Plants

In a world where sustainability is paramount, we prioritize both the environment and employee wellness. Our offices are now lush green havens, boasting over 15,000 indoor plants. This initiative not only meets our sustainability targets but also creates a healthier, more productive workspace.

Solutions

Diverse Flora: Our indoor plant selection is meticulously curated to offer both visual appeal and biophilic benefits. From low-maintenance options like snake plants and pothos to elegant peace lilies and resilient succulents, we've chosen a variety that enhances our workspace.

Benefits

Air Quality Improvement

By planting indoor plants, we are able to improve the indoor air quality and create a better environment for our employees.

Water Efficiency

Our smart irrigation systems optimize water usage, while rainwater harvesting supports our plant care sustainably.

Recycling Practices

Employees are encouraged to recycle plant pots, and we re-purpose organic waste as compost for future projects.

Energy Conservation

The natural cooling effect of our indoor plants reduces reliance on air conditioning, resulting in decreased energy consumption.

Community Engagement

Our green initiative reaches far beyond our office boundaries. We engage in local environmental projects and partner with schools and communities to advocate for indoor plants and sustainable living practices.

Educational Initiatives

Empowering our employees with knowledge, we host regular workshops and seminars on plant care and the significance of greenery in the workplace. These educational programs foster a deeper appreciation for our indoor oasis and its positive impact on well-being.

With over 5,000 indoor plants, our corporate office showcases our dedication to employee wellness, environmental sustainability, and a greener tomorrow. Through this initiative, we not only enhance our workspace but also encourage others to embrace nature at work. Our thriving green oasis proves that corporate success and environmental stewardship are complementary. Let's build a sustainable and prosperous future together.



ENVIRONMENT

Water Stewardship



	Total water consumed	Total water recycled	% of treated wastewater in owned campuses is used within our facilities
FY 2022-23	29,131 KL	13,874 KL	30%
FY 2023-24	87,799 KL	20,726 KL	28.3%

Recognizing water’s vital role as a life necessity, and has become scarce and invaluable natural resource, hence we are committed to its conservation. As the most essential necessity of life, water availability is under immense stress. Various initiatives have been undertaken to address water scarcity, including efficient water management practices and investment in water-saving technologies. Our commitment extends to community outreach to raise awareness about water conservation. Through these efforts, we strive to contribute to a sustainable future amid escalating water challenges.

Water Efficiency Management Programs

Our Water efficiency management programs includes the following:

- Water targets are established of water stewardship program applicable for owned locations of Persistent.
- Water audits are performed by Subject Matter experts to identify water leakage and opportunities to reduce freshwater consumption by reusing treated water from Sewage treatment plants.
- The identified opportunities are then translated to
 - Accelerating Actions: fast-tracking the water conservation initiatives. This includes investment in water saving fixtures, touchless taps and real time monitoring gadgets, Ground water recharge pits, and rainwater harvesting.
 - Scaling Actions: scaling up successful initiatives across all levels of the organization. If a particular strategy proves effective in one department or region, taking steps to implement it company-wide.
- Freshwater and treated wastewater is tested as per the ISO14001 testing requirements. These are done in external labs. Is there are any abnormalities in the report, the same is actioned to improve water and wastewater quality.
- Wastewater is recycled in sewage treatment plants at owned campus and in municipal eluent treatment plants. Re-use of treated wastewater is used for flushing and gardening.
- Progress of our performance is evaluated by third party in ESG audits & ISO 14001 audits. Internal audit teams also conducts regular audits to evaluate progress in reducing water consumption and re-use of treated water.
- Water conservation awareness imparted to all employees to switch off taps before leaving.

ENVIRONMENT

Water Conservation Initiatives

Auto-level Control System for Overhead Tanks

Implemented to prevent overflow, ensuring efficient water usage.

Battery-Free Touchless Water Taps

Installed to eliminate hazardous battery maintenance, reducing environmental impact.

Water Flow Reduction

Special nozzles/aerators installed on water taps to minimize water flow and conserve resources.

“No Leaky Tap” Policy

Immediate repair of leaky taps/ pipes within 2 hours to prevent water wastage.

Real-time Monitoring

Water meter readings monitored twice daily to detect overuse or leaks promptly.

Wastewater Recycling

Recycle STP output water for gardening and toilet flushing across Pune, Nagpur, and Goa facilities, achieving 55% water reuse.

Natural Sewage Treatment

Exploring natural sewage treatment options like Reed Bed System in Goa for sustainable water management.

Groundwater Recharge

Rainwater harvesting systems implemented in Hinjewadi-Pune, Nagpur, and Goa facilities to recharge groundwater and reduce reliance on external sources.

Spring Water Recycling

Infrastructure installed to collect natural underground spring water leakages/seepages for non-drinking and gardening use, minimizing treated water consumption.

Employee Awareness Campaigns

Regular awareness campaigns conducted to encourage water-saving practices both in the office and at home, fostering a culture of conservation for sustainable water management.

Risks related to water

Persistent recognizes the perpetual reliance on water resources and the urgent need for responsible action to ensure their abundant supply. The company has consistently treated water as a precious resource across all office premises, advocating for smart and sustainable water usage through a range of company-wide initiatives. Notably, water withdrawal for operations has been managed in a manner that does not adversely affect any water sources.

In the current financial period, we have initiated assessments using tools such as Aqueduct water risk atlas to identify the areas experiencing water stress. All of the Persistent’s locations world-wide has been evaluated and ranked from low to extremely high risk of water stress. Plans have been devised to remediate and mitigate the associated impacts.

Waste Management



	FY 2023-24	FY 2022-23	Target
Waste Recycled	99%	92%	95% Waste Recycling
Waste generated	130.2 Tonnes	62.4 Tonnes	

As a responsible corporate entity, we hold a deep-seated acknowledgment of the critical role environmental sustainability plays and the necessity to manage waste efficiently. The company’s waste management strategy is founded upon the renowned philosophy of the 3R’s: Reduce, Reuse, and Recycle. We proactively seek avenues to diminish waste generation, implementing strategic processes and innovative practices aimed at curbing

unnecessary output. There is a strong emphasis on reusing materials, recognizing the potential for repurposing and reintegrating them into the production cycle instead of discarding them. Through various initiatives and carefully crafted strategies, we endeavour to extend the lifespan of materials and products, thereby minimizing the demand for fresh resources and reducing overall waste generation.

ENVIRONMENT

Waste Management Programs

We at Persistent comprehend the significance of sustainable waste management and has spearheaded multiple initiatives to advocate for responsible waste disposal. These efforts include the segregation of dry and wet waste, responsible disposal of e-waste and hazardous materials, refurbishment of end-of-life laptops, reduction of plastic waste, promotion of responsible consumption practices, adoption of a paperless approach, and composting of garden waste. Through these concerted actions, we are actively contributing to the creation of a sustainable future for future generations. Persistent waste management programs includes:



Waste Reduction Activities

E-Waste and Hazardous Waste Handling

All e-waste and hazardous waste are exclusively entrusted to authorized agencies approved by the State Pollution Control Board. Employees are encouraged to deposit personal e-waste at our facilities for proper disposal.

Hazardous Waste Management

- Waste oil is sold only to government-approved contractors, with strict adherence to environment-friendly practices during collection and transportation.
- Precautions are taken to prevent oil spillage and overflow during handling, and no hot work is allowed in the vicinity.

Solid Waste Management

- Waste oil is sold only to government-approved contractors, with strict adherence to environment-friendly practices during collection and transportation.
- Precautions are taken to prevent oil spillage and overflow during handling, and no hot work is allowed in the vicinity.

Biogas Plant

- We have installed our biogas plant at catering services vendor handles 700 Kg of waste daily, aligning with our ESG initiative to reduce scope 3 emissions.
- It efficiently manages food waste, converting methane emissions into biogas for cooking. This sustainable solution supports environmental sustainability and optimizes waste disposal, contributing to our goal of creating eco-friendly kitchen arrangements.

Waste Assessment

- Our owned location waste generated from operations are audited by category of waste generated. Monthly tracking of waste ensures to efficiently manage the waste generated in operations.
- Monitoring of monthly waste by category provide valuable insights to efficiently manage daily building operations.

Waste Management Training

- As part of the mandatory OHS training, all Persistent employees are trained on the following topics - waste management, safe disposal of waste, how to minimise waste generated at house and regulatory standards of waste.
- Our World earth hour was celebrated by conducting waste management training Webinar.

Employee Awareness Campaigns

- Awareness of waste segregations, recycling, reuse.
- Collection drives - we organise collection drives to collect unused books, clothes, toys, magazines, newspaper and others which are sanitized and provided to the needy through our CSR foundation.

Waste Disposal

Waste generated is disposed taking into the consideration of environmental and hygiene aspects. We dispose the waste generated through approved recyclers to recycle the waste and repurpose. The waste which cannot be recycled is sent to municipal landfill approved by Regulatory authorities such as Pollution control boards.



ENVIRONMENT

Value Creation Story

Innovation Case Study: Kalki Bioculture

Persistent’s commitment to innovation drives our pursuit of sustainable solutions, exemplified by the groundbreaking “Kalki Bioculture.” Developed in India, Kalki Bioculture is a potent remedy against pollution and climate change, as demonstrated in a successful pilot project with Pune Municipal Corporation at Ramnadi, Bavdhan, Pune.

Challenges

Pollution and climate change are major threats to our planet’s health, with pollutants in the atmosphere fuelling global warming, disrupting ecological balance and human health.

Benefits

Kalki application in the pilot project with PMC approval resulted in remarkable improvements in air, water, soil, and sludge quality at Ramnadi.

Significant reductions in air pollutants such as carbon monoxide, methane, and ammonia were observed within days of Kalki implementation.

Drastic reduction in mosquito breeding and notable enhancements in water quality, including reduced turbidity and increased Dissolved Oxygen levels, were observed.

Kalki led to a substantial reduction in organic matter and sludge liquefaction within just 20 days, showcasing its effectiveness in waste management.

Beyond improving water quality, Kalki also mitigated air pollution and enhanced soil nutrient content, demonstrating its multifaceted benefits without adverse impacts.

Kalki’s versatile application in water, soil, and surfaces presents unprecedented potential to combat greenhouse gasses and combat global warming.

At Persistent Pune facilities, Kalki effectively maintains STPs and drainage systems, eliminating the need for chemical cleaning agents.

Future efforts will focus on augmenting Kalki’s efficacy through complementary measures like strategic pool creation and specific species plantation, fostering collaboration for environmental preservation.

Solutions

Kalki Bioculture

Kalki Bio culture, a water-based bio-culture comprising specialized bacteria akin to stem cells, offers a unique ability to compost organic materials without harmful environmental consequences. Moreover, it acts as an antidote to inorganic pollutants like pesticides and detergents, promoting a sustainable habitat and neutralizing toxins retained in air, water, and soil.

Alignment With UN SDGs



Low Carbon Product/Services

We have taken several steps to prioritize sustainability in our purchasing practices and office furnishing. We look for low carbon technology products during our purchasing process. Additionally, we have chosen to furnish our offices with 100% Eco-Certified Furniture and adhere to LEED principles when selecting sustainable construction materials. These efforts have significantly reduced our GHG emissions and support our transition to net-zero. We will continue to prioritize sustainable practices in all our decision-making.

We continuously invest in R&D to enhance existing and develop new solutions that boost our clients’ efficiency, generating positive environmental and social impact. Recognizing the growing importance of ESG goals, we’re actively exploring ways to integrate them even deeper into our future offerings.

Refer [Annual Report](#) for more details

Sustainable Partnership

Persistent promotes eco-friendly practices throughout its business operations, encouraging both its employees and vendors to adopt environmentally friendly practices.

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

Biodiversity

Biodiversity is a cornerstone ESG commitment, reflecting our dedication to preserving variety and availability of life on earth. By prioritizing biodiversity, we aim to maintain ecological balance, enhance resilience against environmental changes, and contribute to wellbeing of our planet. This commitment not only supports environmental sustainability but also aligns with our broader agenda of responsible stewardship for all stakeholder.

Persistent being an IT Company has no direct impact on the biodiversity. We ensure that our facilities are not situated near protected areas or regions of significant biodiversity. Furthermore, there are no IUCN Red List species or nationally listed conservation species in the vicinity of the company’s locations.

ENVIRONMENT

Environmental Policy

We have a robust Environmental, Health, and Safety (EHS) policy firmly in place, overseen by the board of directors, demonstrating a dedicated commitment to enhancing environmental performance. With a focus on compliance with environmental laws and regulations, we prioritize continual improvement. We actively engage both internal and external stakeholders to raise awareness of its environmental management policy and impacts, while providing comprehensive training to empower employees to understand and mitigate their environmental footprint.

Our comprehensive environmental policy approved by Board of directors covers various facets, including:

- Commitment and oversight to implementation of environmental management policy and/or improving environmental performance by board level SRC and ESG committee.

- Roles and responsibilities for implementing environmental management policy.
- Ensuring compliance with relevant environmental laws and regulations.
- Commitment to continuous improvement of environmental performance.
- Commitment to set targets and objectives to reduce environmental impacts.
- Measures to raise internal and external stakeholders' awareness of environmental management policy and environmental impacts.
- Training for employees to understand the impacts of their work activities on the environment.

Coverage of EHS management system: Includes all Persistent locations with significant material issues and covers all business operations, management of waste, all facilities of operations, services, vendor partners, contractors working on our premises and supply chain, merger and acquisition.

Environmental Management System

ISO14001:2015

Occupational Health and Safety management system

ISO45001:2018

Third party certification by DNV Refer Certifications

Coverage

93% of our global facility area

100% of our India locations

Internal audits are conducted to ensure the principles of EHS management systems are implemented in rest of the locations and to ensure compliance with the respective law of the land.



Environmental Compliance at Persistent

We are dedicated to conserving the environment, managing its impact on climate change, and continuously improving its Environment, Health, and Safety (EHS) Management Systems. We strive for sustainable development in all its activities, including software design and development, promoting energy conservation, reducing greenhouse gas emissions, and adopting eco-friendly practices throughout its operations.

We place a strong emphasis on engaging customers in eco-design principles and ensuring a safe working environment for all stakeholders. Through initiatives like “Go Green” and active employee engagement, we aim to minimize our environmental impact and raise awareness of occupational hazards. It maintains

strict compliance with legal requirements and encourages suppliers and facility owners to uphold EHS standards. We cultivate a culture of awareness, skill development, and dedication to a sustainable, safe, and green lifestyle.





Driving Positive Social Impact and Empowerment

At Persistent, we are driven by a profound dedication to fostering positive social impact and empowerment. Our mission centres on creating an inclusive workplace where diverse talents are not just welcomed but encouraged to thrive and progress. Beyond our organizational boundaries, we are deeply committed to enriching and uplifting local communities, actively seeking avenues to contribute meaningfully. Embedded in our core values of social responsibility, we are propelled toward the goal of cultivating a fairer and more equitable world for all. In our social journey we are ambitious enough to set goals for driving positive changes to empower our stakeholders.

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Key Social Highlights

Inclusive Workforce

Goals	FY 2023-24	FY 2022-23
2028 To include people of all genders, ethnicities, sexual preferences, religions and specially abled persons in our diverse workplaces	29.5% Women in workforce	30.8% Women in workforce
2028 Achieve 35% of female representation in the workforce with a special focus to increase women in the senior management	12% Women in leadership roles	11.14% Women in leadership roles
	45 Specially abled people	36 Specially abled people
	58 Nationalities	33 Nationalities

Employee Health and Safety

Goals	FY 2023-24	FY 2022-23
Maintain zero accidents in the workplace	Zero Accidents	Zero Accidents
Ensure work-life harmony to achieve professional and personal goals	284* Events around fitness, health, women in tech and work-life balance	432 Events around fitness, health, women in tech and work-life balance
Implement holistic well-being initiatives focusing on physical, social, financial, and emotional health	84,383 participants took part in Well-being initiatives	84,116 participants took part in Well-being initiatives

Value Chain Sustainability

Goals	FY 2023-24	FY 2022-23
2028 Enhance supplier standards of conduct and selection of 50% vendors with focus on ESG performance	77% of our supply chain partners who contribute to 75% of spending during FY 2023-24 were covered under the ESG awareness programmes	Top 50 Vendors identified by spent

*Our well-being events focused on fitness, health, women in tech, and work-life balance and were conducted in-person, resulting in a lower number of events. However, for the FY 2024-25, we plan to have both virtual and in-person events. This will allow us to reach a wider audience and increase the number of events.

Sustainable Livelihood

Goals	FY 2023-24	FY 2022-23
Touch lives to deliver high-impact programs in Education, Community Development and Health for diverse beneficiaries	29,927 Lives impacted through CSR programs	23,423 Lives impacted through CSR programs
	8,118 Volunteers participated in ISR activities	3,993 Volunteers participated in ISR activities
	11,388 Hours by volunteering in ISR activities	6,623 Hours by volunteering in ISR activities

Attract and Nurture Talent

Goals	FY 2023-24	FY 2022-23
Achieve learning coverage of 90%	90% Learning coverage	87% Learning coverage
Nurture long-term employees to get them ready for senior management roles Ensure a healthy mix of internal and external talent	60% positions for leadership roles fulfilled internally**	38% positions for leadership roles fulfilled internally**

** Persistent conducts focused leadership development programs, these programs are designed for individuals who have the potential and aspiration to move into leadership roles.

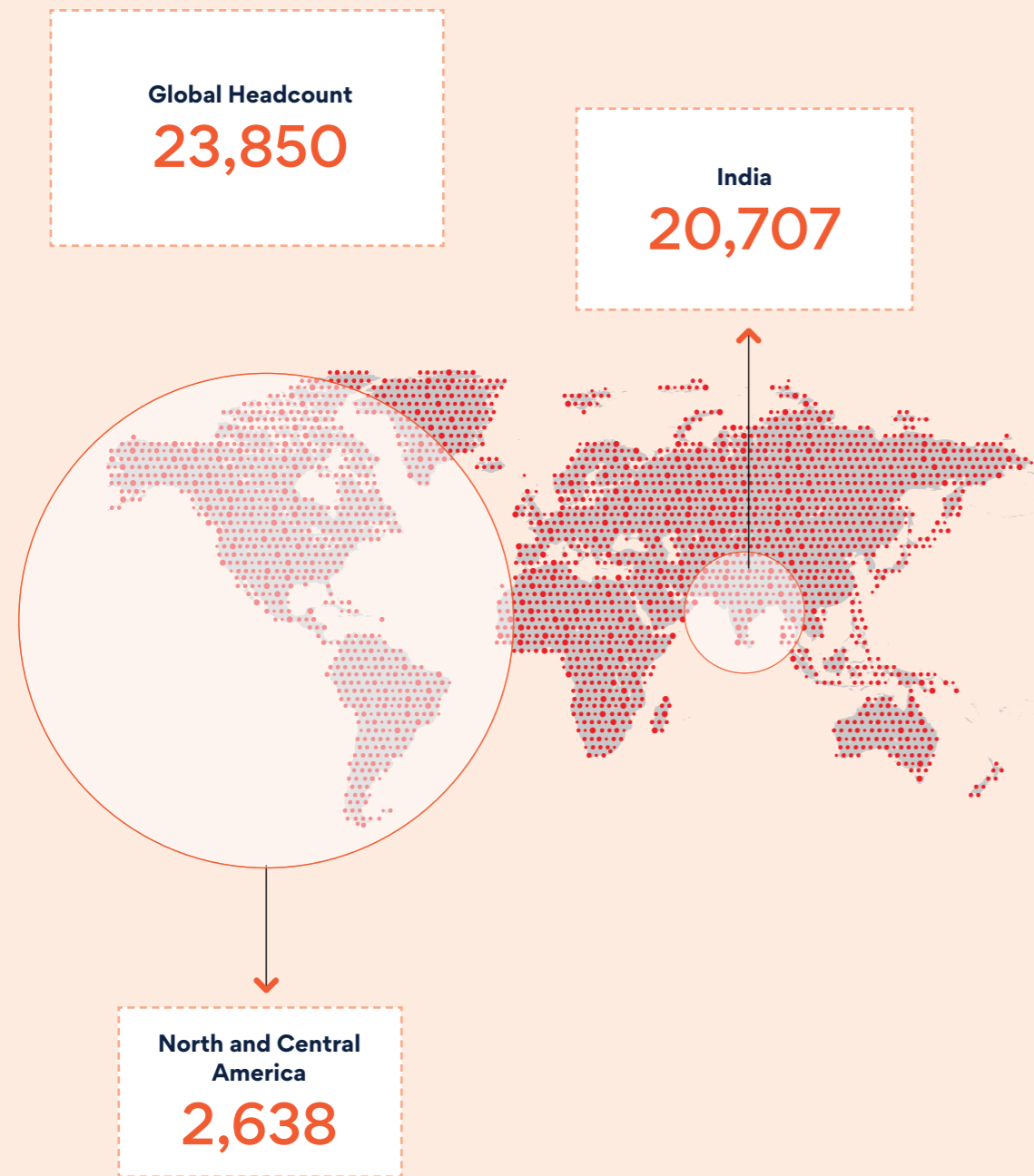
Social Vision

Nurture diverse Talent and foster local communities

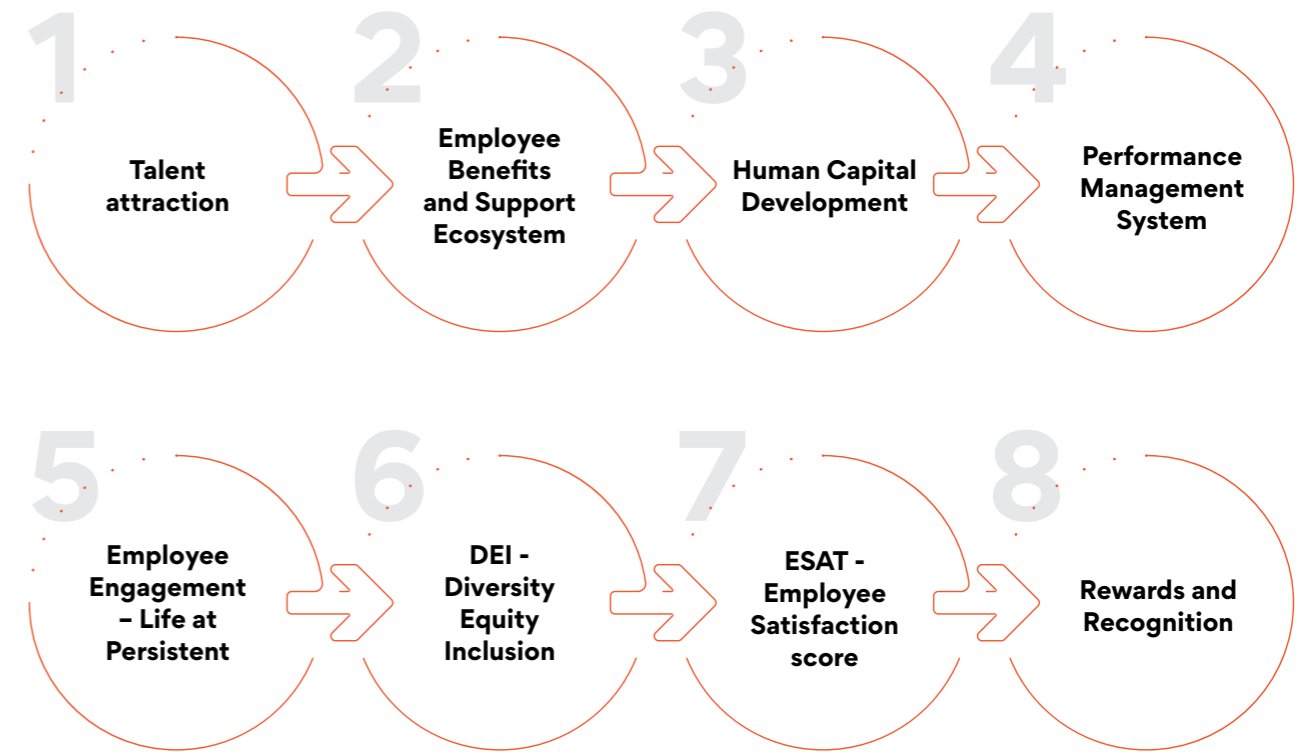
UN SDGs

SOCIAL

Our Talent Pool



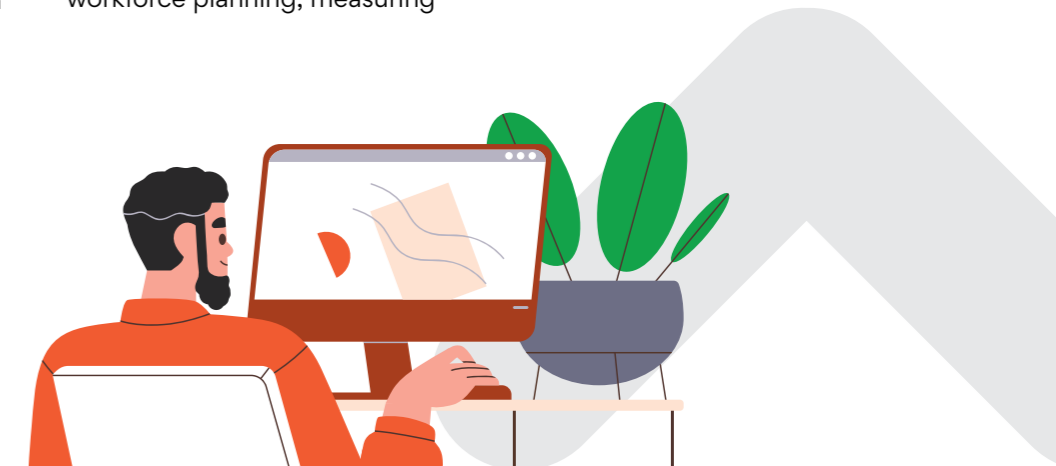
Empowering our Talent



At Persistent our people are the soul of our organization. With a diverse team of talented individuals, each bringing their unique skills and perspectives, we are empowered to achieve our collective goals. We understand the significance of our people and our commitment to nurturing an environment where they can feel at home and perform with 100% productivity. From fostering diversity and inclusion to providing support and

opportunities for growth, we recognize the pivotal role our team members play in driving the success of Persistent. Persistent leverages people analytics tool to provide real-time people metrics to our business and HR leadership. These metrics empower timely decision-making across Recruitment & Hiring, Strategic workforce planning, measuring

employee performance, identifying workforce skill gap, career development and talent retention initiatives, enabling proactive actions aligned with our corporate goals. By harnessing the power of data, we ensure that our workforce remains diverse, inclusive, and well-equipped to drive organizational success in an ever-evolving landscape.



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Talent Attraction

At Persistent, cultivating top-performing teams starts with recruiting talent that resonates with our core organizational culture. Our recruitment process blends various strategies to ensure alignment of future employees with our values and vision. By carefully selecting candidates who embody our culture, we lay the foundation for high-performing teams poised for success in achieving our collective goals.

Hiring Philosophy

Our talent philosophy is people-centric, focusing on creating a supportive and inclusive environment from sourcing to deployment. We prioritize individuals' needs, aspirations, and well-being, recognizing that top talent retention requires more than qualifications alone.

Hiring Strategy

Our talent strategy focuses on blending technology with a people-centric approach to foster innovation and inclusivity while ensuring agility. We prioritize understanding candidates' motivations and values at every stage, offering personalized

communication and flexible approaches. Our aim is to cultivate long-term relationships and address the shortage of next generation skills by sourcing, securing, and retaining skilled and diverse workforce. We leverage automation and digital tools to streamline recruitment, integrate employee referrals, and continuously refine our processes based on feedback and data analytics. Ultimately, our goal is to deliver a positive candidate experience and build a valued, engaged, and empowered workforce contributing to our organization's success.

Average hiring cost/FTE

Currency: ₹

FY 2023-24	97,608
FY 2022-23	94,743
FY 2021-22	76,483
FY 2020-21	56,881

* FTE - Full time employee

People Analytics: Strategic Workforce Planning

Our People Analytics function plays a pivotal role in Strategic Workforce Planning. By harnessing data insights, we strategically align our talent with organizational goals. This enables us to anticipate future workforce needs, identify skill gaps, optimize resource allocation and plan for succession. Through a data-driven approach, we ensure that our workforce remains agile, resilient, and equipped to navigate evolving business landscapes. This empowers us to make informed decisions, foster innovation, and drive sustainable growth, ultimately contributing to our continued success as a leading technology solutions provider.



Employee Benefits and Support Systems

Persistent prioritizes the well-being of all employees by offering comprehensive benefits to foster health and wellbeing. Employee benefits and support programs include medical and accident insurance, paid parental leave benefits such as maternity and paternity benefits for the primary care givers and non-primary care givers, and access to day-care facilities, lactations/mothers lounge sports and fitness arena, in-house gym, and occupational health centre. We believe in supporting our employees at every stage of their lives, ensuring they feel valued and cared for as they balance work and personal responsibilities. These benefits reflect our commitment to creating a supportive and inclusive workplace environment where everyone can benefit. At Persistent we have hybrid work environment allowing employees to work from home at least three days a week, flexible work timings and part-time working options. "My Life at Persistent" runs series of programs focusing on mental health, stress management, sports and fitness activities, fun, art, social, CSR and employee engagement activities. The above benefits are offered as per the prevailing country regulations.

Parental Leaves

Persistent acknowledges the importance of family and offers parental leave with 100% coverage as per the country-specific statutory requirements. Our inclusive approach encompasses both maternity and paternity leaves, recognizing the shared responsibility of caregiving. We understand the significance of this time for new parents and strive to provide ample support and flexibility to ensure a smooth transition into parenthood. Employees can avail time off apart from statutory parental leaves. By prioritizing the well-being of our employees and their families, we foster a positive work-life balance and cultivate a culture of support and understanding.

Retirement Benefits

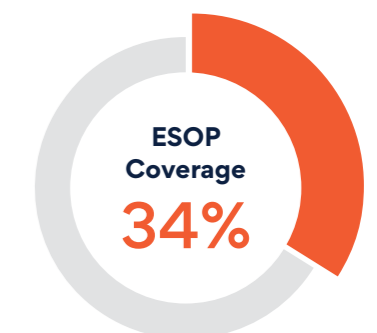
Persistent provides a range of retirement benefits to support the financial well-being of our employees. Our package includes essential components such as Provident Fund (PF), Gratuity, Superannuation, and participation in the National Pension Scheme (NPS). These offerings are designed to help employees build a strong financial foundation for their future post-retirement. The Provident Fund and Gratuity schemes ensure employees have a reliable source of savings, while the Employee State Insurance provides healthcare benefits. Superannuation and National Pension Scheme contributions further enhance retirement savings, offering additional

security and peace of mind. By offering these comprehensive retirement benefits, we aim to empower our employees to plan for a comfortable and secure retirement. Minimum notice period for employees is determined by the employee contract. This information is also communicated in the country specific Employee manual.

Refer to ESG Fact sheet for Employee Benefits

Long-Term Incentives for Employees

Persistent has implemented the Mega ESOP plan, extending Employee Stock Ownership Plan (ESOP) benefits to all regular employees across all grades. This is aimed to foster employee ownership and engagement. Additionally, ESOPs or Restricted Stock Units (RSUs) for executives and employees in leadership roles are granted on a case-by-case basis, ensuring alignment with organizational objectives and individual contributions.



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Human Capital Development

Learning and Development

As we grow and expand, we realize the need for a continuous upskilling to meet the newer challenges in a dynamic and complex business scenario. Our L&D team is committed to facilitate new and engaging means for a continuous upskilling for maintaining a highly skilled workforce which can operate in challenging situations, multi-disciplinary teams in a highly cross-functional environment. All our training programs are hands-on, featuring real-time problem-solving scenarios and action-learning projects across Technical, Domain, Power Skills, Leadership, and Project Management competencies.



Learning hours

72 Hours

Average learning hours per FTE

90%

Average learning coverage

₹ 11,484

Average amount spent per FTE

21,452

Employees trained globally



Persistent University

Persistent University serves as the central strategic arm dedicated to rapidly scaling talent across the organization. Our primary focus is on fostering an active learning culture that prioritizes continuous skill development to remain competitive in today's fast-paced market. Through our initiatives, we continuously facilitate employee upskilling aligned with organizational goals, project requirements, and individual aspirations.

As our organization expands, our teams face ongoing challenges related to scalability, security, adaptability, and more. To address these challenges, our Learning and Development Team is committed to enabling business growth by ensuring we have the right talent available for the right kind of role for a quick succession. Moreover, we proactively prepare our workforce for the future through upskilling and cross-skilling programs, developed in close collaboration with our business leaders.

To deliver the finest learning experience, we leverage best-

in-class methodologies, tools, and technologies. Our training programs are hands-on, featuring real-time problem-solving and action learning projects across key competencies such as Technical, Domain, Power Skills, Leadership, and Project Management. Through these efforts, we act as catalysts for fostering a vibrant learning culture that empowers our employees to excel and innovate.

Persistent University tackles the challenge of "scaling talent at speed" through various reskilling interventions. Previously offered entirely online, learning programs have adapted to a hybrid model now as per the changing work culture. This includes instructor-led sessions alongside online resources, fostering collaboration and hands-on learning to meet the needs of a changing work environment.

Leadership Development

Persistent has a well-defined leadership development framework that fosters leadership development at all levels. The organization runs a variety of programs like ASPIRE

for empowering mid-senior women leaders to JARVIS and Pinnacle which grooms future Delivery Partners and Delivery Heads. For those building their people management skills, we offer programs like "Be an Awesome Manager" which includes modules for new team leaders and experienced people managers. To further equip senior leaders, we collaborate with external consultants for specialized executive programs.

350+

Technical & power skill courses

100+

Digital Tech. courses

60%

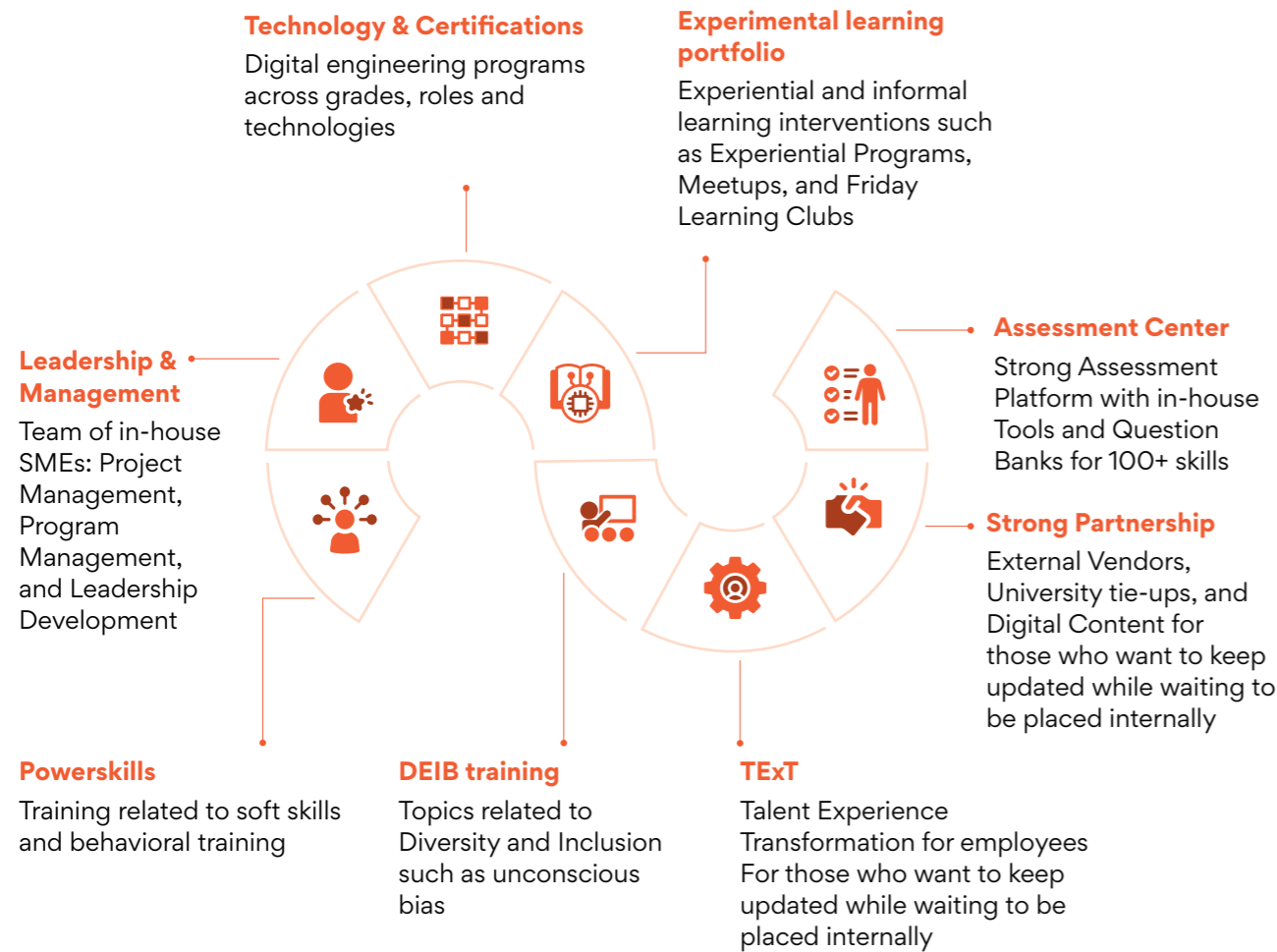
Formal training

40%

Hands-on-learning

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What we offer



Employee Development Programs

Employee development programs are focused to upgrade and improve employee skills.

	Tech Readiness Program 2.0	GenAI Awareness Program
Name and Description of the program	<p>Tech Readiness Program 2.0 (Anchor) is part of flagship program. All these program are role based which has defined associated learning path that helps employee to select basis their current role and future aspiration / career progression path. This program is linked to Career progression and promotion cycle.</p> <p>Focus Areas</p> <ul style="list-style-type: none"> Upskill employees, who are aspiring to become technical experts Support employee with learning and certification so that they are ready for next level Educate employees on roles & responsibilities of technical experts To become multiskilled on solutioning beyond one's own specialized area of technology 	<p>GenAI Foundation course is designed for technical and non-technical audience across the Organization to understand the concept and its adoptions into various disciplines of business.</p> <p>Focus Areas</p> <ul style="list-style-type: none"> Overview of GenAI technology and its adoption across the industry GenAI for Software Development Lifecycle How Prompt Engineering is being used and its adoption Primer on few GenAI development tools How to use Amazon Codewhisperer Capabilities of Amazon Codewhisperer Supported Languages and IDEs
Business benefits	This program enables technical leads to take up architect roles, and support increased utilization and improved margin.	GenAI awareness across the Organization to understand the concept and its adoptions into various disciplines of business.
Quantitative benefits of the program – monetary and non monetary	This is part of our flagship programs. It has helped us keep our attrition below industry average. Our Leadership programs helped in fulfilling 13% of internal open positions	Awareness on GenAI and GenAI for software development to improve overall performance, helped us to be the early adaptors to kick start the pilot programs for our customers to have more insight about using GenAI tools and frameworks across the development lifecycle to improve productivity.
% of FTEs participation	87% of eligible employees	90% of eligible employees

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Flagship Programs

Technical Academy

- Anchor & Propeller
Development program for Architects and Sr Architects

Project Management Academy

- Falcon & Avenger
Develop project and program manager's mindset and skills

Leadership Academy

- JARVIS & Pinnacle
Leadership development program focused on Delivery Partner and Delivery Head role readiness programs to build future leaders

GEMS

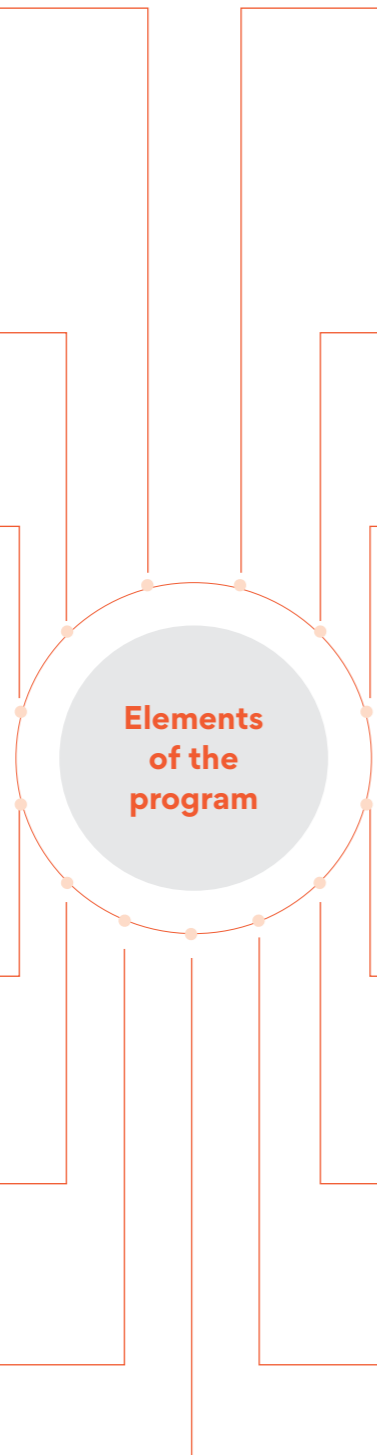
- Graduate Engineers with Multidimensional Skills program for Industry-readiness and Persistent-readiness for campus hires

ASPIRE

- Women leadership program for high-potential women employees to increase women representation in leadership positions

Enabling Line Managers

- Programs aiming to help line managers understand & play their role effectively



TExT

- Bench enablement program based on hands-on learning

Persistent Women's Returnship Program (PWRP)

- Women on their career break, bringing them back to corporates through hands on trainings and mentorship

Experiential Programs for Team Success

- Activity-based, action-oriented, team-building programs with focused and relevant takeaways

Exp Learning Championship for Fresh Grads

- A series of Experiential Program with focus on ONE TEAM, Learning and we are Persistent mindset

We are persistent

- Experiential Program for new joiners with focus on creating awareness about Persistent's corporate values and mission

Learning path to become certified

- Meetup sessions with focus on hyperscaler certifications such as IBM, Salesforce, AWS, Azure and GCP

Mandatory trainings

- Code of conduct, Modern Slavery and Human Trafficking, Safe workplace, Health and Safety

"Ecosystem Orchestrator of Choice" with our Partners

Gold Partner & Direct CSP with 6,536+ technologists 5,050+ Certifications	Premier Partner with 2,146+ technologists 1250+ Certifications	Premier Partner with 844+ technologists 1,800+ Certifications	Global Summit Partner with 2,450+ technologists 7,550+ Certifications	Platinum Business Partner with 2,031+ technologists 500+ Certifications*
Our 360° Strategic Alignment	As an Engineering Partner Bringing in deep technical expertise and knowledge	As a Solutions Partner Bringing in customizable solutions	As a GTM Partner Bringing in customer understanding and implementation expertise	
16,200+ Total Certifications				

All certification numbers are as per partner portals *IBM badges

Leadership Development

The Leadership Development program prioritizes the development of internal talent in alignment with business objectives, employing an objective and structured assessment center to chart career trajectories for aspiring individuals. Through our High Potential framework, we evaluate individuals based on their capacity, aspirations, and commitment. Leadership development is a core focus, achieved through tailored Individual Development Programs (IDPs) and various leadership development initiatives.

Our leadership hiring process is seamlessly integrated with our annual manpower plan and capacity-building efforts. It involves talent mapping across the industry to meet leadership needs, utilizing a combination of internal and external recruitment strategies. We prioritize proactive hiring, leveraging employee and leadership referrals. Additionally, we offer a customized onboarding experience and assimilation process for seamless integration into our organization.

Succession Planning

Our succession program is dedicated to identifying individuals poised to assume critical delivery leadership roles. This model includes assessment centres that evaluate individuals' potential, aligning assessments with the competencies necessary for their next role. Assessment reports are accompanied by development discussions and action plans to foster growth. We develop Tailored leadership programs designed to enhance competencies effectively. We have also identified a second line of successors, ensuring business stability in the event of unforeseen contingencies.

SOCIAL

Performance Management and Employee Development

Our talent management framework that fuels purpose-driven performance. We ensure to maintain consistency and clarity in setting our objectives, which helps the teams to work together in a structured manner towards common goals. We also believe in a culture of continuous feedback and providing meaningful discussion platforms for the career development of our employees.

Multidimensional Employee Feedback Mechanism

Employees performance is assessed using a variety of inputs, not just the targets set by a manager, but also includes assessments of employee contributing to organisation values and objectives. There are 4 aspects in which employee receives feedback on Goals and Performance.

Performance Goals – are set during the beginning of the year in consultation with the line managers.

Competencies – based on the employee grade, there are predefined competencies which are relevant to individual’s role. There is complete focus on skill development and inculcating right behaviours for success.

Development Goals – based on the competency assessment, employees work on their gaps between Desired and Assessed proficiency levels.

Contribution and participation to organisation goals such as Imbibing core organisation values and being a brand ambassador for Persistent.



Employees not only receive feedback from managers through the formal performance assessments but receives feedback from clients, peers, direct reports throughout the year.

In FY 2023-24, we implemented a targeted intervention program for managers across Persistent, aimed at assessing and enhancing our collective leadership capabilities. The annual survey design focused on:

- 1 Assessing manager strengths and development areas as perceived by their close collaborators.
- 2 Cultivating self-awareness to recognize strengths and areas for improvement in current and future roles.
- 3 Evaluating behaviors crucial for success in leadership positions.

This initiative yielded significant outcomes, including comprehensive evaluations of managers’ competencies based on behavioral indicators provided by their peers. By comparing managers’ self-perceptions with external perceptions, we gained valuable insights into areas of alignment and potential gaps. Leveraging these insights, we identified specific strengths to harness for improved business outcomes, while also pinpointing areas for development. This enabled us to craft tailored development plans geared towards enhancing individual and collective leadership effectiveness across the organization.

Employees receiving regular Professional and Career Development Reviews

At Persistent, we nurture a culture of high performance and ensure that the performance system robustly supports the achievement of organizational strategic business objectives.

Continuous Performance appraisals, including quarterly goal assessments, half yearly assessments and yearly competency assessments are in place. Our Quarterly performance review has systematic process in which individuals have pre-defined and measurable goals that are set in a collaborative manner on at least a yearly basis together with their line managers.

Employees eligible for receiving regular performance and career development reviews as below.

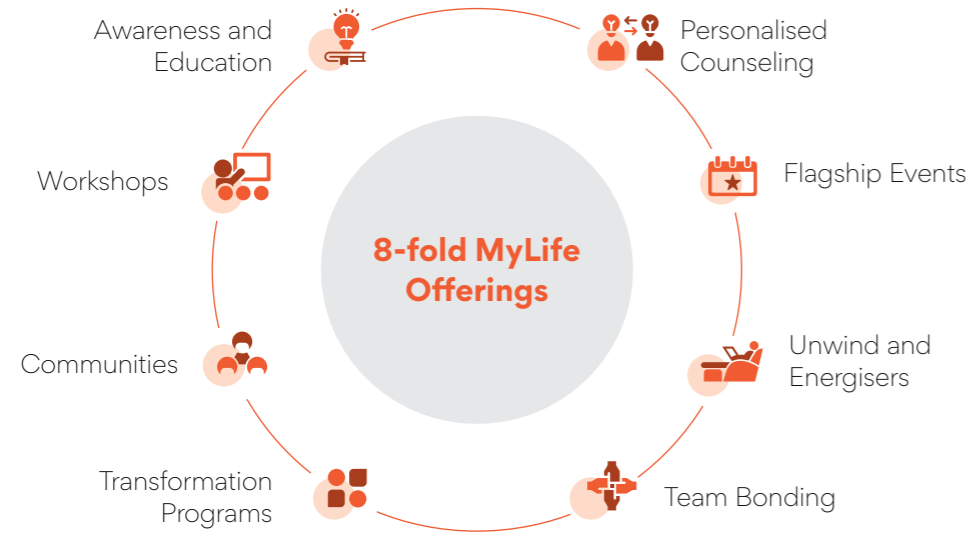
96.2%
Male employees

97.5%
Female employees



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MyLife At Persistent: Prioritizing Employee Wellbeing Employee Engagement – Life at Persistent



Dimension one - Physical Wellbeing

We firmly believe that Physical wellbeing is the foundation on which lays the Happy Life. We run various initiatives and flagship programs that cater to overall wellbeing of our employees and their health.

55 events **30,514** participants

Awareness & Education

- Health Talks
- Individual & Team Step Challenges

Workshops

- Ergonomics & Cubicle Fitness Session
- Fitness Training
- Yoga, Indoor sports and trekking trails

Annual Health Check-up

We offer company-sponsored Annual Health Check-up for employees and discounted rates for their family members.

Sports Fest

The Sports Fest featured cricket and football tournaments to promote participation, team spirit, and camaraderie among employees.

Persistent Run

Persistent Run is our flagship event promoting physical wellness and teamwork, held annually across all global locations open to Persistent Family and friends to participate in 3k, 5k, 10k run.

8,746

Number of people participated in Persistent Run



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Dimension two : Emotional Wellbeing

It has been a key component of MyLife focusing on promoting mental health and resilience in the workplace. This includes webinar-based sessions, One-On-One counseling with the professional experts.

46 events **2,017** participants

Education and Awareness

Vibrant minds -

The “Vibrant Minds” series covers topics such as Self-Care, Behavior, Anxiety, Coping Mechanisms, Professional Relationships, Marital Relationships, Parenting workshops, and Elderly care, etc.

One on One counseling sessions -

User offers one-on-one counseling sessions with in-house counsellors to provide personalized support for employees, addressing work-related stress and personal issues with empathetic listening and tailored strategies. These sessions provide employees with a safe space to explore and address their emotions, stressors, and mental health concerns.

Workshops

Pranayama or Breathwork sessions
Meditation sessions



Dimension three - Social Wellbeing

User emphasizes social well-being, encouraging employees to connect through various programs, events, and competitions.

174 events **48,752** participants

Hakuna Matata -

“Hakuna Matata” is a team bonding session to celebrate teams and promote collaboration. These sessions focus on fun, breaking the ice, and creating lasting bonds among team members.

8,710

Number of people participated in Hakuna Matata

Bring Your Kids to Office -

This is our most cherished tradition - “Bring Your Kids to Office” event showcases the workplace to employees’ children, promoting a family-friendly culture and work-life balance.

1,238

Number of people participated in Bring your Kids to office

PULSE - Persistent Ultra Large Social Event -

PULSE event is a platform for employees to showcase their talents. The Grand Finale showcases employees’ talents in performing arts and cultural expressions, with leadership involvement to align with organizational values.

20,848

Number of people participated in PULSE

Art Fest -

Our Art Fest provides a platform for employees and their families globally to showcase their creative talents, from painting and sketches to photography and digital art.

2,250

Number of people participated in Art Festival

Persistent Communities -

At Persistent, we nurture communities for employees to connect and enhance individual and team dynamics. Our employees engage in communities like cycle, yoga, running etc.

6,675

People are part of the communities

Milestone Celebrations -

We celebrate competition of 5, 10, 15, 25 years of employee milestones as it gives us an opportunity to appreciate our employees for all the years they have been associated with Persistent.



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Dimension four - Financial Wellbeing

At MyLife, we conduct financial wellness sessions twice a month to empower employees with techniques to manage finances effectively, reduce stress, and achieve long-term financial goals. These sessions foster a more productive, engaged, and financially stable workforce.

9 events **3,100** participants



Topics Covered under Make your Money Work

- Gold as an Asset
- Why and how to save money
- Reducing Tax burdens
- Finance & Investment Awareness
- Goal based investment
- Saving Taxes
- Personal Finance
- Finance for Women

Diversity Equity Inclusion and Belonging (DEIB)

At Persistent, we deeply value diversity and inclusion as catalysts for innovation and the cultivation of a vibrant workplace culture. Our unwavering commitment is to nurture an environment where every individual feels empowered, respected, and valued, irrespective of their background.

background, perspective, and talent, fostering a culture of fairness and openness. Through awareness-raising efforts, we promote equal opportunities and cultivate an environment where everyone can thrive.

As an Equal Opportunity Employer, we prioritize Diversity, Equity, Inclusion, and Belonging (DEIB). Our approach celebrates each individual's unique

Our dedication to diversity and inclusion is encapsulated by our focus on the 4 Es: Enable, Empower, Engage, and Employ, underscoring our holistic approach to fostering an inclusive environment where all can contribute their best.



DEI policy

Board-Diversity-Policy

SOCIAL

Enable

Persistent regularly reviews and improves the policies to address the specific needs and challenges faced by our people, promoting diversity and inclusivity at every level.

Gender Pay Indicators

At Persistent we offer competitive compensation packages to all our employees, permanent and non-permanent. We are committed to achieving gender pay parity within our organization, promoting equal opportunities for individuals of all genders and upholding the principle of equal pay for equal work. We routinely monitor parity in pay across grades, years of experience, tenure in the company and locations etc.

Accessibility

At Persistent, accessibility is a cornerstone of our infrastructure, ensuring that our offices cater to the needs of specially-abled individuals as per the 2016 Harmonized Guidelines for the Rights of Persons with Disabilities (RPWD act 2016) Act. We prioritize inclusivity by providing accessible parking spaces, ramps at entry points, and disabled-friendly washrooms. Our workstations are thoughtfully designed to accommodate wheelchair users, featuring height-adjustable options for ease of access.

In the digital realm, we adhere to Web Content Accessibility Guidelines (WCAG 2.0), ensuring that our online platforms are accessible to all. We offer assistive technologies as needed, striving to enhance accessibility for individuals requiring additional support. Continual improvement is paramount, and we actively address reasonable accommodation requests by adapting both our physical and digital infrastructure accordingly. We conduct audits on our facilities and our digital infrastructure to ensure accessibility and recommend changes as necessary in our facilities. Through these efforts, we uphold our commitment to ensuring that all individuals, regardless of ability, can navigate and engage with our spaces and digital platforms seamlessly.

Empower

We are dedicated to fostering a conscious and compassionate workforce. The People 360 dashboard empowers both business and HR leadership by providing real-time metrics on Diversity, Equity, and Inclusion (DEI). By enabling proactive actions aligned with our corporate goals, the tool ensures that we continually strive for a more inclusive and equitable workplace.

Our comprehensive employee sessions prioritize awareness, gender and cultural sensitivity and empowerment for marginalized communities. Persistent University provides a diverse array of training programs aimed at supporting diversity initiatives and empowering our varied workforce.



DEIB workshops

- 1 **Unconscious bias training** – enables employees to become aware of their own biases, increase empathy
- 2 **Gender sensitization sessions** for managers to effectively manage diversity within their teams
- 3 **Cultural sensitization initiatives** tailored for our global workforce to promote understanding and respect across diverse cultural backgrounds
- 4 **LGBTQ and PwD sensitization** for support staff

Women's Empowerment Programs



These calendarized training sessions are set up grade-wise for our global employees and for our support staff.



Recognition – Quarterly and Annual Awards

Quarterly DEIB Champions program recognizes employees from diverse regions as advocates for best practices and ensuring equal importance and value for every employee.

Annual Awards recognizes individuals at mid and senior management levels for exemplary efforts taken throughout the year to promote and enhance diversity and inclusion.

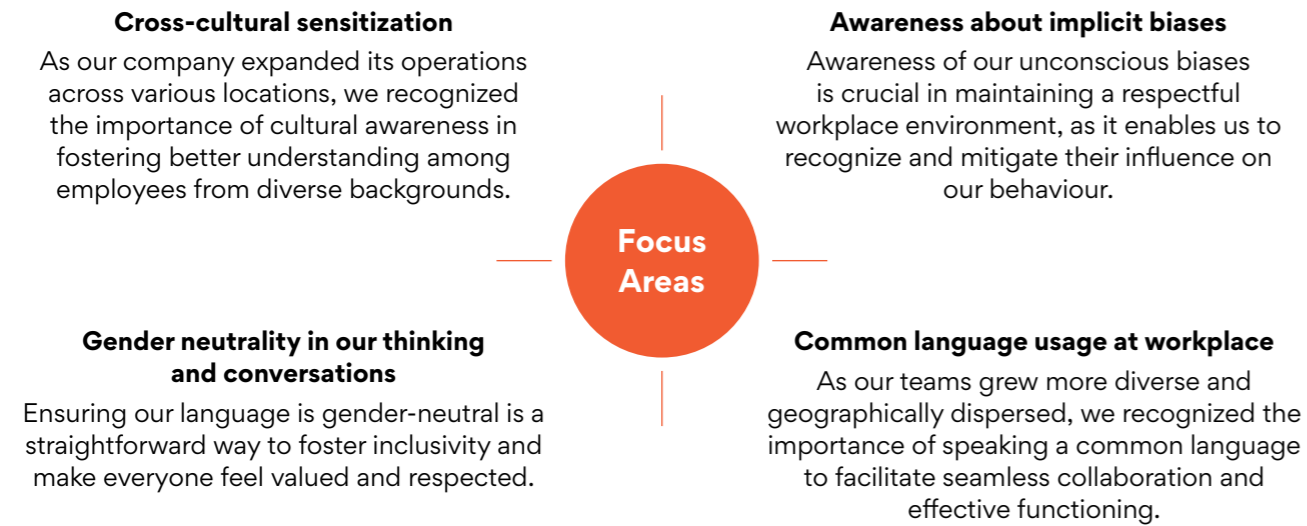
SOCIAL

Engage

We believe in a culture of innovation and strive to engage our workforce through initiatives aimed at supporting diversity and inclusion, be it through interactive sessions or gamification.

D and I awareness

DIVOPOLY – Divopoly is a virtual board game that is designed to create awareness in a fun way amongst everyone, about the various facets of diversity, equity, inclusion and belonging. The game focuses on the following 4 objectives -



3 Divopoly sessions

Divopoly Digital, In person
Divopoly, Virtual divopoly

90+

Facilitated Sessions

84%

Employee Satisfaction

80+

Activities till date

12,000+

Employees participated till date



Employee Resource Groups (ERG)

Our Employee Resource Groups create collaboration and synergy not only amongst employees, teams and locations but also with customers and the community at large.



Prerana (Inspiration)

Prerana, our women’s community at Persistent, is dedicated to empowering and equipping our dynamic women with tools and information for informed choices and new goals. Location-wise chapters organize events every quarter. Our comprehensive plan, guided by the ENRICH model, caters to diverse interests and career stages:

Empower: Empowerment through resources and support.

Network: Building meaningful connections and collaborations.

Reach: Advancing careers and personal growth.

Invest: Investing in oneself through mentorship and development.

Change: Driving positive change within and beyond.

Harmony: Ways in which one can work towards work-life harmony.

Pehchaan (Identity)

“Pehchaan Identity,” an Employee Resource Group (ERG) dedicated to fostering an inclusive and supportive environment for the LGBTQIA+ community within the organization. Pehchaan, which means ‘identity’, encapsulates the essence of the group’s mission: to recognize, celebrate, and affirm the diverse identities of all employees, regardless of their sexual orientation, gender identity, or expression.

- The primary aim of Pehchaan is to provide a safe and welcoming space for LGBTQIA+ individuals and their allies.
- Through education, awareness campaigns, and community-building activities, the group endeavours to dismantle prejudices, foster empathy, and promote understanding among all employees.
- Pehchaan also serves as a platform for members to share their experiences, seek support, and collaborate on initiatives that drive positive change within the organization and beyond.

SOCIAL

ABLE

(Alliance for Belonging, Learning and Empowerment)

The ERG for persons with disability intends to focus on creating an open, inclusive community for persons with physical and neuro diversity. The group will focus on creating awareness about the various disabilities and their impact on persons who have those disabilities, visible and invisible.



Collaboration with the Industry

We have partnered with the National Commission for Women (NCW) to host a workshop titled 'POSH: Awareness & Good Compliance' at our Persistent office. This workshop not only reaffirmed our commitment to a safe, inclusive workplace but also demonstrated the alignment of POSH compliance with our Environmental, Social, and Governance (ESG) objectives. It underscored the crucial role of POSH in advancing diversity and inclusion within our organization.

With clients - client engagement for synergy - We host fireside chats featuring women in leadership roles to provide strong role models for our women. These sessions also offer a platform for women from our customer companies to share their stories and lived experiences, fostering inspiration and connection across our community.

Internal collaboration - Location chapters organize events that are either local or global to celebrate various diversity days or to bring in external speakers for various focus areas.

Employ

Our recruitment process is designed to uphold fairness and eliminate discrimination, fostering equal opportunities for individuals from diverse backgrounds. We strive to bring in diverse talent through campaigns around diversity hiring and by empanelling diversity-specific vendors. We have a structured Returnship program that aims to empower and reignite the aspirations of women on career break. The program offers a self-paced, and flexible training plan and mentorship to ease the transition back into professional life by refreshing their skills, building confidence, and reconnecting with industry trends.

Employee Satisfaction/Engagement

Our commitment to fostering employee engagement is grounded in a culture of continuous listening and proactive action. Our leadership team prioritizes strong connections and engagement with our global employees, facilitated by the adoption of the world-class engagement platform, PEAKON. With real-time, anonymous feedback and data-driven insights, we address concerns, identify trends, and make informed decisions to foster a positive work culture. Quarterly/monthly surveys empower managers to track team sentiments, while leadership utilizes individual scorecards to identify areas for improvement and design corrective action plans. Anonymous conversations allow ongoing addressing of employee concerns, driving continuous improvement and enhancing employee engagement.

Our ESAT scores measures the following aspects Job satisfaction, Purpose, Happiness, Motivation and Stress which are addressed in survey conducted every 2 months.



8.2/10

Employee Satisfaction Score
employee net promoter score
(eNPS 0.2 above industry benchmark)

72%

Respondents

Target

8.5/10

Employee net promoter score (eNPS)

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Rewards and Recognition

We prioritize appreciation and celebration, ranging from everyday gestures to grand events. Our Kudos initiative fosters a culture of gratitude among team members, encouraging expressions of appreciation through customized emails, cards, or bands. Recently, we've introduced experiential and gamified team sessions to cultivate the skill of appreciation interactively. Quarterly Recognition and Rewards (R&R) further highlight ongoing accomplishments, with line managers empowered to use allocated budgets to incentivize their teams. Our Annual Awards stand as the pinnacle of recognition, with a rigorous selection process overseen by a jury. These awards honor our top performers and underscore our commitment to values and culture, including a dedicated category for Culture Awards that celebrates employees embodying our core values.



Kudos

- Appreciation
- Personal bonding
- Celebration

Quarterly Awards

- Recognize on continuous basis
- Contributions to project etc.

Annual Unit Awards

- Annual Awards
- Consistent performance and contribution
- Excellence at Unitlevel

Annual Leadership Awards

- Most Valuable Partners
- Chairman & CEO awards
- Excellence at enterprise scale

Workplace Transformation

Our workspaces have undergone a remarkable transformation, embracing a futuristic approach that prioritizes both health and efficiency. Several of our older buildings have been revitalized, incorporating sustainable elements like natural ventilation, ample daylight, green spaces, and hybrid work areas. These revitalizations also include expansive outdoor areas, inviting work cafes, collaborative social spaces, and recreational zones. Committed to sustainability, our buildings adhere to the highest environmental standards, striving to minimize their impact while promoting employee well-being and productivity.



Aspects of workplace transformation

Supports hybrid work model - flexibility to adopt hybrid working model

Segregation of communication, social, interactive and focus zones- Separate zones for communication, social interactions and focus for uninterrupted working and learning

Biophilic design improving health and well-being in the built environment - Biophilic design architecture and landscaping to enhance positive impact on employee's health and wellbeing by incorporating natural elements

SOCIAL

Occupational Health & Safety

Target

ZERO

Accidents

At Persistent, we prioritize Occupational Health and Safety (OHS) by fostering a culture of safety awareness and proactive risk management. This commitment manifests through a comprehensive Environmental health and management system, EHS policy, safety programs, regular training sessions, and the provision of a safe and ergonomic work environment.

Key performance Highlights

ZERO

Fatalities across all employees categories in FY 2023-24

In the reporting year, ZERO incidents regarding non-compliance concerning the health and safety impacts of our services have been found.

ZERO

Lost Time Injury cases across all employee categories in FY 2023-24

Environment and Occupational Health and Safety Policy

Our commitment to occupational health and safety policy is approved by the Board of directors and includes the following elements.

- Consultation with and participation of workers, and, where they exist, workers' representatives.
- Establishment of quantitative targets for improving OHS performance metrics.
- Is applicable to the company's entire operations/ employees as well as contractors or individuals under the company's supervision.
- A commitment to continually improve the performance of the OHS management system.
- Compliance with relevant OHS international standards and regulations, voluntary programs and/or collective agreements on OHS.
- Setting up prioritization and action plans.



Environmental Health and Management System

Our Environmental health and management system adheres to ISO14001:2015 (Environment Management systems) and ISO 45001:2018 (Occupational Health & Safety management) internationally recognized standards that define the necessary elements for an effective health and safety management system, covering all our offices in India location which contributes to 93% of our global facility area and globally we follow legal health & safety requirements. Internal audits and external audits are conducted annually by an independent

external verification body. The scope of Environmental and Occupational Health and Safety management system extends to all operational activities, including those performed by full-time associates, contractual workforce support staff and key suppliers. Occupational Health & Safety of our employees are managed through an EHS core team & Safety Committees at every Persistent location. These committees take review every quarter & help to monitor and advise on occupational health and safety programs.

Certifications

ISO 14001:2015
Environmental Management System

ISO 45001: 2018
Occupational Health and Safety Management System

93% of our global facility area is certified for Environmental Health and safety Management system

Emergency Response Plan



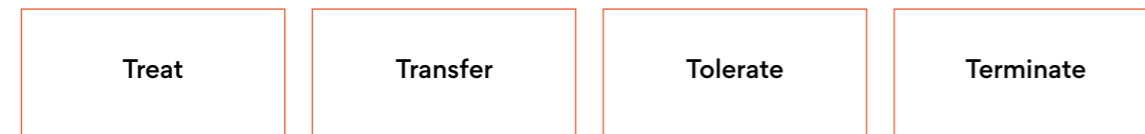
SOCIAL

OHS Risk Assessment and Identification

We use a comprehensive Risk Identification and Hazard Assessment Matrix to proactively identify risks across categories like biomechanical, psychosocial, unsafe conditions, biological, and natural phenomena. This covers all processes and operations, including routine and non-routine activities, unsafe conditions, and unsafe acts. Each department sets clear environmental and safety goals and assesses risks that could impact their ability to achieve those goals.

We prioritize and integrate action plans with quantified targets to address these risks and incorporate strategies for emergency preparedness and response. The Progress in reducing and preventing health issues is evaluated against set targets through internal inspections. Independent external verification of health, safety, and well-being is performed using standards such as ISO 45001:2018.

Risk Assessment and identification process



- Actively manage risks at facility and process/function levels.
- Identify, assess, and prioritize potential risks.
- Set and act on quantifiable targets to reduce risks.
- Management reviews actions and evaluates progress against OHS goals.
- Integrate emergency preparedness and response actions.
- Conduct internal audits and safety inspections to identify risks.
- Empower employees to report unsafe conditions.
- Incident reporting via ticketing system, email, or phone to OHS team.
- Provide resources and mitigation strategies for remote workers.

- Focus on ergonomics, emergency preparedness, and local environment recommendations for remote workers.
 - Proactive approach to prevent accidents and incidents.
- Impact assessment and Stakeholder consultation**
- We also manage and mitigate environmental, health, and safety (EHS) risks through a comprehensive approach. This involves two key elements:
- **Regular Impact Assessments:** We conduct thorough EHS impact assessments annually or and when any incident occurs to integrate safety considerations into all business decisions. This ensures potential risks are identified and addressed before they occur.

- **Stakeholder consultation:** At Persistent, we promote consultation and participation of workers through Occupational Health and Safety committee meetings in all facilities, made up of both company representatives and employee representatives. Feedbacks from employees will be brought to the top management for their review.

OHS criteria are part of every contractual agreement with our vendors and contractors. Work related OHS requirements are clearly articulated in these agreements and its part of every procurement decision.

OHS Training & Programs

We ensure a healthy and safe work environment through comprehensive safety training programs, including emergency planning, first aid, evacuation, and emergency drills. These sessions empower individuals to identify and mitigate potential hazards. By regularly conducting these training sessions, we foster a culture of shared responsibility, where everyone contributes to maintaining a safe workplace.



Key Safety-Related Training and Programs:

EHS Training: We provide comprehensive annual training on environmental conservation, climate action, and safety practices, including first aid, fire safety, office safety, and incident reporting.

Employee Wellness: We prioritize holistic well-being through programs addressing social, emotional, and physical health.

Counseling Programs: Our in-house counsellor conducts bi-weekly sessions on various topics, fostering communication and rapport. Program effectiveness is continuously evaluated through audits and management reviews, driving continuous improvement and corrective actions.

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Occupational Health Services

At Persistent, employee well-being is a priority. We offer comprehensive occupational health services to keep our workforce healthy and productive. These services include:



- Psychological counsellor help
- Physical Health and Fitness
- Mental Health check-up
- Exercise and Yoga

- First Aid
- Evacuation in case of any medical emergency
- Annual Health Check-Up

- Balanced Diet and Nutrition for self and family including children.
- Care During Pregnancy
- Safety while working on heights.

Incident Reporting

We prioritize a strong safety culture through the implementation of a robust incident management system, by encouraging employees and workers to report any safety-related incidents. This valuable feedback is then analyzed to identify trends and implement targeted preventive measures. Every reported incident is investigated for work-related injuries, ill health, diseases and incidents. Every year we track and report Health and safety incidents at our workplace. We're proud to say that in

the past three years, we haven't had any reportable incidents and have maintained full compliance with all EHS and OHS regulations.

As part of **ISO 45001 certification** process the Incident rate is verified by third party independent agency.

Absentee Rate

1.98%

Total days scheduled covering 100% of employees

Human Rights Protection

Persistent believes in committing to and recognizing all internationally recognized human rights that are relevant to its business. The Human Rights Policy is aligned with the principles of the United Nations Global Compact (UNGC), United Nations Guiding Principles on Business and Human Rights (UNGPs) and the International Labor Organization's (ILO) Declaration of Fundamental Principles and Rights to work. Human rights policy applies to the Company, subsidiary companies (including step-down subsidiaries), associate companies, and facilities that Persistent manages. Persistent also expects its suppliers and vendors, distributors, business contacts, agents, advisors, business associates, including current and potential clients, customers and others acting on the Company's behalf to maintain these principles and urge them to adopt similar or equivalent policies in their businesses.



Constituents of the Policy

Freedom of Association and Collective Bargaining

Persistent shall maintain our employees' right to enter, join, form, or not enter, join or form any labor union, free of any intimidation, fear, or harassment. Persistent shall remain committed to maintaining transparent communication with freely chosen representatives of any employees who represent a legally recognized union.

Persistent shall be committed to bargaining limited to good faith with these representatives. We recognize the right to freedom of association through independent Trade Unions, Work Councils (WCs) or Collective Bargaining Agreements (CBAs) as per the regional laws where we operate. However, this is mostly voluntary through which our people participate and discuss.

None of our employees are part of the trade unions.

Refer BRSR of [Annual Report](#)

SOCIAL

Workplace Safety and Security

Persistent is committed to maintaining a safe workplace, free from but not limited to mental harassment, sexual harassment, intimidation of any form, and other unsafe or threatening conditions arising from internal or external conditions, at all its locations. Privacy and security of employees are of utmost importance and are provided at all times to uphold employee dignity.

Persistent maintains compliance with the highest applicable health and safety regulations and standards based on our internal requirements. Persistent maintains a record of identified risks, accidents, injuries, and other health impacts at the workplace through employee consultation and input.

Enabling Employees

Inclusion and Equal Remuneration

Persistent is committed to promote diverse views and perspectives and does not discriminate based on age, race, national origin, ethnicity, cultural and geographical background, gender, sexual orientation, religion, marital status, any medical conditions, or any other personal or physical aspect in any aspect, be it performance, remuneration, or any other work-related aspect. Persistent believes in being an Equal Opportunity Employer and creating a sustainable work culture that encourages employee retention.

Persistent is committed to ensuring that our employee compensation upholds the mandates of the Equal Employment Policy (equal pay for equal work, irrespective of

Data Privacy and Protection

Persistent is committed to developing and providing secure infrastructure and services that will ensure the confidentiality and availability of information, safeguarding it against unauthorised use. Persistent adheres to all the legislative compliances with regards to usage and storage of information and data of employees, ex-employees, retirees, and customers only for the purpose that it is meant for.

Human Trafficking, Child labor, and Forced labor

Persistent is strictly against all and any form of forced labor, comprising of but not limited to prison labor, indentured labor, bonded labor, military labor, and modern forms of slavery. Persistent strictly does not follow or adapt to any form

any protected criteria) and that remuneration is maintained at competitive levels. Persistent also ensures that all compensation structures are in line with collective bargaining agreements when applicable.

Benefits

Persistent is committed to ensuring that its employees are provided applicable compensation, relevant industry work hours, overtime benefits, and other benefits applicable according to the company policy and regulatory requirements, which include but are not limited to hybrid work, parental leave, sabbatical, time off for corporate social responsibility and paid time off.

of human trafficking and are against any such activities with zero-tolerance against any such identified activities.

Persistent is strictly against the hiring of individuals below 18 years of age for any positions across our business operations and supply chain.

Sexual Harassment

Our respective geographies have Safe workplace policies that are designed in line with the local regulatory requirements. Ex: Prevention of Sexual Harassment Act (POSH) in India, The Ontario Human Rights Code, Australian Human Rights Commission Act, German Criminal Code etc. and our organization level intent of keeping our workplaces free from any kind of harassment, including sexual harassment.

Career and Personal Development

Persistent University offers a range of training programs to support and empower our workforce with skills that are at par with the industry. All our employees, including part-time and contractors, have access to competency development programs that are relevant for their role in the organization.

Community Engagement

We actively engage with the communities where we operate, seeking to positively contribute to their well-being and development. We respect the rights and cultures of local communities, collaborating with them in a manner that promotes inclusivity, respect, and mutual benefits.

Supply Chain

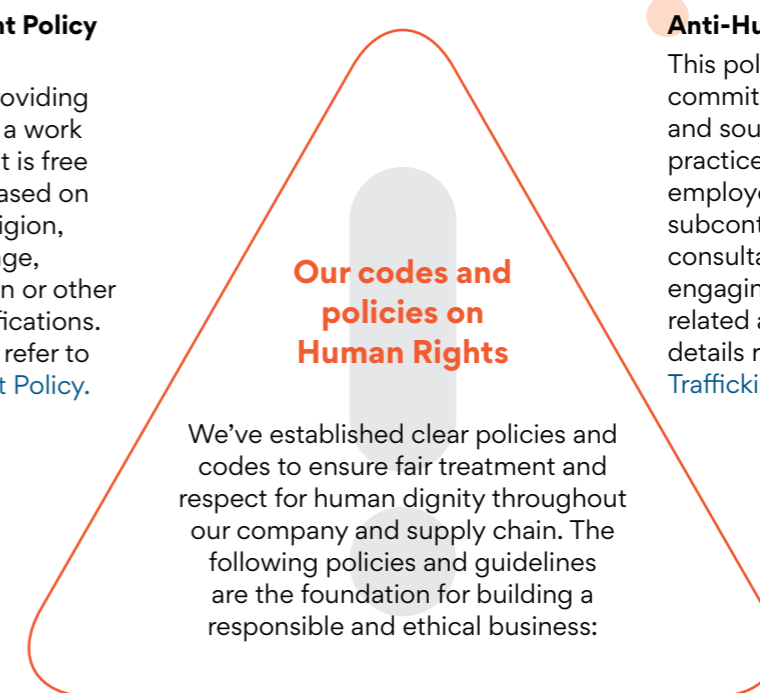
Our commitment to Human Rights extends all the way through our entire supply chain. Our policies mandate that our suppliers adhere to fair labor practices, provide safe working conditions, and respect the rights of their employees across their supply chain.

Anti-Harassment Policy

The Company is committed to providing and maintaining a work environment that is free of harassment based on gender, race, religion, national origin, age, sexual orientation or other protected classifications. For more details refer to [Anti-Harassment Policy](#).

Anti-Human Trafficking Policy

This policy reflects our commitment to human rights and sound employment practices. Persistent prohibits employees, subcontractors, subcontractor employees, consultants and agents from engaging in human trafficking related activities. For more details refer to [Anti-Human Trafficking Policy](#).



Diversity and Inclusion Policy

Persistent Systems and its affiliate entities are committed to fostering, cultivating, and preserving a culture of diversity and inclusion within the organization and in larger communities whom Persistent partners with. Human potential is at the core of Persistent's growth and success. Persistent's ability to nurture and empower its workforce is crucial for its longevity and tangible value creation for all stakeholders. For more details refer to [Diversity and Inclusion Policy at Persistent](#).

Whistle Blower Policy

The purpose of the Whistle Blower Policy is to devise a procedure by which Employee/s and other stakeholders can report allegations of known or suspected Improper Activities (as defined hereinafter) to the relevant authorities within the Company. For more details refer to [Whistle Blower Policy](#).

Vendor Code Of Conduct

Persistent Systems firmly believes in conducting its affairs with the highest level of integrity and fairness. Persistent expects that all Persistent Vendors shall adhere to the Persistent Vendor Code of Conduct while they are conducting business with and/or on behalf of Persistent. For more details refer to [Vendor Code Of Conduct](#).

SOCIAL



Training on Human Rights Policies

Human rights aspects are embedded in our Code of Conduct (COC) training programs. From new hires to security personnel, everyone within our organization receives training on human rights policies and procedures. Building a culture of integrity, we require all employees including contract employees to participate in annual Code of Conduct training and provide annual declaration. This ongoing commitment ensures everyone understands and upholds our ethical standards, fostering a respectful environment for all.

Human Rights Due Diligence Process

Persistent is committed to upholding human rights in all our operations, including those of our employees, contractors, and suppliers. We have a comprehensive risk management process in place to identify and mitigate potential risks in our operations and value chain or other activities related to our business, including new business relations such as mergers, acquisitions, and joint ventures etc., and regularly review our performance. We have a systematic periodic review of the risk mapping of potential issues. We have the relevant preventive, detective, and corrective controls in place to enable us to take timely actions to address, prevent, and manage human rights violations within our own operations and value chain. Our assessment includes Human rights issues such as Forced labor, Human trafficking, Child labor, Freedom of association, Right to collective bargaining, Equal remuneration for Equal work, Discrimination and safe workplace. We also expect our suppliers to respect human rights when providing goods and services to our Company.

Grievance Redressal Mechanism on Human Rights

All the complaints received by Persistent (internal and external) are looked into, as per our policy guidelines and mandated norms. Persistent is committed to taking remediation actions as required. We are committed to being respectful towards all, with zero tolerance towards acts of human rights violations or abuse (as stated in our Ethics Policy). Our grievance redressal mechanism enables employees, contractors, vendors and service providers, trainees, interns to raise grievances for various categories as stated in the following policies such as the Whistleblower Policy, Anti-Harassment Policy, Anti-Human Trafficking Policy that provide a clear structure of confidentiality and safety for all.

Complaints can be raised at <https://www.persistent.com/investors/corporate-governance/ethical-practices-at-persistent-systems/whistle-blower-policy/complaint/>

Refer BRSR of [Annual Report](#)

Supply Chain Management



Human Rights Practices Within Our Supply Chain

Our commitment to Human Rights extends all the way through our entire supply chain. Our policies mandate that our suppliers adhere to fair labor practices, provide safe working conditions, and respect the rights of their employees across their supply chain. Our Vendor Code of Conduct aligns with UN Global Compact principles, promoting responsible practices throughout the supply chain. This includes respecting human rights, eliminating forced labor and upholding strong corporate governance practices including anti-corruption and bribery and promoting Fair Business Practices across the supply chain. We ensure that the Vendor code of conduct is accepted and acknowledged by suppliers. We will continue to ensure 100% acknowledgement of the vendor code of conduct by suppliers as we align with new partners.

In FY 2023-24, We had no actual and potential negative environmental and social impact in the supply chain. We had no significant changes to our supply chain during the year.

Key highlights

100%

of our suppliers working on our premises were assessed on human rights in FY 2023-24.

77%

of our supply chain partners who contribute to 75% of spending during FY 2023-24 were covered under the ESG awareness programmes.

Persistent vendors play a crucial role in maintaining a culture of integrity, compliance, and responsible business practices. Together, we uphold the highest ethical standards and contribute to the success and reputation of Persistent Systems

Vendors working at our India locations follow site-specific Health and Safety practices and adhere to the working conditions defined by our EHS management systems. Our vendors are assessed for their health and safety practices and working conditions. All our locations in India are certified to ISO14001:2015 and ISO 45001:2018. Our EHS management system covers 93% of our global facility area and assessments are conducted by a third-party. At our overseas locations, we have implemented processes to ensure compliance with legal requirements across our global operations.

Our EHS team conducts regular H&S audits for high-risk vendors such as Housekeeping service providers, Security services, food and cafeteria vendors, transport vendors, drinking water suppliers etc. Findings observed during these audits are reported and tracked to closure.

SOCIAL

Corporate Social Responsibility (CSR)

- Driven by a Mission to Empower

With a commitment to social responsibility since 1995-96, we actively support institutions focused on Health, Education, Community Development, Wildlife conservation and preservation of cultural heritage. In 2008-09, we formalized our Corporate Social Responsibility (CSR) efforts by establishing the Persistent Foundation, a public charitable trust dedicated to creating lasting positive impacts in health, education, and community development.

OUR VISION

To provide sustainable solutions for local communities around Healthcare, Education, and Community Development to empower long-lasting impact.

OUR MISSION

To encourage individuals and groups through the contribution of time and resources to build a better society for humanity.



Composition of the CSR Committee

The Board of Directors of Persistent has constituted a CSR Committee to help our Company frame, monitor, and execute the CSR activities under its CSR scope. The Committee defines the parameters and observes them for effective discharge of the Company's social responsibility.

The Board of Directors of our Company has further approved the CSR Policy of our Company to provide a guideline for the Company's CSR activities. The CSR Policy is uploaded on our Company's website at <https://www.persistent.com/investors/csr-at-persistent/>

Our Company's CSR Policy highlights that the need to contribute to society is very large and our Company can make a more significant contribution by staying focused on a few areas through its social initiatives. During the April 2023 meeting, the Board of Directors of our Company considered the need to add one more focus area and accordingly, approved the addition of 'Wildlife conservation and preservation of cultural heritage.' as the 4th focus area. As a result, the amended CSR policy recommends that our Company should encourage Persistent Foundation to contribute in the following four focus areas:

- Health
- Education
- Community Development
- Wildlife conservation and preservation of cultural heritage

Individual Social Responsibility - Empowering Employees to Give Back

We go beyond traditional volunteering by promoting Individual Social Responsibility (ISR). Through ISR, employees choose causes they care about and actively participate in making a difference. This fosters a strong culture of giving back that extends beyond our company walls. We collaborate with clients to co-create meaningful volunteer opportunities, maximizing our collective impact. Additionally, Persistent employees celebrate birthdays by supporting causes close to their hearts, turning personal milestones into opportunities to give back.

8,118
Volunteers participated in ISR activities

11,388
Hours of volunteering in ISR activities

PERSISTENT FOUNDATION

The Persistent Foundation's commitment to social responsibility goes beyond funding. They tackle critical issues in communities, enriching countless lives each year. Their innovative approach to Corporate Social Responsibility (CSR) focuses on:

Education

Nurturing and empowering young minds through quality education and infrastructure enhancement for a brighter future.

We aim to empower our community's students by establishing and financially supporting schools, colleges, libraries, laboratories, and other educational institutions and providing comprehensive support for students with disabilities. This will be achieved through providing studentships and scholarships.

Health

Impacting lives through healthcare support for children and elderly to foster healthier, happier communities.

Our focus on preventive and curative healthcare services translates into initiatives that support hospitals and welfare centres, specifically in paediatric and geriatric care. And also Providing critical care to individuals with facial deformities.



SOCIAL

 **Community Development**

Recognizing the interconnectedness of rural well-being, we address development through a three-pronged approach. This includes promoting environmental sustainability through tree plantation and solar power initiatives, ensuring water security with comprehensive watershed development and clean drinking water projects, and fostering economic independence for rural residents by supporting agro-based livelihood projects. Bridging the skills gap, we further invest in skill development programs for young people in both urban and rural areas.

 **Wildlife conservation and preservation of cultural heritage**

Preserving cultural heritage, alleviating human-animal conflict, and safeguarding biodiversity for a peaceful co-existence.

At Persistent, we recognize the profound connection between cultural heritage and wildlife preservation. We believe that protecting endangered species and supporting indigenous communities goes hand-in-hand with safeguarding the traditions and knowledge that have flourished alongside these ecosystems for generations. We are committed to fostering sustainable practices that minimize our environmental impact and ensure a thriving future for both cultural and biological diversity.



Our CSR Programs

The Persistent Foundation remains committed to making positive contributions and life-changing impacts in the areas of Health, Education, Community Development and Culture and Wildlife Preservation



Key focus areas and the projects undertaken in FY 2023-24:

Our impact spans across 4 key thrust areas, reaching out to communities in 8 different locations. Through 68 projects implemented in collaboration with 65 partners, we've positively impacted the lives of nearly 29,927 unique individuals, with a total reach of over 42,717. The following are the Key focus areas and the projects undertaken in FY 2023-24:

Education

Number of Initiatives: 26
Beneficiaries Unique: 19,060
Total Beneficiaries: 25,169
Partnerships Established: 33

Health

Number of Initiatives: 16
Beneficiaries Unique: 8,232
Total Beneficiaries: 8,232
Partnerships Established: 17

Community Development

Number of Initiatives: 20
Beneficiaries Unique: 1,635
Total Beneficiaries: 7,316
Partnerships Established: 11

Wildlife conservation and preservation of cultural heritage

Number of Initiatives: 6
Beneficiaries Unique: 1,000
Total Beneficiaries: 2,000
Partnerships Established: 4

Employee Engagement

100 % of fund utilization against donation received ₹ 175.45 Million
No. of donors: 5,613
Donation amt: ₹ 7.98 Millions
No of volunteers: 8,118
Volunteering hrs: 11,388

Engagement with Clients

Number of engagements 32
Type of activities: Tree Plantation, School kit assembly, making seed packets, and seed ball making.

Learn more about [Persistent Foundation](#)

SOCIAL

Glance at 15 years of Persistent Foundation

₹ 1.07 billion
Amount Spent

121,035
Trees Planted

3,154
Animals given Fodder

65,571
Students Supported

387
Number of Projects

10
Solar Power Plants

1,072
Number of Female Calves Born

500
Girls Supported for Scholarship

443,849
Lives Touched

737
Kwp Capacity

9,807
Hectares of land irrigated

04
Animal Ambulances Donated

134
Villages Covered

55
Drinking Water Wells

1,684
People Supported through Vocational Training

2,000
Tribal Language Books Printed

4,718
Cleft Surgeries

₹ 169.95 million
Covid Support

19,229
Students Support for Education

38,727
Unique Volunteers

2,768
Pediatric Surgeries

4 Verticals
Food, Education, Medical, Livelihood

569
Youth and Women Supported for Livelihood

55,721
Volunteering Hours

12,454
Cataract Surgeries

12,290
Individuals - Supported for Food Kits

42,855
Individuals Supported for Vaccination

₹ 89.68 million
Employee Donation

7,154
Support for Child Nutrition

11,128
Families - Supported for Food Kits

32
Ventilators Donated

ESG
Governance

Evolving Towards Excellence

We are committed to upholding the highest standards of governance in all our endeavours. This means fostering a culture of transparency, accountability, and ethical conduct in every decision we make. We believe robust governance practices are the foundation for securing our company's long-term success and sustainability. By prioritizing the well-being of our stakeholders, including shareholders, employees, clients and the communities we operate in, we strive to create shared value and build trust.



GOVERNANCE

Governance Goals and Progress

Ethical Conduct



Goals	FY 2023-24	FY 2022-23
100% Training in Code of Conduct Zero tolerance for unethical and non-compliant behaviour	99%*	99%*

Risk and compliance



Goals	FY 2023-24	FY 2022-23
To be recognized as industry leader in information security and cloud practices Use information governance to effectively manage data privacy and security related risks	<ul style="list-style-type: none"> External benchmarking for Information security score Risk Recon: A (9.8) BitSight: 790 (Advance) Score Card A grade ISO 27001 and SOC2 Type II certifications No data breaches reported	Enhanced the security controls by investing in advance security platforms like CNAAP, Cloud SIEM etc. No data breaches reported

Human Rights



Goals	FY 2023-24	FY 2022-23
Protect the rights of all employees across all locations Practice "One Persistent, One Family"	Ethical practices, policies, systems, and procedures audited by a third party	We deeply honor and safeguard the human rights of our diverse workforce, fostering an environment free from discrimination

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

Governance Vision:
Create Value for stakeholders by integrating ESG with our business

UN SDGs Aligned



Corporate Governance

- Building a Bridge to a Sustainable and Ethical Future

At Persistent Systems, our robust corporate governance framework ensures integrity, fairness, equity, and transparency. This, combined with effective governance practices well-defined policies and a dedicated leadership team, Board and committees, fosters a culture built on our core values. This approach strengthens our relationships with stakeholders, creating long-term value and allows us to adapt to a changing environment while maintaining the highest ethical standards.

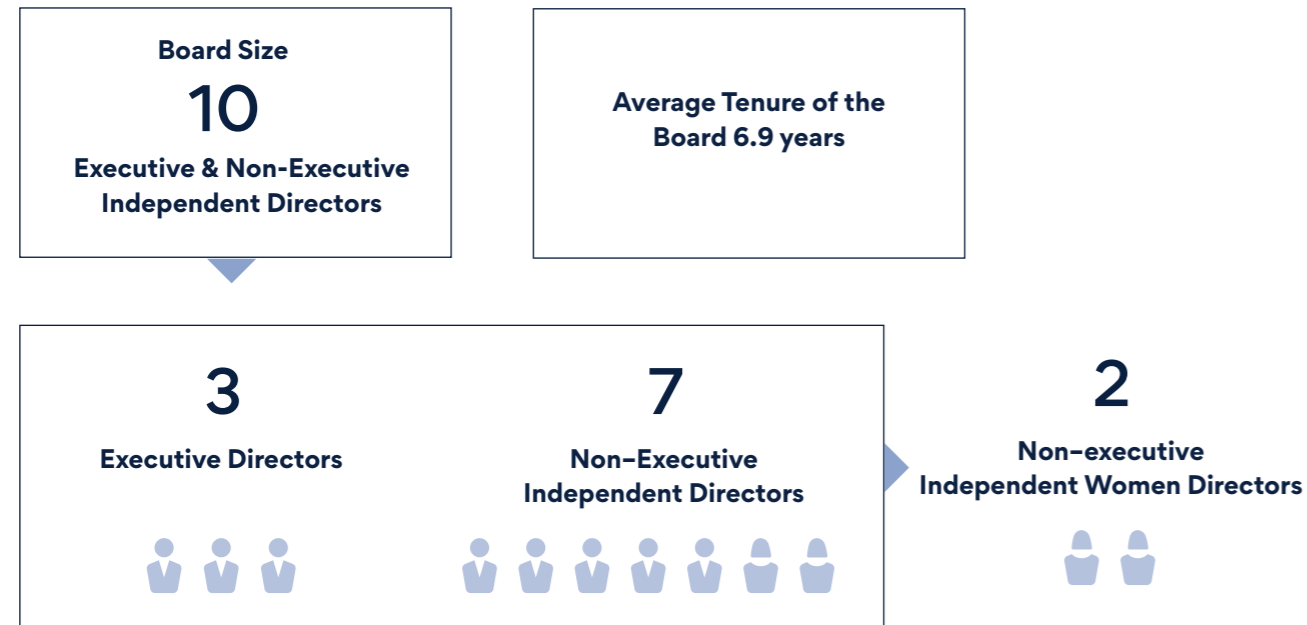
Persistent believes in raising the bar and upholding the highest standards of Corporate Governance as it enhances the long-term value of the Company for its stakeholders. Good governance is an essential ingredient of good business.

We are regulated by the National Stock Exchange (NSE) and BSE Limited in addition to the SEBI Listing Obligations and Disclosure Requirements, 2015 ('LODR'). Our endeavour is to integrate best practices from both national and international sources.



GOVERNANCE

Board Composition



Board Diversity



Board of Directors and Responsibilities

Our Board of Directors (“Board”) provides strategic direction and oversees robust corporate governance practices through the effective work of various board-level committees. We maintain a streamlined, single-tier board structure, fostering clear decision-making. We’ve meticulously assembled a diverse group, with a balance of Executive and Non-executive independent directors. Aligned with SEBI guidelines, our independent directors ensure impartial and independent decision-making on the Board. A full-time Executive Director chairs the Board, leading discussions and offering valuable guidance to all members and actively participates in defining goals, strategies and targets, contributing their expertise and insights.

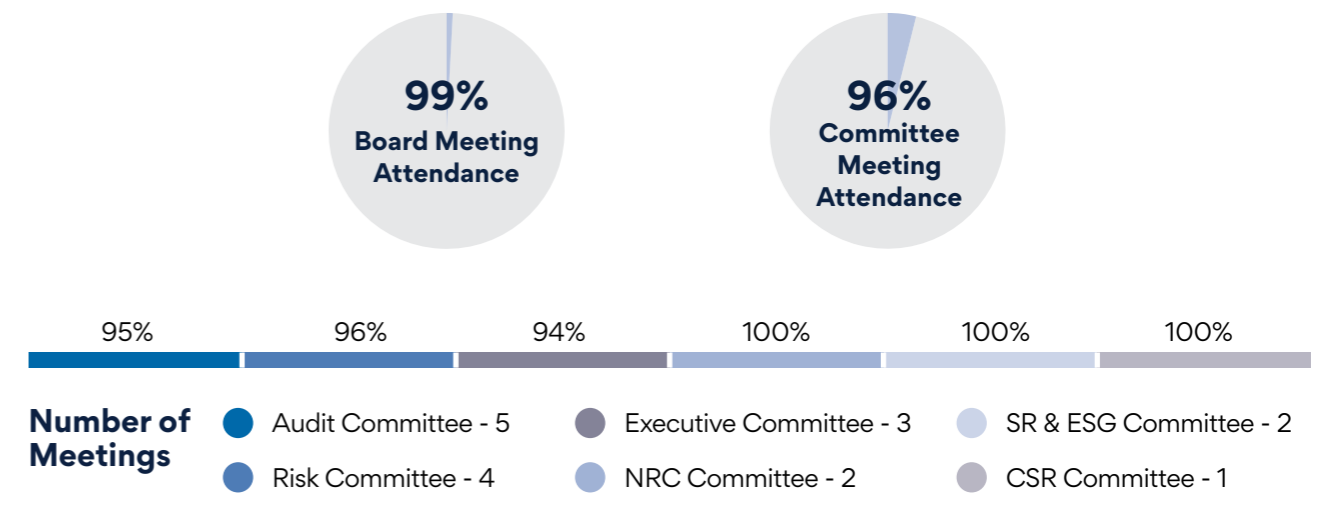
Our commitment to transparency extends beyond board composition. Directors actively engage with shareholders by addressing their questions during Annual General Meetings and fostering open dialogue. Furthermore, a well-defined process

for board appointments ensures the selection of highly qualified individuals. To further enhance accountability, the Directors’ Report incorporates observations and feedback from the Performance evaluation of the Board.

Board Diversity

At Persistent Systems, we recognize the critical role of a diverse Board of Directors in driving informed decision-making and fuelling our continued growth and success. We believe a Board with varied perspectives – encompassing global experience, cultural and geographical backgrounds, age, ethnicities, gender, sexual orientations, and expertise – fosters a richer understanding of complex issues, ultimately leading to better business outcomes. As of March 31, 2024, our Board is comprised of 2 women independent directors, fostering strong independent oversight. Additionally, the Chairman and CEO roles have been separate over the years.

For more information refer to our [Board Diversity Policy](#).



Committee Composition



GOVERNANCE

Committees of the Board

To ensure strong corporate governance and compliance, we established Board committees in accordance with the Companies Act, 2013. Each committee operates with a clear charter outlining its specific tasks and responsibilities. These committees play a vital role in guiding the company’s decision-making processes and upholding the highest standards of corporate governance.

As of March 31, 2024, the Company has 7 (Seven) Committees of the Board of Directors viz.

- ▶ Audit Committee
- ▶ Nomination and Remuneration Committee
- ▶ Risk Management Committee
- ▶ Stakeholders Relationship and ESG Committee
- ▶ Corporate Social Responsibility Committee
- ▶ Executive Committee, and
- ▶ Investment Committee

Performance Evaluation of the Board, its Committees and Directors

- The Company conducted the annual performance evaluation of the Board, the Chairman, its various Committees and the Directors individually including Independent Directors.
- The performance evaluation was done by an external management consultant who specializes in Board evaluations.
- The performance of the Board was evaluated by seeking inputs from all the directors and senior management.

— [Read more](#) [Persistent Annual Report](#)

The Board Committees are represented by a combination of Executive and Non-Executive Independent Directors. The Chairperson of all the Committees is an Independent Director. At present, your Company has 7 (Seven) Non-Executive Members on the Board who are Independent Directors.

— [Read more](#) [Persistent Annual Report](#)

Board Competencies

The Board has identified the following skills and competencies as essential for Persistent’s effective functioning, and these are prioritized in the selection of directors. The Board of Directors (BOD) takes into consideration the following parameters while nominating the candidates to serve on the Board.

- ▶ Expertise in the Software Industry
- ▶ Large-scale global operations
- ▶ Strategy and planning
- ▶ Financial, treasury management and taxation expertise
- ▶ Governance, Compliance and Audit purview
- ▶ Risk Management

- The evaluation criteria include aspects such as the Board composition and structure, effectiveness of board processes, information and functioning, qualitative comments, and future of the board etc.
- The evaluation was conducted in March and April 2024. The findings were presented at the meetings of the Nomination and Remuneration Committee and the Board of Directors held in April 2024.



Familiarization Program for the Board of Directors

Persistent Systems conducts the familiarization program for Non-executive Independent Directors as well as other Directors on the Board about their roles, rights, responsibilities in the Company, nature of the industry in which the Company operates, business model of the Company, etc., through various initiatives. The Company also shares the organizational structure and operations on a regular basis. A few initiatives under familiarization program are elaborated at Familiarization Program at Persistent for Directors.

used to record and report the compliances as and when they are due. A detailed report derived from the said tool is placed before the Board and Audit Committee during every quarterly meeting.

There were no non-compliances by the Company, no penalties and strictures were imposed on the Company by Stock Exchanges, SEBI or any statutory authority, on any matter related to the capital markets, during the year.

Compliance Tool for tracking the applicable compliances

The Company ensures that adequate tools and appropriate processes are in place for adherence with all the statutory compliances. Compliances applicable to Company globally are monitored and tracked through a web-based tool. The said Tool is

GOVERNANCE

ESG Governance

Persistent Systems is steadfastly committed to ESG goals and progress we make. We have meticulously integrated sustainability principles into the core tenets of our business practices. Through Persistent Foundation, we also support projects that help the environment and communities to flourish.

We foster strong relationships with all our stakeholders through well-defined processes. We actively champion global sustainability goals, rigorously tracking and improving on key environmental, social, and governance (ESG) metrics.



Long-term sustainability, strategy, and performance are spearheaded by our Board of Directors. They possess the necessary expertise in ESG, Sustainability, D&I, climate issues, Risk and Compliance. To translate this vision into action, we have a dedicated Stakeholder Relationship and ESG committee that drives our sustainability agenda across the organization.

The Chairperson of the Committee is an Independent Director. The Committee meets at twice a year. 2 (Two) meetings of the Committee were held during the Financial Year 2023-24.

Composition of the Stakeholders Relationship and ESG Committee of the Board of Directors as of March 31, 2024.

Composition of the Stakeholders Relationship and ESG Committee of the Board of Directors as of March 31, 2024

Name of the Director	Category
Arvind Goel [®]	Chairperson of the Committee and Independent Director
Dr. Anand Deshpande	Chairman and Managing Director
Sunil Sapre	Executive Director and Chief Financial Officer
Avani Davda	Independent Director
Prof. Deepak Phatak [©]	Independent Director

[®]Appointed as the Chairperson as on April 3, 2023

[©] Resigned as the member of the Committee as on July 19, 2023

Name of the Director	Stakeholders Relationship and ESG Committee Meeting attendance	
	April 25, 2023	October 18, 2023
Arvind Goel [®]	C	C
Dr. Anand Deshpande	Y	Y
Avani Davda	Y	Y
Sunil Sapre	Y	Y

[®]Appointed as the Chairperson as on April 3, 2023

C - Attended as Chairperson, Y - Attended as Committee Member

This committee is responsible for overseeing the Environmental, Social and Governance (ESG) initiatives at Persistent Systems including but not limited to the:

- Setting the tone and reinforcing the culture within the Company regarding sustainability, promoting open discussion and integrating ESG strategy and its alignment with the Company's strategy and goals.
- Providing guidance and monitoring key environmental, social and governance issues such as climate-related risks (current and emerging) and opportunities, resource efficiency and circularity, responsible sourcing and value chain sustainability, labor practices and human rights, good governance practices and social responsibility.
- Endorsing the ESG vision and goals set out on an ongoing basis.
- Reviewing and monitoring ESG framework, the progress against the stated vision and goals, disclosures and reporting.
- Ensuring transparency and reporting on approach to ESG matters to employees, customers, suppliers, investors, communities and other stakeholders.
- Looking into material issues and areas of interest that are of importance to stakeholders.

GOVERNANCE

Ethics at Persistent Systems

- Building an ethical and responsible business through upholding Integrity, Trust and Compliance

Building a strong foundation of ethical conduct is paramount at Persistent Systems. Our dedicated Ethics policy and Code Of Conduct have established a clear and comprehensive guide for all the directors and employees of Persistent Systems and subsidiary companies, including permanent and temporary employees, employees on probation, consultants, contractors, contract labour, vendors, trainees, apprentices and interns ensuring we comply with all relevant regulations and laws.

Every employee plays a vital role in upholding this culture of integrity by adhering to ethical codes and completing mandatory compliance training. We take any instance of fraudulent behaviour seriously, with disciplinary action up to and including termination a possibility for those who violate these principles.

Board Oversight of Ethics Issues

Ethics Committee

The workings of ethics policy is monitored by the Ethics Committee. The committee, chaired by a Senior Officer (Head - Internal Audit) nominated by the Board, oversees various complaints including insider trading, whistle-blower cases, sexual harassment, bribery, and anti-corruption. The committee reports breaches and cases of non-compliance to the Board. These breaches may involve conflicts of interest, monopoly practices, anti-trust, bribery, or corruption among directors, key management personnel, and employees.

Whistle-blower Policy

The Board of Directors of the Company has adopted a Whistle-blower Policy for employees and stakeholders. The employees are encouraged to report to the Whistle-blower Administrator, if they observe any fraudulent financial or other information or conduct those results in the instances of unethical behavior, actual or suspected violation of the Company's Code of Conduct and the Ethics Policy. The Board of Directors has appointed the Chairman of the Audit Committee as the Whistle Blower Administrator.

The whistle-blower policy and practices provide adequate safeguards against victimization of employees who report to the Whistle-blower Administrator. The policy also provides for direct access to the Chairman of the Audit Committee.

Ethical Practices and Code of Conduct training

The Persistent group is committed to follow the highest standards of business conduct, integrity, responsibility, and ethics across its global operations. As a part of compliance and awareness program at Persistent Systems all permanent employees including contractors, part-time and Directors of the company are required to go through on-line module on following and provide Sign off:

- Code of Conduct
- Modern Slavery & Human trafficking
- Safe Workplace

Audit of Ethical Practices

Ethics policies have been approved by the respective committees of the board, including the Stakeholder Relationship and ESG committee, the Risk Management Committee, the Audit Committee, and the CSR committee. Internal monitoring and regular assessments are in place to detect any issues related to ethical practices. In addition, our ethical practices policies, systems, and procedures are audited by a third party and the reports are submitted to the committee. This ensures that we are adhering to the highest standards of ethical conduct in all our business operations.

Assessment for risks related to corruption

We have identified two processes which are the most susceptible to and have an inherent risk of bribery and corruption. An annual fraud risk assessment including corruption risk is being conducted for both these areas. Also, for other medium and low risk (corruption) areas assessments are conducted once in 3 years via operational Internal Audit reviews. Therefore, we are covering 100% of our operations for assessment of corruption risk. There were no money laundering and corruption cases reported during the year.

Policy Influence

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

Process for Reporting complaints

Employees are provided multiple channels through which complaints can be raised to the respective redressal committees. These are proactively communicated to the employees through internal channels.

Whistleblower channel for reporting complaints is available for internal as well as external stakeholders including customers, suppliers and other third parties. Complaints including anonymous can be raised using the below mediums:

Online Complaints:
Email whistleblower@persistent.com
[whistleblower](#)

Offline Complaints: Ms. Anuja Ramdasi, Head – Internal Audit, Persistent Systems, Pingala, 9a, Aryabhata-Pingala, 12, Kashibai Khilare Path, Marg, Erandwane, Pune, Maharashtra 411004

Toll free Helpline Numbers. India: 18002100165
USA: 18336058476

Grievance Redressal

At Persistent, our commitment to maintaining a safe and ethical workplace is unwavering. As we grow globally, it's crucial that everyone has a straightforward, structured way to address concerns or grievances. Its scope covers Permanent employees, contract employees, retainers, consultants, trainees, and interns. We have set up a collaborative Grievance resolution framework for handling of grievances. This framework ensures operating guidelines addressing roles and responsibilities, formal resolution of grievances swiftly and fairly, confidentiality and appropriate record keeping. During this process the complainant will be protected and there will be no retaliation. Disciplinary actions in case of breach is initiated and reporting of breaches to the Board and statutory disclosures is followed as per the process.

CORPORATE GOVERNANCE HANDBOOK

Our Policies & Codes

Persistent has proactively and voluntarily prepared the Corporate Governance Handbook encompassing set of guidelines and policies with respect to composition of the Board of Directors and Committees of the Board, meetings of the Board of Directors and Committees of the Board, Managerial Remuneration, Code of Conduct, Whistle Blower Policy, Risk Management Policy, Internal Control Procedures etc., being adhered to by the Company. The Corporate Governance Handbook is updated on an annual basis at <https://www.persistent.com/investors/corporate-governance/>

GOVERNANCE

Environmental

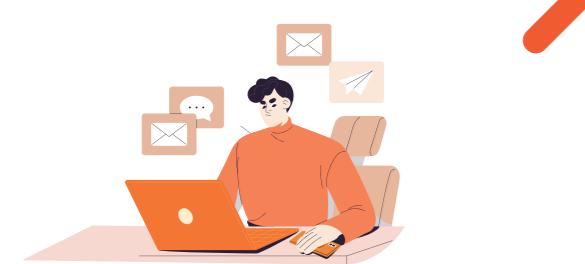


Environment, Health & Safety Policy

Persistent Systems is committed to pro-actively conserve the environment, control our impact on climate change and continually improve the performance of our Environment, Health and Safety (EHS) Management Systems.

[Read more](#)

Social



Diversity and Inclusion Policy

Committed to fostering, cultivating, and preserving a culture of diversity and inclusion within the organization and in larger communities whom Persistent partners with. Human potential is at the core of Persistent's growth and success. Persistent's ability to nurture and empower its workforce is crucial for its longevity and tangible value creation for all stakeholders.

[Read more](#)

Anti-Harassment Policy

The Company is committed to providing and maintaining a work environment that is free of harassment based on gender, race, religion, national origin, age, sexual orientation or other protected classifications.

[Read more](#)

Anti-Human Trafficking Policy

This policy reflects our commitment to human rights and sound employment practices. Persistent Systems prohibits employees, subcontractors, subcontractor employees, consultants and agents from engaging in human trafficking-related activities.

[Read more](#)

Social Media Policy

This social media policy intends to educate all employees of Persistent Systems and associated persons about their expected online demeanour and sets guidelines to follow while using these platforms for personal and professional purposes.

[Read more](#)

Corporate Social Responsibility (CSR) Policy

Our CSR vision is to empower communities through sustainable solutions in healthcare, education, community development, culture, and wildlife preservation. Guided by values of empowerment, sustainability, and collaboration, we aim to leave a lasting impact.

[Read more](#)

Governance



Tax Policy

Our tax policy sets out Persistent's approach to managing its tax affairs and the risks associated with them. It is guided by our core value of Responsibility towards the communities and adherence with law of countries where we operate.

[Read more](#)

Anti-Corruption Policy

'Zero Tolerance' approach to corruption and corrupt practices, including providing or accepting cash/non-cash payments, bribes in any forms including Kickbacks, Direct or indirect political contributions, and/or Social payments and Facilitation payments. This policy and procedure is audited by independent third party.

[Read more](#)

Vendor Code Of Conduct

Persistent expects that all Vendors shall adhere to the Vendor Code of Conduct while they are conducting business with and/or on behalf of Persistent.

[Read more](#)

Fraud Risk Management Policy

As a part of the corporate governance framework, Persistent Systems Ltd and its subsidiary companies adopted the Fraud Risk Management policy and procedures to effectively manage the risk of fraud or misconduct in the Company.

[Read more](#)

Board Diversity Policy

This Board Diversity policy is a guideline document that sets out the approach for Board's diversity to ensure an inclusive and diverse Board for optimal decision-making for the collective benefit of its stakeholders.

[Read more](#)

Ethics Policy

Committed to follow the highest standards of business conduct, integrity and ethics. The objective of this document is to explain guiding principles of Persistent's Ethics Policy and to establish a framework for its administration.

[Read more](#)

Whistle Blower Policy

The purpose of the Whistle Blower Policy is to devise a procedure by which Employee/s or non-Employee Stakeholders can report to the Company, allegations of known or suspected alleged Improper Activities.

[Read more](#)

Code of Conduct For Directors and Employees

This Code is derived from three interlinked fundamental principles, viz. good corporate governance, good corporate citizenship and exemplary personal conduct.

[Read more](#)

Code of Conduct for Prevention of Insider Trading

Prevention of Insider Trading for dealing in Securities of Persistent Systems to be observed by all Directors and Designated Persons or any such persons as mentioned in this Code.

[Read more](#)

GOVERNANCE

Risk Management

As the Company continues its growth journey beyond \$ 1 billion in revenues, there is continued focus to embed risk management in Persistent culture. Effective change management has led to adoption and enhancement of our Enterprise Risk Management program to proactively identify and report risks. We evaluate emerging risks, risks emanating from changing economic, geopolitical and ESG landscape, rapidly evolving technological disruptions with the guidance from the RMC of the Board. This will help the Company to have a holistic understanding and better management of key risks as it plans to achieve its strategic goals and objectives.

At Persistent, successful governance of critical risks is a strategic investment for sustainable growth. It is meant to prepare the Company for a wide range of possible challenges in its growth journey.

Risk Governance Structure



For more details refer to Persistent's [Annual Report](#)

Approach to Risk Management

Persistent has a well-defined Risk Management framework that includes a risk management policy, risk management processes, governance, and awareness programmes. Our Enterprise Risk Management (ERM) function aims to strengthen and embed proactive risk management culture across the organization.

The ERM Function works closely with the various organizational units and their leadership to facilitate the risk management process.

Risk Management Committee

The Risk Management Committee (RMC) plays a vital role in ensuring the long-term health and success of an organization. It functions as a dedicated group of experts responsible for overseeing and guiding the company's risk management framework.

- The Chairperson of the Committee is an Independent Director.
- Non-executive Independent directors have expertise in Risk Management.
- Regular risk management education for Non-executive directors.
- The risk management function is structurally independent of the business lines.

Composition of the Risk Management Committee of the Board of Directors as of March 31, 2024

Name of the Director	Category
Praveen Kadle	Chairman of the Committee and Independent Director
Arvind Goel	Independent Director
Sandeep Kalra	Executive Director and Chief Executive Officer
Sunil Sapre	Executive Director and Chief Financial Officer
Prof. Ajit Ranade**	Independent Director
Debashis Singh	Member and Executive Management Member – Chief Information Officer*
Dr. Ramanathan Venkateswaran*	Chief Information Officer – Information Technology

*Resigned from the Committee w.e.f., April, 2023

**Appointed as the member of the Committee w.e.f., July 19, 2023

\$Appointed as the member of the Committee w.e.f., April 23, 2023

The Committee was constituted with powers and responsibilities including, but not limited to, formulating a detailed risk management policy which shall include:

- A framework for identification of internal and external risks specifically faced by the listed entity, in particular including financial, operational, sectoral, sustainability (particularly, ESG-related risks), information, cyber security risks, or any other risk as may be determined by the Committee.
- Measures for risk mitigation including systems and processes for internal control of identified risks.
- Business continuity plan.
- To ensure that appropriate methodology, processes, and systems are in place to monitor and evaluate risks associated with the business of the Company.
- To monitor and oversee the implementation of the risk management policy, including evaluating the adequacy of risk management systems.
- To periodically review the risk management policy, at least once in two years, including by considering the changing industry dynamics and evolving complexity.
- To keep the board of directors informed about the nature and content of its discussions, recommendations, and actions to be taken.
- The appointment, removal, and terms of remuneration of the Chief Risk Officer (if any) shall be subject to review by the Risk Management Committee.
- To seek information from any employee, obtain outside legal or other professional advice, and secure the attendance of outsiders with relevant expertise, if it considers necessary.
- To review financial and risk management policies.
- To review report on compliance of laws and risk management including Cybersecurity, reports issued by Statutory/ Internal Auditors.
- To carry out any other function as is mentioned in the terms of the Risk Management Committee and entrusted by the Board.

For detailed information refer to Persistent's [Annual Report](#)

GOVERNANCE

Enterprise Risk Management (ERM) Framework

The Enterprise Risk Management (ERM) framework adopted by Persistent is mapped as per the ISO Standard 31000:2018 Risk Management – Guidelines, COSO: ERM- Integrating Strategy and Performance (2017), and the requirements of various applicable regulations in India. Our ERM framework is a holistic approach to managing the full range of risks the Company faces, especially risks that are critical to its strategic success. The framework provides guidance for identifying, assessing, measuring, monitoring, and responding to risks across the enterprise in a way that is aligned with its strategic objectives and risk appetite. ERM Function reports the risks to the executive leadership and Risk Management Committee (RMC) of the Board for their regular oversight.

The responsibility for risk management is shared across the organization for an effective and consistent process. There are dedicated forums involving leadership and ERM Function to address operational and contractual risks.

Risk Review

The ERM framework provides guidance for identifying, assessing, measuring, monitoring, and responding to risks across the enterprise in a way that is aligned with its strategic objectives and risk appetite.

- Analyzing and assessing the potential impact, likelihood and velocity of existing and newly identified risks and determining the readiness to manage them.
- Evaluating the results of the risk analysis with the established risk criteria and prioritizing them based on criticality to help decide on the appropriate risk management strategy.

Risk Exposure

Risk exposure and severity rating is determined by analyzing and assessing 3 parameters - the potential impact, likelihood and velocity of existing and newly identified risks. These risks are monitored and reviewed internally on a periodic basis for continuous risk assessment. The relevant risks based on our established risk prioritization criteria are reported to the Risk Management Committee for their regular oversight.

Risk Management Audits

Persistent adheres to multiple ISO standards in the area of Information Security, Quality, Business Continuity, Quality, Privacy, Environment health and safety and ESG. Persistent conducts internal audit of risk management process and externally audited by independent third party that assess risk identification, its impact and mitigation plan across, Data Privacy risks, Sustainability, Environment and climate risks, Health and safety risks are audited. Internal audits and external audits by third party are conducted annually to identify the risks. [Refer certifications.](#)

Risk Culture

Persistent has a well-defined Risk Management framework that includes a risk management policy, risk management processes, governance, and awareness programmes. Our Enterprise Risk Management (ERM) function aims to strengthen and embed proactive risk management culture across the organization.

Key risks and emerging risks



Cyber-Attack and Hacking Risk

Type: Risk

Risk Category (FORRESSSTT): Technology & Cyber / Extended Enterprise

Magnitude: High

Likelihood: Possible

Business Impact

External attacks, malware, compromised credentials, Business email compromise via. Phishing and other cyber security risks may result in data loss and loss of reputation.

Financial Implication: Negative

Risk may lead to potential operational disruptions, legal fines and penalties, impact on reputation and relationship with customers.

Mitigation plan

- Robust Information Security Management System (ISMS) centered around comprehensive Information Security policies based on industry best practices and leading security frameworks, with a continuous reinforcement of security controls to ensure the confidentiality, integrity, and availability of information assets.

- Multi-layered governance process with executive and Board oversight.

- Third-party certifications such as ISO 27001, ISO 27017, ISO 27018, ISO 27701, and SOC 2 Type II attestations to demonstrate our commitment to cybersecurity.

- Continued investment and deployment of state-of-the-art technologies such as Zero Trust, Advanced endpoint protection solution, Dark/ Deep web monitoring, etc. to secure corporate infra, data & applications.

- Access controls including Multi Factor Authentication for secure access to enterprise applications/network, special handling of privileged administrator accounts, rigorous access management on all cloud deployments.

- Mandatory training and adequate awareness measures across employee life cycle ensure a strong human firewall.

- Quarterly Cyber-Risk related insights are shared with the Risk Management Committee (RMC) of the Board for their review and guidance.

- Implementation of enhanced Data Leakage prevention platform to protect critical data.

- Encryption of data, data back-up and recovery mechanisms for ensuring business continuity aligned to ISO 22301:2019.

- Established threat intelligence, security monitoring and incident response processes to detect and respond to cybersecurity threats and incidents coordinated through a 24x7 Security Operations Center.

- Internal and external audits and red teaming to validate effectiveness of controls.

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Data Privacy Risk

Type: Risk
 Risk Category (FORRESSSTT): Regulatory / Reputational
 Magnitude: High
 Likelihood: Possible

Business Impact

Persistent operates globally and hence needs to be compliant with the data privacy laws across countries where we operate.

Unauthorized use or disclosure of employee or company or customer data may lead to either breach of customer contract or fines/penalties from regulators and/or damage to the company's reputation.

Financial Implication: Negative

This may lead to potential operational disruptions, legal fines and penalties, impact on reputation and relationship with customers.

Mitigation plan

- Robust Privacy Information Management System (PIMS) to safeguard personal data and ensure compliance with applicable legal, regulatory, and contractual obligations pertaining to data privacy and protection.
- Global privacy policy covering all geographies, all areas of operations, and stakeholders.
- Data Loss Protection (DLP), Data Classification and Data Encryption technologies are deployed to protect personal information.
- Access controls including Multi Factor Authentication, Privileged administrator account management tools are deployed. All access provisioning is on a need-to-know basis and access reviews are performed on a regular basis.
- Dedicated Data Protection Officer and Privacy team which is aligned with the leading practices referred as per industry standard regulations like GDPR etc.
- Quarterly Privacy Risk related insights are shared with the RMC of the Board for their review and guidance.
- Continuous strengthening of global privacy program through monitoring of regulatory mandates, revalidation

- of existing frameworks, policies and processes and ensuring applicability to customer contracts.
- Technical and organization measures such as PII Inventories, Privacy Impact Assessment, Incident Management Procedures and Systems, Breach Notification Management, Data Subject Rights Request Management, etc.
- Development of products & applications, including change in processing of personal data go through appropriate privacy assessments and approval.
- Vendors and third parties subjected to due diligence, contracted with appropriate privacy obligations.
- Mandatory training on data protection, Privacy by Design, and global privacy regulations. Continuous awareness campaigns through blog posts, email broadcasts, and online events.
- Periodic reviews and audits by independent audit firm to verify compliance to obligations in addition to internal audits across the ecosystem.
- Certified under ISO 27701:2019 – Privacy Information Management System, ISO 27018:2014 – Securing Personal Data in Cloud and SOC 2 Type 2 Attestation.



Foreign Exchange Risk

Type: Risk
 Risk Category (FORRESSSTT): Financial
 Magnitude: Low
 Likelihood: Possible

Business Impact

The Company operates in the global environment and has maximum business from US geography hence Currency fluctuations is a major risk.

Financial Implication: Negative

Currency fluctuations could have a direct impact on the Company's profitability.

Mitigation plan

- Net foreign exchange earnings are hedged on 12 months rolling basis to cover 45% to 70% of net open positions.
- Guidance from the Board members is obtained every quarter regarding hedging quantum.
- Close monitoring of exchange rate movement is done.



Geo-Political and Macro-Economic Risk

Type: Risk
 Risk Category (FORRESSSTT): Strategic / Sectoral
 Magnitude: Medium
 Likelihood: Possible

Business Impact

Changing Geo-political landscape in multiple regions (war scenarios in Middle-East and Ukraine/ Russia), Macroeconomic uncertainty around interest rate cuts may impact customer discretionary spends, leading to potential impact on growth opportunities.

Financial Implication: Negative

- This could affect customer's business outlook and result in reduced demand for Persistent Systems services.
- It could also increase our costs of doing business.

Mitigation plan

- Conduct "Country Risk Assessments" based on PESTEL Framework.
- Engaged with geo-political consultants to get insights on the changing geopolitical landscape.
- Monitoring and reporting of geo-political risks to the RMC of the Board.
- Geo-Diversification for growth planned via Europe and other geographies.
- Pro-active cost takeout proposals to customers to improve their business efficiency.
- Enhanced focus on customer connects and relationships.
- PSL is ISO 22301 certified and regular BCP testing is performed.



Credit Risk

Type: Risk
 Risk Category (FORRESSSTT): Financial
 Magnitude: High
 Likelihood: Possible

Business Impact

Delay in collection of customer dues as a result of the global economic situation.

Financial Implication: Negative

Late / non-collection of dues may lead to cash flow interruptions for the business as well as lead to increased costs.

Mitigation plan

- The Company has adopted an effective receivables management system to monitor and control the outstanding receivables.
- Credit Risk is managed through policies, procedures and controls as a part of customer credit risk assessment.
- The Company has adopted expected credit loss model, based on profile of the customer and aging pattern, to assess the impairment loss or gain on trade receivables.

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Talent Demand and Employee Attrition Risk

Type: Risk
 Risk Category (FORRESSSTT): Talent / Operational
 Magnitude: Medium
 Likelihood: Possible

Business Impact

Market forces – After great resignation phase that industry faced post COVID, talent market has been stable for last year. However, it is hard to predict how long it will last. Any change in the market force may increase voluntary attrition.

Limited talent pool in emerging technology areas – While larger talent demand has stabilized, demand for emerging technologies is still high. Talent pool for the same is limited. This will continue to impact attrition Employee preferences – Hybrid working seems to be employee's preference.

Financial Implication:

Negative

Higher attrition in regular or niche digital skills could disrupt ongoing delivery operations and affect revenue growth.

Mitigation plan

- Employee Grooming and Upskilling – Focus on employee development and upskilling, enabling them to build their careers has been a part of the 'Persistent way' of working. Persistent University offers an excellent platform for employee to acquire skills, stay relevant and enhance their skills and competencies. Persistent invests in up-skilling of its associates in new age digital technologies and runs Persistent's Digital Engineering Academy (PDEA). PDEA runs upskilling programs in Cloud, Data, Gen AI etc.
- Employee engagement and all-round wellbeing – All round wellbeing of our employee, has been central to our employee engagement approach, which covers physical, financial, and psychological wellbeing. We conduct regular surveys to seek input from employee on various aspects of their work to understand their engagement and expectations. Input thus received is processed to make necessary improvements in processes and policies.
- Persistent brand – our consistent growth over last several quarters, scale of operations, geographical presence, and initiatives such as GWR (Guinness World Records) has been helping us continue to position Persistent as a leading brand in the industry. We continue to invest in branding initiatives.
- Inclusive Workplace - PSL provides a diverse and inclusive workplace which promotes creativity, diversity, inclusivity, and enhanced work culture.
- The attrition level has been controlled at 11.5%.



Global Regulatory Risk (Emerging Risk)

Type: Risk
 Risk Category (FORRESSSTT): Regulatory / Reputational
 Magnitude: High
 Likelihood: Possible

Business Impact

- Failure to comply with existing statutory regulations, new regulations, or amendments to existing regulations (e.g., immigration, payroll and social security, taxation, employment laws, data privacy laws etc.) where the company operates globally, may have an impact.
- PSL operates globally in major markets and industries. There is an inherent risk of non-compliance with the ever-evolving legal landscape resulting into frequent legal updates and changes in regulatory requirements / disclosures (including regulations related to ESG, ethical, and hygiene practices) that are applicable to our business.

Financial Implication:

Negative

Failure to comply with various global regulations could result in penalties, loss of reputation.

Positive

ESG related regulatory requirements / disclosure opens up new business opportunities for Persistent to provide technology-led solutions for customers to meet their sustainability goals.

Mitigation plan

- The Company uses a professional Compliance Manager Tool to report and monitor the regulatory compliances applicable to the Company.
- The Company also updates the Tool on ongoing basis with the amendments in the existing regulations and inclusion of newly introduced legislations, if any.
- A framework is in place to assess the correctness of the compliances which have been reported in the Tool.
- The Compliance status is placed before the Audit Committee of the Board of Directors and the Board of Directors of the Company in their meetings at frequent intervals.
- The Company has also appointed the local consultants in various geographies to advise and help the Company to ensure the compliances in respective geographies.
- The Company has a dedicated ESG function for the oversight of any ESG related regulatory compliance changes.
- Company has been certified in ISO14001:2015 Environmental Management System and ISO45001:2018 Occupational Health and Safety Management System.

Opportunity:

- Provide services to customers to enable them to meet their ESG-related requirements



Sustainability Risk - Climate change

Type: Risk
 Risk Category (FORRESSSTT): Sustainability – ESG / Operational
 Magnitude: Very Low
 Likelihood: Unlikely

Business Impact

Climate change is increasing the periodicity and intensity of some extreme weather events such as heat waves, cold waves, tornadoes, tropical cyclones, floods, cases of seasonal diseases, epidemics, and pandemics.

Extreme weather events may have an associated threat to human safety and business operations.

Financial Implication:

Negative

Climate change causing extreme weather events could pose a threat to human safety and cause business.

Positive

- As companies plan to reduce their carbon footprint, this could create new business opportunities for Persistent to provide technology-led solutions to address their requirements.
- Persistent's proactive measures to reduce its environmental footprint will help to enhance brand visibility, thus making it attractive for our customers with similar vision.

Mitigation plan

- The Company's facilities across India are certified ISO 14001:2015 compliant and this is monitored periodically at a Board level through assurance provided by the respective teams.
- The Company has distributed operations, enablement of remote working, agile delivery focus and periodic testing of business continuity plans.
- Delivery centers designed to withstand extreme weather events.
- Employee awareness building around conservation of resources to strengthen our business resilience and aligning the resources to the Company.
- The CISO of the company and the team ensures implementation of business continuity at project, customer, region, location, function level. And runs internal audit checks to verify the implementation of the controls.
- Persistent is certified- ISO 27001 for information security and 22301 for business continuity.
- Quarterly Emissions and Energy related insights are shared with the SR and ESG committee of the Board for their review and guidance.

Climate action goals:

- Achieve Carbon Neutrality for Scope 1 and Scope 2 emissions by 2025.
- To source 100% energy from Renewable energy sources by 2025.
- 30% reduction of Scope 3 emissions by 2028.

Opportunity:

- Proactive Climate risk assessment ensures we are equipped to deal with adversities .
- Focus on using technology that supports low carbon emissions and reduce carbon footprint.

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Water Scarcity Risk (Emerging Risk)

Type: Risk
 Risk Category (FORRESSSTT): Sustainability – ESG / Operational
 Magnitude: Medium
 Likelihood: Possible

Business Impact
 Being a precious resource, water conservation is crucial for the planet’s sustainability. Reducing groundwater levels and changing rain cycles is a risk leading to water crisis globally, this may affect our business continuity due to non availability of water.

Financial Implication: Negative
 •Water scarcity and any related constraints may impact business operations.
Positive
 •CSR Initiatives in water conservation, will enhance Brand visibility in the society and help attract and retain younger talent.
 •Support uplifting of the society for a larger cause.

Mitigation plan

- Water Resource analysis performed for all global location and classified accordingly into categories as per ‘Aqueduct Water Risk Atlas’.
- Vulnerability Identification and location level mitigation plans implemented to monitor water consumption.
- Conservation and efficiency measures through operational control and continuous awareness sessions with employees to ensure efficiency in water consumption. All our owned facilities are equipped with Rainwater recharging facility enabling to recharge groundwater.
- We consider groundwater sources of locations as the last resort.
- We also conduct frequent awareness sessions on sustainable water management.
- We are engaged with CSR activities like Integrated watershed development program, open well for drinking to create awareness and community development.

Opportunity:

- Proactive ESG measures and CSR initiatives taken by Persistent strengthens its brand, thus making it attractive to organizations seeking an IT Services partner with a shared vision. Additionally, it also helps attract and retain younger talent.

Energy Demand Risk (Emerging Risk)

Type: Risk
 Risk Category (FORRESSSTT): Sustainability – ESG
 Magnitude: Medium
 Likelihood: Possible

Business Impact
 With advent of new emerging technologies, the level of energy consumption may increase globally leading to rise in carbon emissions

Financial Implication: Negative
 Increased energy consumption requirements may affect the achievement of our emission targets.
Positive
 Support customers in their cloud migration strategies will create new business opportunities for Persistent.

Mitigation plan

Our Climate action goals:

- Achieve Carbon Neutrality for Scope 1 and Scope 2 emissions by 2025.
- To source 100% energy from Renewable energy sources by 2025.
- 30% reduction of Scope 3 emissions by 2028.
- Strategy to ensure carbon neutrality status by adopting innovation and regulatory changes to reduce emission and increase Renewable energy consumption.
- Persistent has committed to set near- and long-term company-wide emission reductions in line with science-based net-zero with the SBTi.
- Decarbonization Roadmap with strategies in line with SBTi guidelines enabling to achieve reduction in emissions.
- All owned campuses are enabled with roof top solar generation and 2 windmills connected through open access.
- Technology Assessment including potential benefits and energy consumption implications.
- Continuous improvement to monitor and evaluate the environmental performance of new technology, identify areas for improvement and implement corrective measures as a continuous process.
- Green procurement policy enabling buyers to evaluate the suppliers based on emissions from Purchase of goods and services.

Opportunity:

- As corporations strive to reduce carbon footprints and focus on environment-friendly products and services, it also opens up new business opportunities for Persistent to provide technology-led solutions and services to these organizations.
- We help our customers to migrate their workloads from data centres to the cloud, thus reducing their carbon footprints.

Climate Strategy and Governance



Climate change is a significant issue and we follow the best practices of frameworks like the TCFD. The board’s oversight of climate-related risks is through Stakeholder Relationship Committee & ESG Committee.

Our climate strategy and climate-related risks and opportunities are overseen at the board level by the Stakeholder Relationship Committee & ESG Committee to ensure we keep advancing our ESG goals. We report our performance on key ESG metrics to the SR and ESG at least annually. In the reporting year there were two meetings held to review ESG progress. The ESG committee is supported by CEO, COO, CFO, CPO, CAO, CRO, Legal and Compliance team, Sustainability council and Business leaders.

Climate Risk Management process:

Task Force on Climate-Related Financial Disclosures (TCFD):

We use TCFD framework for the management of climate-related risks and opportunities. We made significant progress by assessing climate risks and opportunities. We also successfully incorporated these into our enterprise risk management (ERM) framework. We improved our governance and our strategic response to the climate risks. The analysis led to a comprehensive evaluation of physical and transition risks. It also involved finding potential financial impacts under various climate scenarios. We did not identify any significant risks to our business in the assessment. We also reduce risks by pursuing projects that improve our

sustainability performance, such as environmental and energy efficiency initiatives. Our Climate risk assessment covers own operations, upstream activities and supply chain.

We are alert and flexible to the rapidly changing environment. We look for efficient ways to reduce our emissions and improve our sustainability performance. We acknowledge the opportunities that emerge from transitioning to a low-carbon economy. This means exploring ways to leverage these transformational opportunities.



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Risk Management Process and ERM Integration

Strategy

We understand that climate change is a significant global challenge with the potential to impact our business in various ways. To navigate this evolving landscape, we are adopting a proactive climate change strategy. This strategy focuses on three key areas:

Risk Management

We recognize the growing scale of operations and complexities related to ESG risks. Enterprise Risk Management identifies risks including climate-related risks and opportunities and measures for risk mitigation. Every quarter, the ESG function updates the executive management of the board on the progress and actions taken to address Climate issues.

The ESG team works with ERM to identify and manage climate-related risks and opportunities separate from other business risks and opportunities. We have conducted climate risk assessments, the outcome of which is integrated into our overall ERM framework.

Risk Identification

Risk identification process involves engagement with key stakeholders such as customers, employees, shareholders suppliers, and community partners. We also take into cognizant the evolving global trends of climate related issues such as Technology risks, physical and transition risks including regulatory changes.

Risk assessment

We evaluate each risk that we find through our climate scenario analysis. We prioritize the most urgent risks that require immediate action by assessing the severity and duration of their consequences. We examine how each risk and opportunity affects our business. We have improved our impact analysis to include the financial implications of the risks for our business.

Risk Mitigation

Appropriate actions are taken to address identified risks. These risks are actioned by taking short-, medium- and long-term goals such as energy efficiency, emission reductions, investment in renewable energy and new technologies. This also provides opportunities to move to low-carbon products to manage our operations and help our customers through our engineering capabilities.

Policy Alignment and Compliance

As climate-related policies gain momentum, we are committed to staying informed and aligning our operations with evolving regulations. This proactive approach ensures compliance and minimizes potential disruptions. continuity and resilience.

Innovation and Opportunity

We recognize that climate change also presents opportunities for innovation. By embracing emerging technologies in clean energy, resource efficiency, and sustainable practices, we can not only reduce our environmental impact but also gain a competitive advantage in the evolving marketplace.

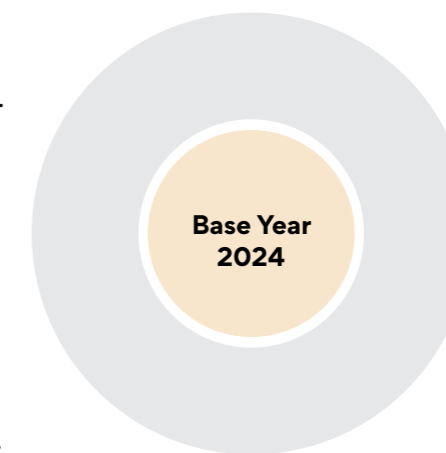
Metrics and Targets

Emission reduction Targets: We have aligned our Climate action objectives with various climate-related scenarios, including one that limits global warming to 1.5°C. The risk assessment and plan to adapt to physical climate risks covers our existing and new operations. We use qualitative climate-related scenario analysis to transition to net-zero. Our absolute emissions targets include Scope 1, Scope 2, and Scope 3 emissions.

Climate action goals with short- and medium-term targets to achieve net-zero

To reach Scope 1 and 2 Carbon Neutrality by 2025.

To use 100% Renewable energy by 2025.



To cut down 30% of our Scope 3 emissions by 2028.

To attain net-zero emissions by 2050 following SBTi method.

We have a clear plan for reaching our goal, with different strategies and actions. For more details refer to our Net-Zero transition pathway [section](#).



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Transition Risks

The rapid evolution of technology presents opportunities and challenges for the Information Technology (IT) sector. While innovation can fuel growth, navigating transitions can be risky. Transition risks in IT refer to the potential disruptions caused by shifting technologies, evolving customer demands, and changing regulatory landscapes.

Transition Risk Type	Climate related risks	Time frame	Potential Impacts to business	Mitigation/Opportunities
Policy and Legal: Current and Emerging regulation	<ul style="list-style-type: none"> Emerging Regulations: The IT sector is subject to various laws and regulations in different jurisdictions, such as data privacy, cybersecurity, intellectual property, taxation, and trade. Changes in these policies and legal frameworks can affect our operations, costs, revenues, and reputation. Higher pricing of GHG emissions and carbon tax. Requirements on environmental regulations. Risk to reputation. 	Long-Term	<ul style="list-style-type: none"> Increased operating costs (e.g., higher compliance costs, increased insurance premiums). Asset impairment and early retirement of existing assets. Non-compliance to environmental regulations resulting in fines and penalties. Failure to comply with regulatory disclosures. 	<ul style="list-style-type: none"> We comply with applicable environmental regulations and laws in the countries in which we operate. (Refer to the Environmental Compliance Section for more details). We are committed to proactively conserving the environment, controlling our impact on climate change, and continually improving the performance of our Environment, Health and Safety (EHS) Management Systems.
Market / Reputation risks	<ul style="list-style-type: none"> Increased stakeholder expectations from customers, institutional investors on company's ESG performance. 	Short-mid term	<ul style="list-style-type: none"> Failure to meet climate action goals including the commitment to UNSDG Goals leading to reputational risk. Poor sustainability reputation leads to inability to attract customers investors and talent. 	<ul style="list-style-type: none"> Our commitment towards climate action goals with short, medium and long terms goals. Decarbonization Roadmap to achieve our climate action goals. Our efforts enable us to meet the ever-increasing expectations of our clients, who consider sustainability as a key driver. Our focus on D&I and CSR helps attract and retain talent. Transparency in reporting on our ESG progress through ESG report.

Physical Risks

IT companies, despite their digital nature, face physical threats. These range from natural disasters and infrastructure outages impacting operations to complex supply chain disruptions hindering production. Physical security breaches and the impact of climate change add to the challenges. Mitigating these risks requires a comprehensive strategy for business continuity. Our physical risk assessment process comprehensively covers both existing and new operations.

Physical Risk Type	Climate related risks	Time frame	Potential Impacts to business	Mitigation/Opportunities
Acute	<ul style="list-style-type: none"> Increased severity of extreme weather events (cyclones, floods) can damage property/assets. Climate change-driven extreme weather events can also lead to vector-borne diseases, potentially causing epidemics or pandemics. Water stress and scarcity pose a significant near-term risk, impacting our business operations. 	Short-mid term	<ul style="list-style-type: none"> With a very large operational footprint in India, we have recognized direct climate change impacts: <ul style="list-style-type: none"> / Physical damage to our building infrastructure and other physical assets. / Disruptions to city infrastructure, including transportation networks, utilities (power and water supply), severely hampering business continuity. 	<ul style="list-style-type: none"> Comprehensive Business Continuity plans in place to increase our resilience. Hybrid work environment where our employees can work from home to ensure business continuity. Exhaustive employee health care programs with health insurance benefits. Our energy and water stewardship and conservation efforts help mitigate risk related to water. <p>(Refer to water conservation practices section)</p>
Chronic	<ul style="list-style-type: none"> Rising sea levels lead to disruption in operations. Rising mean temperatures. 	Long-Term	<ul style="list-style-type: none"> Few of our large office campuses are prone to sea-level rise and consequent business continuity risks. Unabated global warming can lead to chronic water scarcity across our operational geographies, especially in India, leading to operational challenges. Increased operating costs (e.g., inadequate water supply). Increased capital costs (e.g., damage to facilities). Increased insurance premiums and potential for reduced availability of insurance on assets. 	<ul style="list-style-type: none"> Comprehensive Business Continuity plans in place to increase our resilience. Hybrid work environment where our employees can work from home to ensure business continuity. Asset maintenance and upgrades.

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Financial Risks and Opportunities Arising from Climate Change

Financial Risks of Climate Change

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

Persistent governance risk and compliance services have a structured BCP – DRP framework and methodology, which will assist the enterprise in overcoming all the challenges by analyzing business impact, defining the recovery strategy, and documenting plans for our BCP/ DRP. We can also test the BCP/ DRP to ensure it is current and meets the RTO/ RPO requirements. For more details refer to Business Continuity and Disaster Recovery.

The identified climate-related risks do not have any potential to cause a substantive change in business operations, revenue or expenditure. Our comprehensive Business Continuity plans in place helps to increase our resilience and flexibility to adopt remote working options when required. Rest assured that we are well-prepared for any situation that may arise.

Climate-related Scenario Analysis

We have conducted qualitative climate-related scenario analysis for scenario types well below 1.5 degree C.

Financial Opportunities Arising from Climate Change

Combating climate change isn't just about managing risks; it presents significant opportunities. Resource efficiency, cost savings, adoption of clean energy, and building a resilient supply chain are just some areas where we see a path forward.

Resource Efficiency

By prioritizing efficiency across buildings, appliances, and transportation, we've achieved not only operational cost savings but also a reduction in our environmental footprint through improved energy use and responsible management of materials, water, and waste.

Energy Source

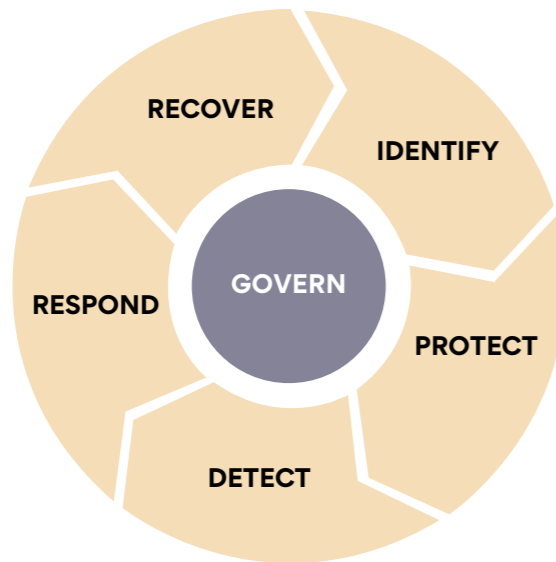
Transitioning to renewable energy sources like wind and solar power is essential for achieving global emission-reduction goals. Shifting to renewable energy sources has not only reduced our environmental footprint but also yielded substantial cost savings.



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Information Security

Sustainable practices extend beyond the environment. Robust cybersecurity is essential, so we relentlessly invest in robust data privacy measures and maintain a comprehensive cybersecurity framework to ensure the confidentiality, integrity and availability of information in today's digital landscape. This fosters a secure digital ecosystem, a cornerstone for a sustainable future.



Information Security Policy

Information Security Policy: This comprehensive policy forms part of Persistent's robust set of global IT Risk and Information Security policies, standards, and procedures, all aligned with ISO and National Institute of Standards and Technology (NIST) standards. It includes specific guidelines for password protection, acceptable use, email usage, and information security responsibilities. Compliance with this policy is mandatory for all Persistent entities, employees, and affiliated parties. The policy is reviewed annually or whenever our cybersecurity posture changes, with updates readily available to all employees on the intranet portal.



Our Approach to Cybersecurity

The digital age demands robust data privacy and cybersecurity. As the volume of business data explodes, securing it becomes paramount. Cyberattacks threaten confidentiality, finances, and reputation. By prioritizing data privacy and cybersecurity, we build trust with customers and stakeholders.

Data Privacy Governance Framework

Privacy Information Management Systems (PIMS)

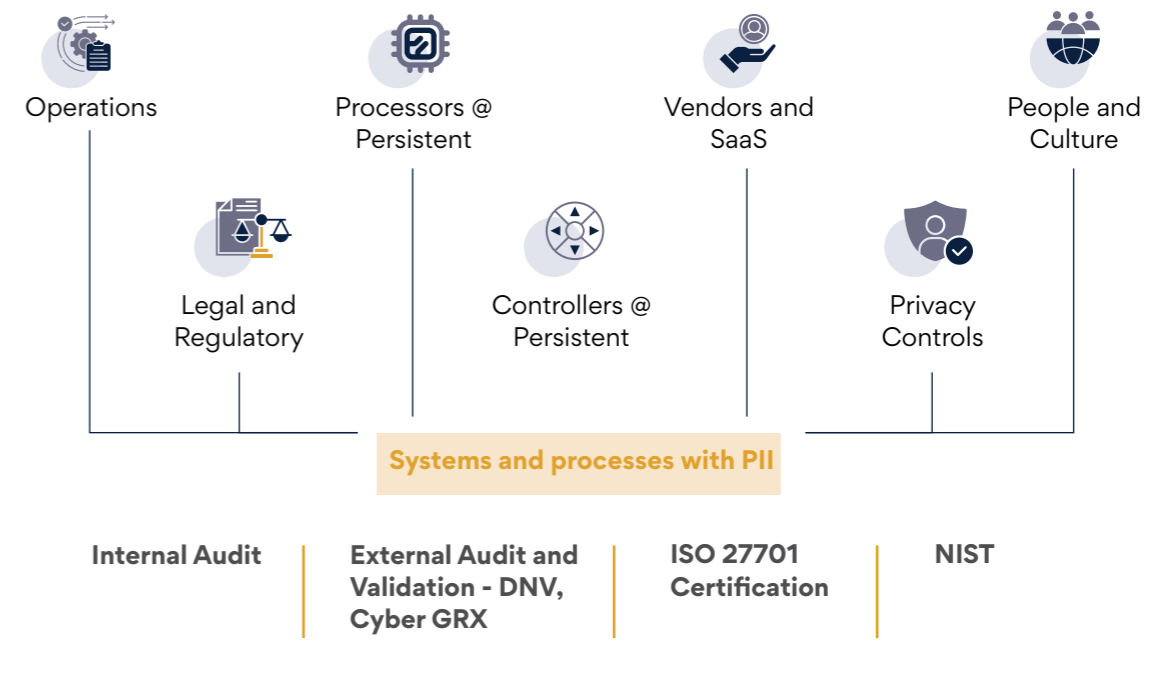
At Persistent, the Persistent Information Management System (PIMS) is our solution for seamlessly integrating policies, procedures, and cutting-edge technologies. PIMS ensures we strictly adhere to regulatory mandates and industry standards. It incorporates rigorous Technical & Organizational Measures (TOMs) meticulously designed to address privacy obligations and bolster security measures, aligning with both regulations and client-specific requirements. PIMS goes beyond mere compliance, navigating the complex landscape

of legal statutes and client obligations. It empowers us to embrace both data controller and data processor responsibilities with confidence. Independent audits are conducted periodically by the internal audit and compliance team and external bodies to validate the effectiveness of data privacy controls we deploy. Regular senior management reviews ensure adequate oversight with quarterly reporting of data privacy risks to the Risk Management Committee of the board. CIO is also the member of Risk Management Committee.

— For more details refer to our [Privacy and data protection document](#)

Privacy Program @ Persistent

Scope of Privacy Program, Roles and Responsibilities
Privacy Governance, Policies, Processes, Laws



GOVERNANCE

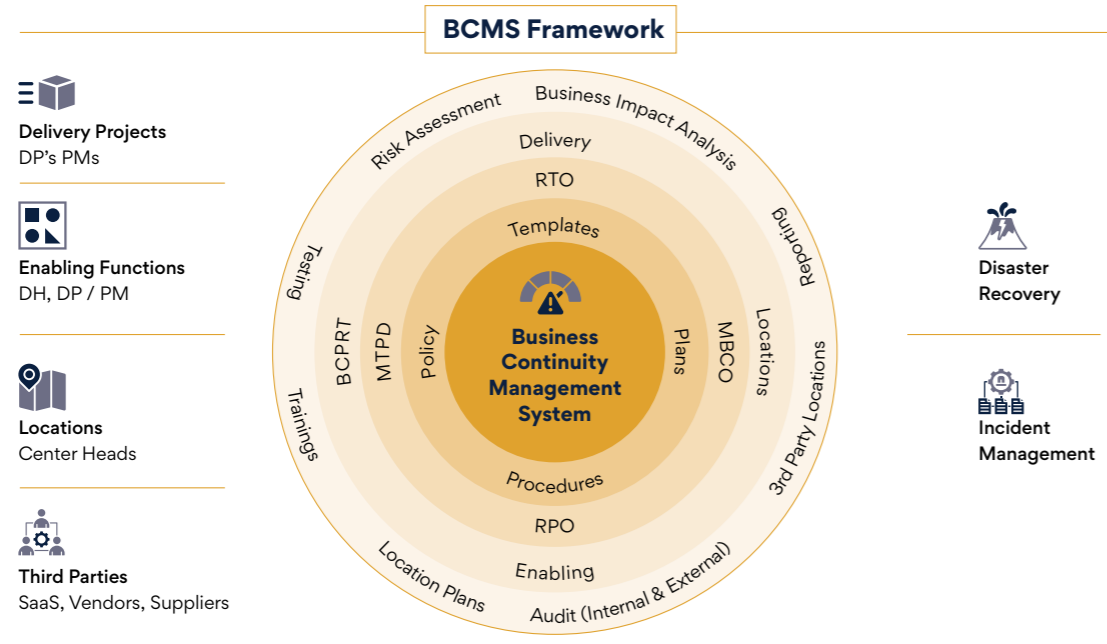
Business Continuity Management System (BCMS)

Our Global Business Continuity Management System (BCMS) program offers a robust framework for planning, establishing, implementing, operating, monitoring, reviewing, maintaining, and continually improving business continuity measures across the organization and subsidiaries. This program guarantees smooth business continuity and optimal safety for our employees and assets, consistently fulfilling client expectations and regulatory requirements for business resilience. Our Business Continuity Plan (BCP) and Management Strategy adhere to the rigorous ISO 22301:2019 standard, emphasizing the security and resilience of our established systems and processes. This commitment is further reinforced by our annual SOC-II Type 2 certification and is backed by industry-leading practices.

Business Continuity and Disaster Recovery Testing Program

Regular drills and exercises, such as Call Tree Testing, Tabletop Testing, and Data Restoration Testing, are conducted to validate the effectiveness of these plans and to ensure compliance with ISO 22301 requirements, thereby safeguarding the availability of network and communication services. Incident handling and end-to-end incident management protocols are meticulously documented and their connections to the BCMS are regularly evaluated.

Business continuity and incident response procedures undergo biannual testing or whenever there's a significant infrastructure change, whichever comes first. Further detailed testing calendars are chalked up spanning organizational, location, and delivery units, to validate the plans' effectiveness. For delivery units, a specific focus is maintained to ensure adherence to customer mandates outlined in contracts. Additionally, regular red teaming exercises, conducted by reputable third-party entities at least annually, bolster preparedness measures.



Cyber Risk Management

Today's hybrid work environment demands a multi-faceted cybersecurity strategy. Persistent's Cyber Risk Management Framework takes a proactive approach to identify, prioritize, and mitigate threats across information security, business continuity, cloud security, and cyber resilience.

The Cyber Risk Management framework is owned by a dedicated CISO office comprising of appropriate Governance, Risk Management and Compliance (GRC) functions, technical expertise, and capabilities postured to secure Persistent's information assets. Cyber Risks are reported to the Risk Committee of the Board and discussed at Board level with the active participation of C-Suite and business leaders.

CISO Office

ISMS, Cyber Security Governance, Corporate Information Security

Risk and Governance

- Policy and process governance
- Infosec awareness and training
- Risk management
- Due diligence (global IT review)
- PIMS (ISO 27701)
- BCMS (ISO 22301)
- Management reporting and business analytics
- External Posture Management (EPM)
- Critical assets posture

Audit and Compliance

- Internal audit
- External VAPT
- Operational audit
- ISO and SOC II audits
- Technology audits
- Privacy audits

Security Operations Center

- Security operations
- Incident management
- Security assessments
- VAPT
- Blue teaming
- Red teaming
- Technical approval
- Dark and deep web monitoring
- SIRT processing
- SIEM and related security infrastructure owner

The CISO office ensures

Implementation of effective security controls to detect, prevent and remediate threats.

Continuous monitoring of effectiveness of the controls via internal and external monitoring and focused audits.

Focus on continuous improvement of the efficacy of the security controls with the adoption of new processes and latest technology solutions.

Escalation of information security, cybersecurity and technology risk.

Learn more about our commitment to cybersecurity with reference to the following links

[Information Security | Persistent Systems](#)

[Cyber Resilience | Persistent Systems](#)

[Privacy and Data Protection | Persistent Systems](#)

[Responsible AI | Persistent Systems](#)

[Business Continuity | Persistent Systems](#)

[Certifications | Persistent Systems](#)



GOVERNANCE

Cybersecurity and Information Security Awareness Training and Initiatives

We prioritize a secure environment through completely overhauled data encryption, firewalls, user training, and multi-factor authentication. In-depth data privacy policies, regular audits, and cutting-edge security platforms like CNAAP and Cloud SIEM further strengthen our defences. By embracing Zero Trust, we proactively tackle modern cyber threats.

Topics / principles covered under the training

- Information Security Awareness Training Information security best practices, acceptable use, password security, Password Security, Physical Security, clear screen clear desk, secure Web Browsing, Social Engineering, Phishing, incident Reporting, secure software development, OWASP top 10, etc.
- Annual InfoSec Compliance Acceptable Use Policy and Privacy Consent: Awareness and confirmation of adherence to Acceptable Use Policy. Continued confirmation of Privacy Consent of employee.

Case Study

Cyber Resilience and Data Security Strategies

Persistent Systems strengthen defences against fast-evolving cyber threats.

As a leading global IT services company, we empower our clients with robust cyber resilience and data security strategies. This is achieved through the integration of OEM solution providers.

SOLUTION

To address these challenges, Persistent opted for OEM solution provider, as the core of our cyber resilience strategy. This cloud-based solution offers the scalability required to accommodate our growth aspirations while maintaining robust data security. Furthermore, the seamless integration with Microsoft Azure allows us to create immutable, air-gapped copies of our critical data and automate routine data protection tasks. This automation not only enhances overall efficiency but also streamlines our data security operations.

CHALLENGES

- Accelerate growth while still ensuring rock-solid data security.
- On-premises cyber resilience platforms limited scalability, affecting company expansion.
- Cyberattacks and unplanned downtime could cause data loss, service disruption, or reputational damage.

RESULTS

The implementation of Cyber Resilience Platform has yielded significant benefits as follows:

- 8-hour recovery time objective (RTO) was 66% faster than the targeted 24 hours.
- 22-minute recovery point objective (RPO) ensures minimal data loss if downtime occurs.
- Supports a comprehensive response to cyber threats, enabling rapid recovery and enhancing business continuity.

— For more details please refer to [Cyber Resilience at Persistent](#)

Risk Management Certifications

Cyber Risk Management Certifications

The image displays nine circular icons, each representing a different risk management certification. The icons are arranged in a 3x3 grid. Each icon contains the name of the certification in a bold, sans-serif font. The certifications listed are: ISO 27001:2022, ISO 27017:2015, ISO 27018:2019, ISO 27701:2019, ISO 22301:2019, SOC 2 Type II, ISO 31000:2018, NIST CSF, and NIST RMF.

Standards we adhere to



GOVERNANCE

Privacy Protection

- Bridge between Persistent Systems & our Customer

As a global software development company specializing in both products and services across various industry verticals, Persistent adheres to rigorous contractual and regulatory obligations applicable to itself and its customers. This encompasses compliance not only within the jurisdictions where Persistent operates but also where its clients are situated. Persistent handles intellectual property (in the form of designs, architecture, and code) of its customers as well as the data of its customers and, on several occasions, the data of the customers' customers. Such datasets often contain sensitive privacy information and data, underscoring the critical importance of secure data processing. Persistent is deeply committed to upholding the highest standards of privacy and data protection. This commitment is demonstrated through the establishment and maintenance of a comprehensive Privacy Information Management System (PIMS).

Customer Privacy Information

At Persistent, we believe that security is an ongoing process. We proactively enhance our security measures as we expand, ensuring our customer data remains protected and remain committed to upholding the highest compliance standards. We empower our customer privacy with clear privacy practices and control over our customer data. Persistent is a software development company. We operate based on customer mandates and agreements with customers. We do not use customer data for any other secondary purposes nor rent, sell, or provide personal data to third parties for purposes other than completing transactions/ services.

In FY24, we received zero requests from government or law enforcement agencies for customer information. As a result, we disclosed zero percent of customer information in response to these requests.

Privacy Policy: Systems/ Procedures

Persistent continues to maintain continuous adherence to ISO 27701 - Privacy Information Management System and is certified both as a controller and processor of PII (Personally

Identifiable Information) data. Further, we meticulously comply with local privacy regulations in every region we operate in. Persistent has implemented required controls and processes designed to ensure that there is a sustained compliance in place with multiple data privacy mandates from regulatory bodies across the various geographies and countries where Persistent operates. As a processor, Persistent adheres to contractual and customer mandates.

Use of customer data:

Persistent is a software development company and does not process PII for its customers. We operate on the basis of customer mandates and agreements with customers and we do not rent, sell, or provide personal data to third parties for purposes other than completing transactions/ services. In FY 2023-24, we received zero requests from government or law enforcement agencies for customer information. As a result, we disclosed zero percent of customer information in response to these requests.

During FY 2023-24, there were no substantiated complaints received concerning breaches of customer privacy from outside parties and regulatory authorities.

Customer Centricity: Our CRM Approach

At Persistent Systems, we prioritize long-term client relationships by putting customer satisfaction at the forefront. Our structured approach – including regular feedback, efficient grievance redressal, and satisfaction surveys – ensures that we deliver high-quality services consistently to meet our client needs.

No Substantiated complaints concerning breaches of customer privacy and losses of customer data

Customer Satisfaction

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

Persistent Systems conducts customer satisfaction surveys to understand the level of customer satisfaction and the health of the relationship with the customer. Engagement/project level surveys are conducted once every six months, while relationship level surveys (annual CSAT) are conducted once a year.

The engagement level CSAT survey is focused on seeking project-level feedback from the customer contacts who are involved in project activities. The relationship level CSAT survey is focused on seeking feedback about Persistent's relationship with the customer organization and other key business aspects. Typically, CXO, senior, and mid-management are involved in this.

69
Excellent Net Promoter Score (NPS) at the organization level for all projects during FY 2023-24 customer satisfaction surveys

88%
Industry leading response rate



GOVERNANCE

Tax Strategy and Governance

Tax compliance is a cornerstone of Persistent’s commitment to regulatory excellence across all jurisdictions. We ensure full adherence to statutory filing obligations and timely tax payments, fostering trust and transparency wherever we operate.

Our approach to Tax and Regulatory Compliance

Our tax policy sets out Persistent’s approach to managing its tax affairs and the risks associated with them. It is guided by our core value of Responsibility towards the communities and adherence with law of countries where we operate. We endeavour to ensure that the required amount of taxes is paid in full, at the right time and in the right jurisdiction, in compliance with all statutory obligations. And also we ensure that full disclosure is made to tax authorities with accuracy and transparency. External tax advisory support is sought on a need basis to support the Company in complying with local tax regulations in various jurisdictions.

Global compliances are tracked through the Company’s compliance tracker system which has an inbuilt early warning mechanism. The summary report from the system and the dashboard is made available to the Head of Tax and monitored at regular intervals. Each quarter, the corporate tax team updates the tracker with compliances completed during the quarter. The Corporate Secretarial team shares this confirmation with the Board.

→ For more details refer to our Persistent Systems Group [Corporate Tax Policy](#) approved by Board of Directors

Our Primary Objectives

- To be compliant with the taxation laws and regulations of various countries and tax jurisdictions in which the Group operates.
- To maintain integrity, transparency and timeliness in tax compliance and reporting.
- To partner with the business and provide them timely updates on the latest changes in Tax laws and regulations impacting the business decisions.
- To provide appropriate tax advice and its implications on business decisions.
- To support a long-term business strategy that avoids tax risks and tax inefficiencies in the implementation of business decisions.
- To abide by the evolving Global Transfer Pricing principles; not use tax structures with the intent of tax avoidance and artificially transfer value to low tax jurisdictions.

- A commitment not to use tax structures without commercial substance.
- A commitment not to use secrecy jurisdictions or so-called "tax havens" for tax avoidance.



Tax Reporting

- The Group prepares quarterly financial statements of all subsidiaries, key business, financial and tax information for each tax jurisdiction. All financial statements are uploaded on our Company’s website
- Each year, Persistent Systems Inc. discloses its consolidated financial statements in the [Annual Report](#)
- For more details on annual reports refer to the link: <https://www.persistent.com/investors/financial-results-and-reports/financial-statement-of-subsiary/>

Tax Governance

The Global Head of Tax in consultation with the Chief Financial Officer (CFO) is responsible for the tax policy and strategy, the supporting governance framework and management of tax risk. The operational management of tax risk is done by the internal tax team. Members of the tax team are predominantly qualified professionals and are responsible for day-to-day tax compliance in all jurisdictions where the Company operates and formulation of group tax policy. Implementation of the tax policy and management of tax and related risks are informed in a timely manner to the Audit Committee and the Board of Directors.

At a functional level, the Group has put in place a comprehensive global regulatory framework with defined process owners for various tax compliances required in all countries. Process controls are subject to regular review by the Internal audit team of the Company.

Control and Risk Management for Tax

Persistent’s tax risk management, governance and controls include measures and tools to ensure that the Company can identify, assess, manage, and mitigate any operational reporting, financial reporting, and compliance risks in all the countries where we operate. External professional advice is sought on matters where there is significant uncertainty or complexity in relation to the underlying business transactions.

The Tax function takes the lead role in identifying, managing, and monitoring tax risks within our business with regular review. Internal controls and escalation procedures are put in place with the aim of identifying, quantifying, and managing key risks. Our functional team constantly monitors the various tax risks and mitigation measures. And also provides advice to our business teams on tax-related issues, engages with external consultants, undertakes tax filings, and interacts with tax authorities.

Engagement with tax authorities and Management of Concerns Related to Tax

We engage with tax authorities globally with honesty, integrity, respect and in a spirit of cooperative compliance. As a company, we are committed to prompt disclosure and transparency in all tax matters with respective tax authorities. From time to time, we undergo tax audits by regulatory bodies in the countries where we do business. During such audits, we endeavour to be transparent with tax authorities, provide relevant facts and documentation and resolve disputes constructively, and promptly.

Key Performance Indicators

Table 1 Direct and Indirect Economic Value generated

Direct Economic Value Generated (A)	FY 2023-24	FY 2022-23	FY 2021-22	FY 2020-21
Revenue (through core business segments)	98,215.87	83,505.92	57,107.46	41,878.88
Other Income (through other sources)	1,280.20	706.17	1,439.55	1,077.72
Total	99,496.07	84,212.09	58,547.01	42,956.60

Economic Value Distributed (B)	FY 2023-24	FY 2022-23	FY 2021-22	FY 2020-21
* Operating Cost	13,274.89	11,090.91	6,502.81	5,878.51
Personnel expenses (wages+benefits)	71,102.40	60,121.66	42,567.28	30,721.67
Interest charges	467.27	473.40	118.35	57.94
Taxes and royalties (given to various Govt. wherever business units are located) – Taxes expenses	3,541.15	3,197.59	2,338.93	1,587.66
Taxes and royalties (given to various Govt. wherever business units are located) – Dividend tax paid	-	-	-	-
Dividends (payments to capital providers)	4,153.95	2,980.58	1,987.05	1,069.96
Donations (political parties/politicians)	-	-	-	-
Community development/CSR investments	175.45	117.60	115.78	204.05
Total	92,715.11	77,981.74	53,630.20	39,519.79
Economic Value Added (A-B)	6,780.96	6,230.35	4,916.81	3,436.81

*Membership & Subscription (0.12 Million ₹) and Sponsorship (0.5 Million ₹) towards Maharashtra Chamber of Commerce, Industries and Agriculture (MCCIA)

Environment

Emissions

Table 2 Greenhouse Gas Emissions, Scope 1 and Scope 2

Direct Greenhouse Gas Emissions (Scope 1)						
	Unit	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Total direct GHG emissions	tCO ₂ e	111.20	1,403.10	950.10	314.08	1025.51
Data Coverage	%	93%	93%	93%	93%	93%
Indirect Greenhouse Gas Emissions (Scope 2)						
Location-based	tCO ₂ e	11,974.50	7,487.50	6,597.50	8,047.60	6,492.66
Market-based	tCO ₂ e				5,890.23	6,492.66
Data Coverage	%	93%	93%	93%	93%	100%
Total Scope 1 & 2 – Market Based	tCO ₂ e	12,085.70	8,890.60	7,547.60	6204.31	7,518.20

Scope 1: Emissions have increased due to a breakdown of ageing assets and the release of refrigerant gases at our operational control sites.

Scope 2: Emissions, related to our electricity consumption, have also increased as employees have resumed work and new offices have opened during the reporting period. With purchase of IREC and use of REC our Scope 2 emissions has become Zero.

We are monitoring the situation and taking necessary steps to address these increases.

Table 3 Break up of Greenhouse Gas Emissions, Scope 1, 2 & 3

Greenhouse Gas Emissions (Scope ,2,& 3) – FY2023-24			
Scope	Emissions in the reporting year (tCO ₂ e)	Boundary	Emissions calculation methodology and inclusion
Scope 1 ⁽¹⁾	1,025.51	India	DEFRA - 2023
Scope 2 - Location Based ⁽²⁾	6,492.66	Global	India - CEA 2023 USA - EPA 2023 ROW - IEA 2023
Scope 2 - Market Based ⁽²⁾	6,492.66	Global	India - CEA 2023 USA - EPA 2023 ROW - IEA 2023
Scope 3 Category ⁽³⁾			
Purchased Goods and Services	5,153.63	Global	EEIO Factor
Capital Goods	1,102.04	Global	EEIO Factor
Fuel-and-energy-related activities (not included in Scope 1 or 2)	1,079.86	WTT – India T&D loses – Global	DEFRA - 2023
Upstream transportation and distribution	47.12		EEIO factor
Waste generated in operations	2.42	India locations where we have operational control	DEFRA - 2023
Business travel	2,056.77	Global	DEFRA-2023
Employee commuting	50.58	India	DEFRA 2023
Total Scope 3 Emissions	9,492.41		
Total Scope 1, 2 & 3 Emission	17,010.60		

(1) Scope 1 emissions covers all owned offices in India.

(2) Scope 2 (Market based) emissions includes India and other significant overseas locations. With purchase of IREC and use of REC our Scope 2 emissions has become Zero

(3) Scope 3 emissions

Table 4 Other than GHG Emissions

Parameter	Unit	FY 2022-23	FY 2023-24
Ozone-Depleting Substances (ODS)	Kg	224	501
CFC- R22	Kg	111	46
HFC – R410a	Kg	85	452
HFC-R407a	Kg	28	3
SOx	micro gram / m3	18.30	15.16
NOx	micro gram / m3	15.9	12.77
Particulate matter (PM) (PM2.5)	micro gram / m3	45.15	34.18
Volatile organic compounds (VOC)	-	<50	<50
Particulate matter (PM10)	micro gram / m3	64.50	58.23

GHG emissions come from our operational control sites. Additionally, there are no continuous air emissions from our DG sets present in our owned locations in India. The DG sets are only operated during power outages and while testing BCP scenarios.

Energy Consumption

Table 5 Energy Consumption by Source

Total energy consumption	Unit	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Total non-renewable energy consumption	MWh	8,556.44	5,667.77	4,822.27	8,242.20	10,124.13
Total renewable energy consumption	MWh	5,659.13	4,375.96	4,226.95	5,556.45	6,455.44
Renewable Energy	%	39.8%	43.6%	46.7%	40.3%	39.0%
Data Coverage	%	93%	93%	93%	100%	100%

Electricity consumption have increased as employees have resumed work and new offices have opened during the reporting period.

We are monitoring the situation and taking necessary steps to address these increases.

Table 6 100% Renewable Energy – FY 2023-24

Geo Locations	Total Energy Consumption MWh	Renewable energy On-site MWh	Renewable energy Offsite MWh	REC Generated MWh	Energy Attribute Certificate (EAC) Certificate MWh	Renewable energy Source	EAC Certificate Type
India	14,626.66	1,893.17	4,562.27	2600.25	5,519.00	Wind, Solar, Large Hydro	IREC
France	142.25	0.00	0.00	-	142.25	Large Hydro	IREC
Sri Lanka	171.39	0.00	0.00	-	171.39	Large Hydro	IREC
Mexico	110.31	0.00	0.00	-	110.31	Large Hydro	IREC
Germany	239.00	0.00	0.00	-	239.00	Large Hydro	IREC
Switzerland	106.56	0.00	0.00	-	36.00	Large Hydro	IREC
UK	29.12	0.00	0.00	-	29.12	Large Hydro	IREC
USA	985.60	0.00	0.00	-	985.60	Large Hydro	IREC
Canada	112.69	0.00	0.00	-	112.69	Large Hydro	IREC
Malaysia	55.99	0.00	0.00	-	55.99	Large Hydro	IREC
Grand Total	16,579.56	1,893.17	4,562.27	2600.25	7401.34		

Table 7 On-premises Data Centre Energy consumption

	Unit	FY 2022-23	FY 2023-24	Target
Average PUE	-	1.76	1.87	1.70
Total energy used	MWh	1,395	1,378	-
Percentage of renewable energy (of total energy)	%	83%	100%	100%

PUE: Power Usage effectiveness
Target: 1.7 PUE

Water Consumption

Table 8 Water Withdrawal, Discharge and Consumption

	Units	FY 2022-23	FY 2023-24
Water withdrawal (A)	cubic meters	46,376.02	1,02,895.13
Water discharge (B)	cubic meters	17,245.04	15,096.32
Total net fresh water consumption (A-B)	cubic meters	29,131.01	87,798.76
Data coverage	%	93%	93%
Target for FY 2023-24			1,00,000

- Data reported is specific to India location
- Consumption have increased as employees have resumed work and new offices have opened during the reporting period.

Waste Generated

Table 9 Waste generation

Category	Generation in Metric Tonnes	
	FY 2022-23	FY 2023-24
Plastic waste	3.15	22.98
E-waste	8.40	16.45
Construction and demolition waste	4.60	-
Other Non-hazardous waste	46.06	83.12
Other Hazardous waste	0.19	1.34
Grand Total	62.40	130.17

Table 10 Waste Disposal Methods

Category	Units	FY 2022-23	FY 2023-24
Total waste recycled/ reused	metric tonnes	57.54	99.93
Total waste Recovered through other operations - Reused	metric tonnes	0.26	28.90
Total waste disposed	metric tonnes	4.79	1.34
Waste landfilled	metric tonnes	4.60	-
Waste incinerated without energy recovery	metric tonnes	0.19	1.34
Data coverage (as % of denominator)	Percentage of:	93%	93%
Total waste recycling Target for FY 2023-24			95%

- Data reported is specific to India location
- Consumption have increased as employees have resumed work and new offices have opened during the reporting period.

Social

Workforce Breakdown

Table 11 Workforce Breakdown by Employee Category

By Employee Category	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Junior Management	13,210	6,347	19,557	13,015	6,523	19,538	10,655	5,342	15,997
Middle Management	19,557	642	3,769	2,436	490	2,926	1,841	399	2,240
Senior Management	486	38	524	396	29	425	340	22	362
Total	16,823	7,027	23,850	15,847	7,042	22,889	12,836	5,763	18,599

Table 12 Workforce Breakdown by Employment Type

By Employment Type	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent	15,426	6,524	21,950	14,830	6,600	21,430	11,548	5,112	16,660
Contract	1,397	503	1,900	1,017	442	1,459	1,288	651	1,939
Total	16,823	7,027	23,850	15,847	7,042	22,889	12,836	5,763	18,599

Table 13 Workforce Breakdown by Country

By Country	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
India	14,421	6,286	20,707	13,831	6,373	20,206	10,957	5,137	16,094
USA	1,739	524	2,263	1,295	409	1,704	1,233	403	1,636
ROW	663	217	880	721	258	979	646	223	869
Total	16,823	7,027	23,850	15,847	7,042	22,889	12,836	5,763	18,599

Table 14 Workforce Breakdown by Age

By Age	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Under 30 years old	6,151	3,431	9,582	6,957	3,947	10,904	4,641	2,793	7,434
30-50 years old	10,137	3,511	13,648	8,425	3,012	11,437	7,744	2,894	10,638
Over 50 years old	535	85	620	465	83	548	451	76	527
Total	16,823	7,027	23,850	15,847	7,042	22,889	12,836	5,763	18,599

Table 15 Workforce Breakdown - US Workforce

Share in total workforce (as % of total workforce)

	US Workforce	Total Workforce	% of Total Workforce
Employees	2,263	23,850	9.49%

Table 16 Share in all management positions- US Workforce

Management	Overall Employees	USA Employees	% of USA Management workforce
Junior Management	19,557	1,531	7.83%
Middle Management	3,769	507	13.45%
Senior Management	524	225	42.94%
Grand Total	23,850	2,263	9.49%

Table 17 Workforce Breakdown: Gender - % of Total Workforce

Diversity Indicator	Percentage
Total Women workforce	29.46%
Manager positions, including Junior, Middle and Top management	26.1%
First level of management - Junior Management	30.5%
Leadership team - two levels away from the CEO	7.3%
Management positions in revenue-generating functions as % of all managers	25.3%
Women in STEM-related positions	28.4%
Target : Achieve 35% women in workforce by FY 2027-28	35%

Table 18 Trend of Employee Wellbeing, Employee Satisfaction Score:

Core Focus	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Target FY2024-25
	% of employees with top level of engagement, satisfaction, wellbeing, or employee net promoter score (eNPS)	84%	-	85.9%	8.2/10	8.5/10
Data coverage	% of employees who responded to the survey	79.8%	-	74.8%	72%	

Note:

- FY 2020-21 was a gap year and Persistent Systems conducted internal pulse survey during this timeframe
- Till FY 2021-22, Persistent systems was following percentage completion approach later moved 10-point scale

Table 19 Employees receiving regular Professional and Career Development Reviews

Management	Employees Count	%
Junior management	15,982	81.88%
Middle management	3,231	16.55%
Senior management	306	1.57%

New Hires

Table 20 Average Hiring cost:

Average hiring cost/FTE	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Currency: ₹	56,881	76,483	94,743	97,608

Table 21 New hires by Employee category

By Employee Category	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Junior Management	4,751	1,758	6,509	8,341	3,680	12,021	7,589	3,392	10,981
Middle Management	853	137	990	895	136	1,031	775	145	920
Senior Management	130	9	139	123	7	130	103	3	106
Total	5,734	1,904	7,638	9,359	3,823	13,182	8,467	3,540	12,007

Table 22 New hires by Region

By Region	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
India	4,300	1,434	5,734	7,920	3,327	11,247	7,050	3,019	10,069
USA	1,138	380	1,518	1,020	381	1,401	1,025	412	1,437
Rest of the world	296	90	386	419	115	534	392	109	501
Total	5,734	1,904	7,638	9,359	3,823	13,182	8,467	3,540	12,007

Table 23 New hires by Age

By Age	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Under 30 years old	2,062	952	3,014	5,553	2,733	8,286	4,934	2,426	7,360
30-50 years old	3,482	923	4,405	3,603	1,055	4,658	3,346	1,092	4,438
Over 50 years old	190	29	219	203	35	238	187	22	209
Total	5,734	1,904	7,638	9,359	3,823	13,182	8,467	3,540	12,007

Turnover rate

Table 24 Employee Turnover rate by category

By Employee Category	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
Junior Management	12.5%	11.8%	12.2%	21.1%	19.4%	20.5%
Middle Management	8.0%	7.9%	8.0%	15.5%	16.2%	15.6%
Senior Management	9.8%	9.0%	9.7%	18.1%	7.8%	17.4%
Total	11.6%	11.4%	11.5%	20.1%	19.1%	19.7%

Table 25 Employee Turnover by Employment type

By Employee Type	FY 2023-24			FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Full Time Employees	11.6%	11.4%	11.5%	20.1%	19.1%	19.7%	26.9%	25.1%	26.6%	12.2%	10.3%	11.7%
Total	11.6%	11.4%	11.5%	20.1%	19.1%	19.7%	26.9%	25.1%	26.6%	12.2%	10.3%	11.7%

Table 26 Employee Turnover by Region

By Region	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
India	11.3%	11.0%	11.2%	19.6%	19.0%	19.4%
USA	12.2%	8.8%	11.4%	20.6%	18.8%	20.3%
ROW	16.6%	26.8%	19.1%	29.0%	21.6%	27.0%
Total	11.6%	11.4%	11.5%	20.1%	19.1%	19.7%

Table 27 Employee Turnover by Age

By Age	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
Under 30 years old	14.2%	12.8%	13.7%	22.1%	20.3%	21.4%
30-50 years old	10.0%	10.0%	10.0%	18.9%	17.8%	18.6%
Over 50 years old	9.1%	12.9%	9.6%	15.2%	15.3%	15.2%
Total	11.6%	11.4%	11.5%	20.1%	19.1%	19.7%

Table 28 Employee benefits

By Employee Category	India		USA		ROW	
	Permanent	Temporary	Permanent	Temporary	Permanent	Temporary
Health - Medical Insurance	Yes (Including Parents)	No	Yes	No	Yes	No
Group Term Life Insurance	Yes	No	Yes	No	Yes	No
Critical Illness Insurance	Yes	No	No	No	Yes (Country Specific)	No
Personal Accident Insurance	Yes	No	Yes	No	Yes (Country Specific)	No
Dental & Vision Cover	Yes	No	Yes	No	Yes	No
Disability & Income Protection	Yes	No	Yes	No	Yes (Country Specific)	No
Add on Coverages (Top Up + Critical Illness + OPD + Pet Insurance + Super Top Up + Life/Disability etc)	Yes	Yes (Specific Add ons only)	Yes (Specific Add ons only)	No	Yes (Specific to Country & Add ons)	No
Health & Wellbeing	Yes	Yes	Yes	Yes	Yes	Yes
Long Service Award	Yes	No	Yes	No	Yes	No
Project Party	Yes	Yes (For Trainee & Intern/s only)	Yes	No	Yes	No
Emergency Care Fund	Yes	No	No	No	Yes (Country Specific)	No
Retiral Benefits (PF + Gratuity + Pension etc)	Yes	Yes - PF applicable for Trainee & Intern/s)	Yes	No	Yes	No
Flexible working hours	Yes	Yes	Yes	Yes - For Most of the contractors)	Yes	Yes - For Most of the contractors)
Reward & Recognition	Yes	Yes	Yes	Yes	Yes	Yes
Transfer or Relocation	Yes	No	Yes	No	Yes	No
Annual Paid Leave	Yes	No	Yes	No	Yes	No
Sabbatical	Yes	No	Yes	No	Yes	No
Life Event leaves (Maternity, Paternity, Child Adoption)	Yes	No	Yes	No	Yes	No
Meal Vouchers/Canteen Facility/Office Pantry	Yes	Yes	Yes	Yes	Yes (Country Specific)	Yes
Loans and Advances (House, car, salary advance)	Yes	No	Yes	No	Yes (Country Specific)	No

Training

Table 29 Training cost per FTE

Particulars	FY 2022-23	FY 2023-24
Average learning Cost per FTE in ₹	8,953	11,484

Table 30 Average training hours by Employee Category

Category	Employee count		Total Learning Hours		Average Hours		Total Average Hours
	Male	Female	Male	Female	Male	Female	
Junior Management	11,753	5,882	9,71,506	4,59,925	82.98	78.33	75.34
Middle Management	2,777	573	1,47,124	27,240	52.99	47.52	52.05
Senior Management	436	31	7,935	757	18.18	24.09	18.58
	14,966	6,486	11,26,565	4,87,922			72

Table 31 Training By Region

Nationality	Employee Count		Total Learning Hours		Average Hours	
	Male	Female	Male	Female	Male	Female
India	13,498	6,054	1,084,022	475,144	80.32	79.74
USA	857	235	20,220	6,193	23.59	26.49
ROW	611	197	23,021	6,772	37.71	34.32
	14,966	6,486	1,127,263	488,109		

Type of training

Table 32 Human Capital Return on Investment

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
a) Total Revenue,	35,656,080,000	41,878,880,000	57,107,460,000	83,505,920,000	98,216,870,000
b) Total Operating Expenses	32,458,430,000	36,862,170,000	49,304,220,000	71,507,020,000	85,020,010,000
c) Total employee-related expenses (salaries + benefits)	21,556,400,000	25,157,990,000	34,593,100,000	49,695,650,000	59,609,700,000
Resulting HC ROI (a - (b-c)) / C	1.15	1.20	1.23	1.24	1.22

Table 33 Absenteeism Rate

Absenteeism rate	
Number of days on leave	110836
Number of days scheduled to work	5593737
Absentees Rate %	1.98%

Annexure

GRI Disclosures

Disclosure	Reference (ESG Report/BRSR/Annual Report)	Reference (with Link & Page number)
GRI 2: General Disclosures 2021		
1. The organization and its reporting practices		
2-1 Organizational details	Report Profile and Annual Report	Annual Report FY 2023-24, Page 19
2-2 Entities included in the organization's sustainability reporting	Report Profile and Annual Report	Annual Report FY 2023-24, Page 19
2-3 Reporting period, frequency and contact point	Report Profile and Annual Report	Annual Report FY 2023-24, Page 19
2-4 Restatements of information	Report Profile and Annual Report	Annual Report FY 2023-24, Page 19
2-5 External assurance	Assurance Statement	DNV Assurance statement
2. Activities and workers		
2-6 Activities, value chain and other business relationships	ESG Fact Sheet	Page 150-151
2-7 Employees	Annual Report and Persistent website	Annual Report FY 2023-24
2-8 Workers who are not employees	ESG Factsheet and BRSR	Annual Report FY 2023-24, Page 150-151
2-8 Workers who are not employees	ESG Fact Sheet	Page 150
3. Governance		
2-9 Governance structure and composition	Corporate Governance Section	Annual Report FY 2023-24
2-10 Nomination and selection of the highest governance body	Corporate Governance Section	Annual Report FY 2023-24
2-11 Chair of the highest governance body	Corporate Governance Section	Annual Report FY 2023-24
2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance Section	Annual Report FY 2023-24
2-13 Delegation of responsibility for managing impacts	Corporate Governance report	Annual Report FY 2023-24
2-14 Role of the highest governance body in sustainability reporting	Corporate Governance Report	Annual Report FY 2023-24
2-15 Conflicts of interest	Board Oversight of Ethics Issues	Page 116
2-16 Communication of critical concerns	Corporate Governance Report	Annual Report FY 2023-24
2-17 Collective knowledge of the highest governance body	BRSR: Principle 1 – Essential Indicator 1	Annual Report FY 2023-24
2-18 Evaluation of the performance of the highest governance body	Performance Evaluation of the Board Corporate Governance	Annual Report FY 2023-24, Page 112
2-19 Remuneration policies	Nomination & Remuneration Committee - Corporate Governance report, BRSR: Principle 5 – Essential Indicator 3	Annual Report FY 2023-24
2-20 Process to determine remuneration	Corporate Governance report - Nomination and Remuneration Committee	Annual Report FY 2023-24
2-21 Annual total compensation ratio	BRSR: Principle 5 – Essential Indicator 3	Annual Report FY 2023-24

Disclosure	Reference (ESG Report/BRSR/Annual Report)	Reference (with Link & Page number)
GRI Standard Disclosure and Description		
4. Strategy, policies and practices		
2-22 Statement on sustainable development strategy	Message From Leadership Corporate Governance report : SRC and ESG committee	Annual Report FY 2023-24, Page 08-15
2-23 Policy commitments	Corporate Governance Handbook: Our Policies & Codes, BRSR: Section B Question 1	Annual Report FY 2023-24, Page 116
2-24 Embedding policy commitments	Corporate Governance Handbook: Our Policies & Codes, BRSR: Section B Question 1	Annual Report FY 2023-24, Page 116
2-25 Processes to remediate negative impacts	Ethics at Persistent Systems	Page 116 - 117
2-26 Mechanisms for seeking advice and raising concerns	Ethics at Persistent Systems	Page 116 - 117
2-27 Compliance with laws and regulations	Compliance Tool for tracking the applicable compliances	Annual Report FY 2023-24, Page 113
2-28 Membership associations	Policy Influence, BRSR: Principle 7 - Essential indicator 1	Annual Report FY 2023-24, Page 117
5. Stakeholder engagement		
2-29 Approach to stakeholder engagement	Stakeholder Engagement	Page 21 - 23
2-30 Collective bargaining agreements	Freedom of Association and Collective Bargaining	Page 95
GRI 3: Material Topics 2021		
3-1 Process to determine material topics	Materiality	Page 24 - 33
3-2 List of material topics	Materiality	Page 24 - 33
3-3 Management of material topics	Materiality	Page 24 - 33
GRI 200: Economic Performance		
GRI 201: Economic Performance 2016		
201-1 Direct economic value generated and distributed	ESG Fact sheet	Page 146
201-2 Financial implications and other risks and opportunities due to climate change	Climate-related risks and opportunities and mitigation measures	Page 129 - 131
201-3 Defined benefit plan obligations and other retirement plans	Retirement Benefits	Page 67
201-4 Financial assistance received from government	ESG Factsheet	Page 146
GRI 202: Market Presence		
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	BRSR	Annual Report FY 2023-24
202-2 Proportion of senior management hired from the local community	ESG Factsheet	Page 152
203-1 Infrastructure investments and services supported	Corporate Social Responsibilities, ESG Factsheet	Page 146
203-2 Significant indirect economic impacts	Corporate Social Responsibilities, ESG Factsheet	Page 146

Disclosure	Reference (ESG Report/BRSR/Annual Report)	Reference (with Link & Page number)
GRI 204: Procurement Practices 2016		
204-1 Proportion of spending on local suppliers	BRSR: Principle 8 – Essential Indicator 4	Annual Report FY 2023-24
205-1 Operations assessed for risks related to corruption	Assessment for risks related to corruption	Page 117
GRI Standard Disclosure and Description		
GRI 205: Anti-corruption 2016		
205-2 Communication and training about anti-corruption policies and procedures	ESG Factsheet: Training BRSR: Principle 1 – Essential Indicator 1	Annual Report FY 2023-24
205-3 Confirmed incidents of corruption and actions taken	BRSR: Principle 1, Essential indicator 4 & 5	Annual Report FY 2023-24
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	BRSR: Principle 7, Essential indicator 2	Annual Report FY 2023-24
GRI 207: Tax 2019		
207-1 Approach to tax	Tax Strategy and Governance	Page 144 - 145
207-2 Tax governance, control, and risk management	Tax Strategy and Governance	Page 144 - 145
207-3 Stakeholder engagement and management of concerns related to tax	Tax Strategy and Governance : Engagement with tax authorities and Management of Concerns Related to Tax	Page 144 - 145
207-4 Country-by-country reporting		
GRI 300: Environmental Performance		
GRI 302: Energy 2016		
302-1 Energy consumption within the organization	Fact Sheet: Environment BRSR: Principle 6 Essential indicator 1	Annual Report FY 2023-24, Page 148
302-2 Energy consumption outside of the organization	Fact Sheet: Environment	Annual Report FY 2023-24, Page 148
302-3 Energy intensity	Fact Sheet: Environment	Annual Report FY 2023-24, Page 148
302-4 Reduction of energy consumption	Energy Efficiency and Optimisation	Annual Report FY 2023-24, Page 42
302-5 Reductions in energy requirements of products and services	Energy Efficiency and Optimisation	Annual Report FY 2023-24, Page 42
GRI 303: Water and Effluents 2018		
303-1 Interactions with water as a shared resource	Water Stewardship BRSR: Principle 6, Essential Indicator 3 & 4	Annual Report FY 2023-24, Page 50 - 52
303-2 Management of water discharge-related impacts	Factsheet: Environment, BRSR Principle 6, Essential indicator 4 & 5	Annual Report FY 2023-24, Page 149
303-3 Water withdrawal	Fact Sheet: Environment BRSR Principle 6, Essential indicator 3	Annual Report FY 2023-24, Page 149
303-4 Water discharge	Fact Sheet: Environment BRSR Principle 6, Essential indicator 4 & 5	Annual Report FY 2023-24, Page 149
303-5 Water Consumption	Fact Sheet: Environment BRSR Principle 6, Essential indicator 3	Annual Report FY 2023-24, Page 149
GRI 304: Biodiversity 2016		
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected	Biodiversity	Page 57
304-2 Significant impacts of activities, products and services on biodiversity	Biodiversity	Page 57

Disclosure	Reference (ESG Report/BRSR/Annual Report)	Reference (with Link & Page number)
304-3 Habitats protected or restored	Biodiversity	Page 57
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Biodiversity	Page 57
GRI 305: Emissions 2016		
305-1 Direct (Scope 1) GHG emissions	Fact Sheet: Environment	Page 146
305-2 Energy indirect (Scope 2) GHG emissions	Fact Sheet: Environment	Page 146
305-3 Other indirect (Scope 3) GHG emissions	Fact Sheet: Environment	Page 147
305-4 GHG emissions intensity	BRSR: Principle 6, Essential Indicator 7	Annual Report FY 2023-24, Page 147
305-5 Reduction of GHG emissions	ESG Highlight	Page 36
305-6 Emissions of ozone-depleting substances (ODS)	Fact Sheet: Environment	Page 147
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Fact Sheet: Environment	Page 147
GRI 306: Waste 2020		
306-1 Waste generation and significant waste-related impacts	Waste Management	Page 53 - 55
306-2 Management of significant waste-related impacts	Waste Management	Page 53 - 55
306-3 Waste generated	ESG Fact Sheet: Environment BRSR: Principle 6, Essential Indicator 9	Annual Report FY 2023-24, Page 149
306-4 Waste Diverted from Disposal	ESG Fact Sheet: Environment BRSR: Principle 6, Essential Indicator 9	Annual Report FY 2023-24, Page 149
306-5 Waste directed to disposal	ESG Fact Sheet: Environment BRSR: Principle 6, Essential Indicator 9	Annual Report FY 2023-24, Page 149
GRI 308: Supplier Environmental Assessment 2016		
308-1 New suppliers that were screened using environmental criteria	BRSR Principle 6: Leadership Indicator 7	Annual Report FY 2023-24
308-2 Negative environmental impacts in the supply chain and actions taken	BRSR Principle 6: Leadership Indicator 7	Annual Report FY 2023-24
GRI Standard Disclosure and Description		
GRI 400: Social Dimension		
GRI 401: Employment 2016		
401-1 New employee hires and employee turnover	ESG Fact Sheet: Social	Page 152
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	ESG Fact Sheet: Social	Page 154
401-3 Parental leave	Parental Leave BRSR: Principle 3, Essential indicator 5	Annual Report FY 2023-24, Page 154
GRI 402: Labor/Management Relations 2016		
402-1 Minimum notice periods regarding operational changes	Employee Benefits and Support Systems	Page 67

Disclosure	Reference (ESG Report/BRSR/Annual Report)	Reference (with Link & Page number)
GRI 403: Occupational Health and Safety 2018		
403-1 Occupational health and safety management system	Occupational Health & Safety	Page 90 - 94
403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health & Safety	Page 90 - 94
403-3 Occupational health services	Occupational Health & Safety	Page 90 - 94
403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health & Safety	Page 90 - 94
403-5 Worker training on occupational health and safety	OHS Training & Programs	Page 93 - 94
403-6 Promotion of worker health	Occupational Health & Safety	Page 93 - 94
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health & Safety	Page 93 - 94
403-8 Workers covered by an occupational health and safety management system	Occupational Health & Safety	Page 93 - 94
403-9 Work-related injuries	Occupational Health & Safety	Page 93 - 94
403-10 Work-related ill health	Occupational Health & Safety	Page 93 - 94
GRI 404: Training and Education 2016		
404-1 Average hours of training per year per employee	ESG Factsheet: Training	Page 155
404-2 Programs for upgrading employee skills and transition assistance programs	ESG Factsheet: Training, BRSR: Principle 3 Leadership Indicator 4	Annual Report FY 2023-24 , Page 155
404-3 Percentage of employees receiving regular performance and career development reviews	BRSR: Principle 3 Essential Indicator 9	Annual Report FY 2023-24
GRI 405: Diversity and Equal Opportunity 2016		
405-1 Diversity of governance bodies and employees	ESG Fact Sheet	Annual Report FY 2023-24 , Page 150
405-2 Ratio of basic salary and remuneration of women to men	BRSR	Annual Report FY 2023-24
GRI 406: Non-discrimination 2016		
406-1 Incidents of discrimination and corrective actions taken	BRSR Principle 5 Essential Indicator 6	Annual Report FY 2023-24
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	BRSR Principle 5 Essential Indicator 6	Annual Report FY 2023-24
408-1 Operations and suppliers at significant risk for incidents of child labor	BRSR Principle 5 Essential Indicator 6	Annual Report FY 2023-24
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	BRSR Principle 5 Essential Indicator 6	Annual Report FY 2023-24
410-1 Security personnel trained in human rights policies or procedures	Training on Human Rights Policies	Page 98
411-1 Incidents of violations involving rights of indigenous peoples	ESG Report	Page 95 - 98

Disclosure	Reference (ESG Report/BRSR/Annual Report)	Reference (with Link & Page number)
GRI 413: Local Communities 2016		
413-1 Operations with local community engagement, impact assessments, and development programs	ESG Report	Page 100 - 105
413-2 Operations with significant actual and potential negative impacts on local communities	ESG Report	Page 100 - 105
GRI 414: Supplier Social Assessment 2016		
414-1 New suppliers that were screened using social criteria	Supply Chain Management	Page 99
414-2 Negative social impacts in the supply chain and actions taken	Supply Chain Management	Page 99
415-1 Political contributions	ESG Factsheet	Page 146
416-1 Assessment of the health and safety impacts of product and service categories	BRSR	Annual Report FY 2023-24
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	BRSR	Annual Report FY 2023-24
417-1 Requirements for product and service information and labeling	BRSR	Annual Report FY 2023-24
417-2 Incidents of non-compliance concerning product and service information and labeling	BRSR	Annual Report FY 2023-24
417-3 Incidents of non-compliance concerning marketing communications	BRSR	Annual Report FY 2023-24
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG Report	Annual Report FY 2023-24

SDG Material Topics

ESG Topic	SDG's	UNGC Principle	Material Topics	GRI Disclosure
Environmental	SDG6, SDG7, SDG11, SDG12, SDG13	Principle 7; Principle 8; Principle 9.	Climate action	201-2
			Energy, and Emission Management	302-1; 302-4; 305-1; 305-2; 305-3; 305-6; 305-7
			Water Management	303-1; 303-2; 303-4; 303-5
			Waste Management	306-1; 306-2; 306-3; 306-5
Social	SDG1, SDG2, SDG3, SDG4, SDG5, SDG8, SDG10	Principle 1; Principle 5; Principle 6.	Empowering our people	404-2
			Diversity and inclusion	401-1; 405-1
			Social Responsibility	413-1
			Employee health, safety, and well-being	201-3; 403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-7; 403-8
			Supply Chain Management	407-1; 408-1; 409-1
Governance	SDG4, SDG5, SDG8, SDG9, SDG10, SDG17	Principle 2; Principle 3; Principle 4; Principle 10	Corporate governance and ethics	2-9; 2-10; 2-11; 2-12; 2-13; 2-14; 2-15; 2-16; 2-17; 2-18; 2-19; 2-20; 2-21; 2-23; 2-24; 2-25; 2-26; 2-27; 2-28 2-29; 2-30; 205-1; 205-2; 205-3
			Economic performance	201-1; 203-1; 203-2; 206-1
			Data privacy and security	418-1
			Customer Stewardship	418-1

ESG Material Topics and KPIs

ESG Category	Material Topics	Scope of Material Topic	Reason for Material Topic	GRI Topic and Indicator
Environmental	Climate Action	<ol style="list-style-type: none"> Implementation of renewable energy sources, such as solar panels and wind turbines, in company operations Reduction of greenhouse gas emissions through energy efficiency measures and the use of cleaner technologies Integration of climate change considerations into business strategies and decision-making processes Collaboration with stakeholders to address climate-related risks and opportunities. 	<p>Persistent Systems recognizes the urgent need to address climate change and understands the potential impacts it can have on the environment and society. By prioritizing climate action, the company aims to contribute to global efforts to mitigate greenhouse gas emissions and build a more sustainable future.</p>	3-1; 210-2; 302-1; 305-1;305-2
	Energy, and Emission Management	<ol style="list-style-type: none"> Monitoring and optimizing energy consumption in facilities and operations. Investing in energy-efficient technologies and practices to reduce carbon footprint. Tracking and reporting emissions to identify areas for improvement. Exploring and implementing renewable energy solutions to reduce reliance on fossil fuels. 	<p>Persistent Systems acknowledges the importance of responsible energy management and aims to minimize its environmental footprint. By actively managing energy use and emissions, the company can reduce its contribution to climate change while also potentially realizing cost savings and improving operational efficiency</p>	302-1; 302-4; 305-1; 305-2;
	Water Management	<ol style="list-style-type: none"> Conserving water through efficient use and responsible practices Implementing water-saving technologies and systems in facilities Monitoring and reducing water consumption in operations Engaging with local communities to support water conservation efforts 	<p>Persistent Systems recognizes the significance of water as a valuable resource and aims to manage it responsibly. By prioritizing water management, the company can contribute to water conservation, protect local ecosystems, and ensure the availability of clean water for communities and future generations.</p>	303-1; 303-2; 303-4; 303-5; 413-1
	Waste Management	<ol style="list-style-type: none"> Implementing waste reduction and recycling programs within company operations Proper segregation and disposal of waste materials Exploring opportunities for waste valorization and resource recovery Promoting awareness and education among employees and stakeholders on waste management practices 	<p>Persistent Systems is committed to minimizing waste generation and promoting sustainable waste management practices. By implementing effective waste reduction, recycling, and disposal measures, the company can reduce its environmental impact and contribute to the circular economy by promoting resource conservation and minimizing landfill waste.</p>	306-1; 306-2; 306-3; 306-5

ESG Category	Material Topics	Scope of Material Topic	Reason for Material Topic	GRI Topic and Indicator
	Empowering Our People	<ol style="list-style-type: none"> Providing opportunities for professional development and growth Promoting a culture of innovation and creativity Encouraging employee engagement and involvement in decision-making processes Supporting work-life balance and fostering a positive work environment 	<p>Persistent Systems recognizes the value of its employees as the driving force behind its success. By empowering its people, the company aims to create a motivated and skilled workforce, foster innovation, and enhance employee satisfaction and retention.</p>	3-1; 401-2; 403-5; 403-5; 404-2; 404-1
Social	Diversity and Inclusion	<ol style="list-style-type: none"> Promoting a diverse and inclusive workplace culture Ensuring equal opportunities for all employees, regardless of their background or characteristics Implementing policies and practices to prevent discrimination and promote fairness Encouraging diversity in leadership positions and decision-making processes 	<p>Persistent Systems believes in the power of diversity and inclusion to drive innovation, creativity, and organizational success. By prioritizing diversity and inclusion, the company aims to create a workplace that embraces different perspectives, experiences, and backgrounds, leading to better problem-solving, enhanced employee morale, and a more inclusive corporate culture.</p>	405-1; 406-1; 404-; 404-3
	Social Responsibility	<ol style="list-style-type: none"> Engaging in philanthropic activities and community outreach programs Supporting social causes and initiatives that align with the company's values Upholding ethical business practices and corporate governance standards Contributing to the well-being and development of the communities where the company operates" 	<p>Persistent Systems recognizes its role in society and aims to be a responsible corporate citizen. By prioritizing social responsibility, the company seeks to make a positive impact on communities, support social causes, and contribute to sustainable development.</p>	203-1; 203-1; 413-1
	Employee Health, Safety, and Well-being	<ol style="list-style-type: none"> Ensuring a safe and healthy work environment for employees Providing resources and programs to promote physical and mental well-being. Implementing safety protocols and training to prevent workplace accidents and injuries. Fostering a supportive and inclusive culture that prioritizes employee well-being. 	<p>Persistent Systems values the health, safety, and well-being of its employees. By prioritizing employee health and safety, the company aims to create a conducive work environment, enhance employee satisfaction and productivity, and demonstrate its commitment to the well-being of its workforce.</p>	403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-7; 403-8
	Supply Chain Management	<ol style="list-style-type: none"> Assessing and managing the environmental and social impacts of the supply chain Promoting responsible sourcing and supplier diversity Collaborating with suppliers to improve sustainability practices. Ensuring transparency and ethical practices throughout the supply chain" 	<p>Persistent Systems recognizes the importance of responsible supply chain management. By prioritizing supply chain sustainability, the company aims to minimize environmental and social risks, promote ethical business practices, and create a resilient and sustainable supply chain.</p>	405-1; 407-1; 408-1; 409-1

ESG Category	Material Topics	Scope of Material Topic	Reason for Material Topic	GRI Topic and Indicator
Governance	Corporate Governance and Ethics	1. Establishing and maintaining robust corporate governance structures and processes	Persistent Systems values strong corporate governance and ethical conduct as a foundation for sustainable business practices. By prioritizing corporate governance and ethics, the company aims to build trust with stakeholders, maintain longterm relationships, and mitigate risks associated with unethical behavior.	2-9; 2-10; 2-11; 2-14; 2-18; 2-19; 2-23; 2-24; 2-29; 405-1
		2. Adhering to ethical business practices and principles		
		3. Ensuring transparency and accountability in decision-making		
		4. Promoting a culture of integrity and compliance with legal and regulatory requirements		
Economic Performance		1. Driving sustainable and profitable growth	Persistent Systems recognizes the importance of economic performance as a fundamental aspect of business sustainability. By focusing on sustainable growth and financial stewardship, the company aims to generate long-term value, support its stakeholders, and ensure its ability to invest in innovation and responsible business practices.	201-1; 201-2; 203-2; 207-3;
		2. Creating value for shareholders and stakeholders		
		3. Managing financial resources effectively and responsibly		
		4. Monitoring and reporting financial performance and key performance indicators		
Data Privacy and Security		1. Implementing robust data protection and security measures	Persistent Systems acknowledges the importance of data privacy and security in the digital age. By prioritizing data privacy and security, the company aims to protect the confidentiality, integrity, and availability of data, maintain customer trust, and comply with relevant data protection regulations	418-1
		2. Complying with applicable data privacy laws and regulations		
		3. Safeguarding customer and employee data against unauthorized access or breaches		
		4. Ensuring transparency and accountability in data handling and processing practices		
Customer Stewardship		1. Providing high-quality products and services that meet customer needs.	Persistent Systems values its relationship with customers and strives to be a responsible steward of their interests. By prioritizing customer stewardship, the company aims to enhance customer satisfaction, build long-term relationships, and deliver value through ethical and customer-centric business practices.	418-1

UNGC Principles Material Topics

Category	Principles	Statement	Page No.
HUMAN RIGHTS	Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	Refer Section: 'Human Rights Protection'; Page 95 - 98
	Principle 2	Make sure that they are not complicit in human rights abuses	Refer Section: 'Human Rights Protection'; Page 95 - 98
LABOR	Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Refer Section: 'Human Rights Protection'; Page 95 - 98 and Annual Report FY2023-24 BRSR
	Principle 4	The elimination of all forms of forced and compulsory labour	Refer Section: 'Human Rights Protection'; Page 95 - 98
	Principle 5	The effective abolition of child labour	Refer Section: 'Supply Chain Management'; Page 99
ENVIRONMENT	Principle 6	The elimination of discrimination in respect of employment and occupation	Refer Section: 'Diversity, Equity, Inclusion and Belonging'; Page 81 - 86
	Principle 7	Businesses should support a precautionary approach to environmental challenges	
	Principle 8	Undertake initiatives to promote greater environmental responsibility	Refer Section: 'Environment'; Page 37 - 48
ANTI-CORRUPTION	Principle 9	Encourage the development and diffusion of environmentally friendly technologies	
	Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	Refer Section : 'Governance'; Page 108 - 134

Methodology of Computing Data for ESG Report

This section covers the conventions and computation methods as per standards and framework for calculating all key indicators reported in the section such as GHG emissions, electricity and water consumptions and waste generation.

GHG Emissions:

Persistent Systems has a robust inventory of GHG emissions to properly assess and prioritize areas of GHG emission reduction. Categories of emissions having potential to be reduced either through direct reduction under operational control or Market alternatives under external controls are included. GHG gases included in the report are carbon dioxide (CO₂), hydrofluorocarbons (HFCs), and perfluorocarbons (PFCs) emissions.

Energy

Energy consumption within operational controls of Persistent Systems are recorded from grid electricity, fuel consumed in diesel generators, owned and fully leased vehicles. Energy consumption recorded outside the organization operational boundaries consists of fuel used by contractor vehicles used for employee commute, business travel (air, train and road).

Water

Total water consumed at owned locations in India geo is tracked through water meter and through water purchase invoices. Total water consumed in multi-tenant locations is estimated using NBS data. Total water recycled is measured through water inlet and water outlet from sewage treatment plants (STP) is monitored and tracked through water meters.

Waste

Waste generated at owned locations and few multi-tenant locations in India is segregated by type of waste and measured at locations. The overall quantity of waste generated and disposed is calculated and maintained at location with evidence in the form of receipts and registers. Waste disposed is categorized as Hazardous, Non-hazardous and E-waste and appropriately disposed after recycling.

Emission Factors : GHG Calculation:

Emission Source	Emission Factor CO2e	Unit of Measurement	Reference
Scope 1			
Diesel – Owned and fully leased DG	2.65937	Kg CO2e/literlitre	UK.Gov 2023 (DEFRA)
Diesel – company owned vehicles	2.51206	Kg CO2e/literlitre	UK.Gov 2023 (DEFRA)
Petrol – company owned vehicles	2.34503	Kg CO2e/literlitre	UK.Gov 2023 (DEFRA)
Refrigerant – R410 a	1924	Kg CO2e/Kg	UK.Gov 2023 (DEFRA)
Refrigerant – R407a	1923	Kg CO2e/Kg	UK.Gov 2023 (DEFRA)
Refrigerant – R22	1760	Kg CO2e/Kg	UK.Gov 2023 (DEFRA)
Scope 2			
Power grid – India	0.716	Kg CO2e/kWh	CEA CO2 Baseline Database for the Indian Power Sector – 2023, V19.0
Power grid – USA	0.38663	Kg CO2e/kWh	EPA Emission factor – 23 Table 6 electricity
Power grid - Malaysia	0.651	Kg CO2e/kWh	IEA – 2023 emission factor
Power grid - Canada	0.1215	Kg CO2e/kWh	IEA – 2023 emission factor
Power grid - Costa Rica	0.0002	Kg CO2e/kWh	IEA – 2023 emission factor
Power grid - France	0.0541	Kg CO2e/kWh	IEA – 2023 emission factor
Power grid - Germany	0.3561	Kg CO2e/kWh	IEA – 2023 emission factor
Power grid - Mexico	0.371	Kg CO2e/kWh	IEA – 2023 emission factor
Power grid - Sri Lanka	0.6057	Kg CO2e/kWh	IEA – 2023 emission factor
Power grid - Switzerland	0.0229	Kg CO2e/kWh	IEA – 2023 emission factor
Power grid - UK	0.22	Kg CO2e/kWh	IEA – 2023 emission factor
Scope 3			
Business Travel – Air Long Haul (Average)	0.11812	Kg CO2e/ passenger.km	UK.Gov 2023 (DEFRA)
Business Travel – Air Short Haul (Average)	0.10794	Kg CO2e/ passenger.km	UK.Gov 2023 (DEFRA)
Business Travel – Train – National rail	0.00784	Kg CO2e/ passenger.km	UK.Gov 2023 (DEFRA)
Business Travel – Road – Buses Coach	0.02718	Kg CO2e/ passenger.km	UK.Gov 2023 (DEFRA)
Business Travel – Road – Medium Car	0.16716	Kg CO2e/ km	UK.Gov 2023 (DEFRA)
Associate Commute – Small car	0.13931	Kg CO2e/ km	UK.Gov 2023 (DEFRA)
Associate Commute – Medium car	0.16716	Kg CO2e/ km	UK.Gov 2023 (DEFRA)
Associate Commute – Large car	0.20859	Kg CO2e/ km	UK.Gov 2023 (DEFRA)
Associate Commute – Average local bus	0.11836	Kg CO2e/ passenger.km	UK.Gov 2023 (DEFRA)
T&D Losses – India	0.126016	Kg CO2e/kWh	CEA CO2 Baseline Database for the Indian Power Sector – 2023, V19.0
T&D Losses – USA	0.017	Kg CO2e/kWh	IEA – 2023 emission factor
T&D Losses – Malaysia	0.0465	Kg CO2e/kWh	IEA – 2023 emission factor
T&D Losses – Canada	0.0061	Kg CO2e/kWh	IEA – 2023 emission factor
T&D Losses – Costa Rica	0.0082	Kg CO2e/kWh	IEA – 2023 emission factor
T&D Losses – France	0.0035	Kg CO2e/kWh	IEA – 2023 emission factor
T&D Losses – Germany	0.0143	Kg CO2e/kWh	IEA – 2023 emission factor
T&D Losses – Mexico	0.0461	Kg CO2e/kWh	IEA – 2023 emission factor
T&D Losses – Sri Lanka	0.0612	Kg CO2e/kWh	IEA – 2023 emission factor
T&D Losses – Switzerland	0.0011	Kg CO2e/kWh	IEA – 2023 emission factor
T&D Losses – UK	0.0159	Kg CO2e/kWh	IEA – 2023 emission factor

Glossary

Acronyms	Expansion	Acronyms	Expansion
AHU	Air Handling Unit	IUCN	International Union for Conservation of Nature
AR	Annual Report	ILO	International Labor Organizations
BCMS	Business Continuity Management Systems	KRA	Key Result Area
BRSR	Business Responsibility and Sustainability Reporting	KL	Kilo Litre
BEE	Bureau of Energy Efficiency	KPI	Key Performance Indicator
BOD	Board of Directors	kWh	Kilowatt-hour
CAPA	Corrective Action Preventive Action	L&D	Learning and Development
CBA	Collective Bargaining Agreements	LED	Light-Emitting Diode
CEO	Chief Executive Officer	LEED	Leadership in Energy and Environmental Design
COO	Chief Operations Officer	Mt	Metric Ton
CDP	Carbon Disclosure Project	MW	Mega Wat
CFL	Compact Fluorescent Lamps	MWh	Megawatt-hour
CO2e	Carbon Dioxide equivalent	NOC	Network Operations Center
COP	Communication of Progress	NGO	Non-Governmental Organization
CPO	Chief People Officer	NSE	National Stock Exchange
CRM	Customer Relationship Management	NOx	Oxides of Nitrogen
CRO	Chief Risk Officer	NPS	Net Promoter Score
CRI	Carpets and Rug Institute	ODS	Ozone Depleting Substance
CSAT	Customer Satisfaction Score	OHS	Operational Health and Safety
CSR	Corporate Social Responsibility	PM	Particulate Matter
DEIB	Diversity, Equity, Inclusion and Belonging	PIMS	Privacy Information Management System
DG	Diesel Generator	PF	Provident Fund
D&I	Diversity & Inclusion	PwD	People with Disabilities
DP	Development Program	R&D	Research and Development
EHS	Environmental, Health & Safety	RMC	Risk Management Committee
EOL	End of Life	ROW	Rest of the World
EPM	External Posture Management	RSUs	Restricted Stock Units
ERM	Enterprise Risk Management	SASB	Sustainability Accounting Standards Board
ESAT	Employee Satisfaction Score	SBTi	Science Based Target initiative
ESI	Employee State Insurance	SDG	Sustainable Development Goals
ESG	Environmental, Social and Governance	SEBI	Securities and Exchange Board of India
ESOP	Employee Stock Ownership Plan	SME	Small and medium-sized enterprises
FY	Financial Year	SOC	Security Operation Center
FTE	Full-time equivalent	SRC	Stakeholder Relationship and ESG committee
GHG	GreenHouse Gases	STP	Sewage Treatment Plant
GJ	GigaJoule	SOx	Oxides of Sulphur
GRC	Governance, Risk Management and Compliance	TCFD	Task Force on Climate-Related Financial Disclosures
GRI	Global Reporting Initiative	UNGC	United Nations Global Compact
HFC	Hydro Flour Carbon	UNGP	United Nations Guiding Principles on Business and Human Rights
IGBC	Indian Green Building Council	UN SDG	United Nations Sustainable Development Goals
IHAV	International Association for Human Values	VFD	Variable Frequency Drive
ISO	The International Organization for Standardization	VOC	Volatile Organic Compounds
IT	Information Technology	UPS	Uninterruptible Power Supply
IP	Internet Protocol	WC	Work Council
ISR	Individual Social Responsibility	WCAG	Web Content Accessibility Guidelines
ISV	Independent Software Vendor		
I-REC	International Renewable Energy Certificates		

Global Presence

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Ramanujan

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INDEPENDENT ASSURANCE STATEMENT

Introduction

DNV Business Assurance India Private Limited ('DNV'), has been commissioned by Persistent Systems Limited (Corporate Identity Number L72300PN1990PLC056696, hereafter referred to as 'PSL' or 'the Company') to undertake an independent assurance of the Company's ESG/non-financial disclosures in its ESG Report (hereafter referred as 'Report').

The disclosures have been prepared by PSL:

- "in reference" to requirements of Global Reporting Initiative (GRI) sustainability reporting standards 2021
- United Nations Sustainable Development Goals (SDGs)
- United Nations Global Compact (UNGC) Principles
- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard.
- ISO 14064-1:2018 - Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals

DNV carried out assurance engagement in accordance with DNV's VeriSustain™ protocol, V6.0, which is based on our professional experience and international assurance practice, and the international standard in Assurance Engagements, ISAE 3000 (revised) - Assurance Engagements other than Audits. DNV's VeriSustain™ Protocol has been developed in accordance with the most widely accepted reporting and assurance standards.

Apart from DNV's VeriSustain™ protocol, DNV team has also followed ISO 14064-3 - Specification with guidance for the verification and validation of greenhouse gas statements; ISO 14046 - Environmental management - Water footprint - Principles, requirements, and guidelines to evaluate indicators wrt. Greenhouse gases and water disclosures respectively.

The intended user of this assurance statement is the Management of PSL ('the Management').

We have not performed any work, and do not express any conclusion, on any other information that may be published outside of the Report and/or on Company's website for the current reporting period.

Responsibilities of the Management of PSL and of the Assurance Provider

The Management of PSL has the sole responsibility for the preparation of the Report and is responsible for all information disclosed in the Report. The company is responsible for maintaining processes and procedures for collecting, analyzing and reporting the information and also, ensuring the quality and consistency of the information presented in the Report. PSL is also responsible for ensuring the maintenance and integrity of its website and any referenced disclosures on their website.

In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company.

Scope, Boundary and Limitations

The agreed scope of work included information on non-financial performance which are disclosed in the Report prepared by PSL based on GRI Topic-specific Standards for the identified material topics for the activities undertaken by the Company during the reporting period 01/04/2023 to 31/03/2024. The reported topic boundaries of non-financial performance are based on the internal and external materiality assessment covering Company's operations as brought out in the section 'Reporting boundary and period' of the report.

While the scope of work as agreed is Limited assurance of the GRI disclosures indicators in the report, a reasonable level of assurance was carried out for the indicators of GRI 302: Energy 2016 - 302-1, 302-3; GRI 303: Water and Effluents 2018 - 303-3, 303-4, 303-5; GRI 305: Emissions 2016 - 305-1, 305-2, 305-4; GRI 306: Waste 2020 - 306-3; 306-4; 306-5 disclosures as a part of the BRSR assessment as mentioned in Annexure I.

Boundary covers the performance of PSL all global operations that fall under the direct operational control of the Company's Legal structure unless otherwise specified 'Reporting boundary and period' of the report.

Inherent Limitation(s):

DNV's assurance engagements are based on the assumption that the data and information provided by the Company to us as part of our review have been provided in good faith, are true, and is free from material misstatements.

The assurance scope has the following limitations:

- The assurance engagement considers an uncertainty of ±5% based on materiality threshold for estimation/measurement errors and omissions.
- DNV has not been involved in evaluation or assessment of any financial data/performance of the company. DNV opinion on financial disclosures relies on the third party audited financial reports of the Company. DNV does not take any responsibility of the financial data reported in the audited financial reports of the Company.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of assurance.



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- Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.
- The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
- The assessment does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.
- The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.
- Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.
- The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.

DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Independent Assurance Statement.

Assurance process

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of PSL. We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company's business and its key stakeholders. We carried out the following activities:

1. Reviewed the disclosures in the report. Our focus included general disclosures, management processes, principle wise performance (essential indicators, and leadership indicators) and any other key metrics specified under the reporting framework.
2. Understanding the key systems, processes and controls for collecting, managing and reporting the non-financial disclosures in report.
3. Walk-through of key data sets. Understand and test, on a sample basis, the processes used to adhere to and evaluate adherence to the reporting principles.
4. Collect and evaluate documentary evidence and management representations supporting adherence to the reporting principles.
5. Interviews with the senior managers responsible for management of disclosures. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected GRI disclosures.
6. DNV audit team conducted on-site audits for corporate offices and sites (mentioned in Annexure II). Sample based assessment of site-specific data disclosures was carried out. We were free to choose sites for conducting our assessment.
7. Reviewed the process of reporting as defined in the assessment criteria.

Conclusion

Limited Level of Assurance

On the basis of the assessment undertaken, for GRI disclosures as mentioned in Annexure I, nothing has come to our attention to suggest that the disclosures are not fairly stated and are not prepared, in all material aspects, in accordance with the reporting criteria.

1. Materiality

The process of determining the issues that are most relevant to an organization and its stakeholders.

The Report explains out the materiality assessment process carried out by the Company which has considered concerns of internal and external stakeholders, and inputs from peers and the industry, as well as issues of relevance in terms of impact for PSL's business. The list of topics has been prioritized, reviewed and validated, and the Company has indicated that there is no significant change in material topics from the previous reporting period.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Materiality.

2. Responsiveness

The extent to which an organization responds to stakeholder issues.

The Report adequately brings out the Company's policies, strategies, management systems and governance mechanisms in place to respond to topics identified as material and significant concerns of key stakeholder groups. Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Responsiveness.

Nothing has come to our attention to believe that the Report does not meet the requirements related to the Principle of Responsiveness.

3. Reliability/Accuracy

The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems.

The Report brings out the systems and processes that the Company has set in place to capture and report its performance related to identified material topics across its reporting boundary. The majority of information mapped with data verified through our assessments with PSL's management teams and process owners at the Corporate Office and sampled sites within the boundary of the Report were found to be fairly accurate and reliable. Some of the data inaccuracies identified in the report during the verification process were found to be attributable to transcription, interpretation, and aggregation errors. These data inaccuracies have been communicated for correction and the related disclosures were reviewed post correction.

Nothing has come to our attention to believe that the Report does not meet the principle of Reliability and Accuracy.



4. Completeness

How much of all the information that has been identified as material to the organization and its stakeholders is reported?

The Report brings out the Company's performance, strategies and approaches related to the environmental, social and governance issues that it has identified as material for its operational locations coming under the boundary of the report, for the chosen reporting period while applying and considering the requirements of Principle of Completeness.

Nothing has come to our attention to suggest that the Report does not meet the Principle of Completeness with respect to scope, boundary and time.

5. Neutrality/Balance

The extent to which a report provides a balanced account of an organization's performance, delivered in a neutral tone.

The Report brings out the disclosures related to PSL's performance during the reporting period in a neutral tone in terms of content and presentation, while considering the overall macroeconomic and industry environment.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality.

Statement of Competence and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO IEC 17029:2019 - Conformity assessment - General principles are requirements for validation and verification bodies, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct¹ during the assurance engagement. DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement for internal use of PSL.

Purpose and Restriction on Distribution and Use

This assurance statement, including our conclusion has been prepared solely for the Company in accordance with the agreement between us. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Management of the Company for our work or this report.

For DNV Business Assurance India Private Limited

<p>Karthik Ramaswamy Digitally signed by Karthik Ramaswamy Date: 2024.06.17 16:15:09 +05'30'</p>	<p>Kakaraparthi Venkata Raman Digitally signed by Kakaraparthi, Venkata Raman Date: 2024.06.17 17:24:27 +05'30'</p>
<p>Karthik Ramaswamy Lead Verifier, Sustainability Services, DNV Business Assurance India Private Limited, India.</p>	<p>Kakaraparthi Venkata Raman Assurance Reviewer, Sustainability Services, DNV Business Assurance India Private Limited, India.</p>
<p>Assurance Team: Chandan Sarkar, Roshni Sarage, Goutam Banik</p>	

17/06/2024, Bengaluru, India.

DNV Business Assurance India Private Limited is part of DNV - Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnv.com

¹ DNV Corporate Governance & Code of Conduct - <https://www.dnv.com/about/in-brief/corporate-governance.html>



Annex I

GRI disclosures assured for Reasonable level of assurance as a part of the BRSR assessment:

- GRI 302: Energy 2016 - 302-1, 302-3.
- GRI 303: Water and Effluents 2018 - 303-3, 303-4, 303-5;
- GRI 305: Emissions 2016* - 305-1, 305-2;
- GRI 306: Waste 2020 - 306-3; 306-4; 306-5

GRI disclosures assured for Limited level of assurance:

- GRI 201: Economic performance 2016 - 201-1; 201-2, 201-3; 201-4
- GRI 202: Market Presence 2016 - 202-1
- GRI 203: Indirect Economic Impacts 2016 - 203 - 1; 203 - 2
- GRI 204: Procurement Practices 2016 - 204-1
- GRI 205: Anti-corruption 2016 - 205-1, 205-2, 205-3
- GRI 206: Anti-competitive behavior 2016 - 206-1
- GRI 207: Tax 2019 - 207-1, 207-2, 207-3, 207-4
- GRI 302: Energy 2016 -302-2;; 302-4,
- GRI 303: Water and Effluents 2018 - 303-1; 303-2;
- GRI 304: Biodiversity 2016 - 304-1; 304-2; 304-3; 304-4
- GRI 305: Emissions 2016 -; 305-3**; 305-4; 305-5; 305-6; 305-7
- GRI 306: Waste 2020 - 306-1; 306-2;
- GRI 308: Supplier Environmental Assessment 2016 - 308-1; 308-2
- GRI 401: Employment 2016 - 401-1; 401-2; 401-3
- GRI 402: Labor/Management Relations 2016 - 402-1
- GRI 403: Occupational Health and Safety 2018 - 403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-7; 403-8; 403-9; 403-10
- GRI 404: Training and Education 2016 - 404-1; 404-2; 404-3
- GRI 405: Diversity and Equal Opportunity 2016 - 405-1; 405-2
- GRI 406: Non-discrimination 2016 - 406-1
- GRI 407: Freedom of Association and Collective Bargaining 2016 - 407-1
- GRI 408: Child Labour 2016 - 408-1
- GRI 409: Forced or Compulsory Labor 2016 - 409-1
- GRI 410: Security Practices 2016 - 410-1
- GRI 411: Rights of Indigenous Peoples 2016 - 411-1
- GRI 413: Local Communities 2016 - 413-1; 413-2
- GRI 414: Supplier Social Assessment 2016 - 414-1; 414-2
- GRI 415: Public Policy 2016 - 415-1
- GRI 416: Customer Health and Safety 2016 - 416-1, 416-2
- GRI 417: Marketing and Labeling 2016 - 417-1; 417-2; 417-3
- GRI 418: Customer Privacy 2016 - 418-1

* GHG emissions are calculated as per the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard with the emission factors sourced from the Intergovernmental Panel on Climate Change's (IPCC) Sixth Assessment Report, The UK Department for Environment, Food and Rural Affairs (Defra), Central Electricity Authority of India (CEA), US Environmental Protection Agency (EPA), India GHG Program, International Energy Agency (IEA), US Environmentally-Extended Input-Output (USEEIO).

** In Scope 3 GHG emissions is calculated for Category 1, 2, 3, 4, 5, 6, and 7 as per as per the Greenhouse Gas Protocol's Corporate Value Chain (Scope 3) Accounting.



Annex II

Sites selected for On-site audits

S.no	Site	Location
1.	Corporate office (Site Audit)	Pune-Hinjawadi
2.	India Offices (Site Audit)	Pune-Bhageerath Pune- AR-PG Hyderabad - WaveRock Nagpur-Gargi Maitreyi Goa-Charak Bhaskar Indore - Brilliant Centre Bengaluru - RMZ PRITECH PARK, Shantiniketan
3.	International Offices (Remote Audit)	Colombo - Baudhaloka Mawatha California, Santa Clara, Laurelwood



INDEPENDENT VERIFICATION STATEMENT

Introduction

DNV Business Assurance India Private Limited ('DNV') has been commissioned by Persistent Systems Limited (Corporate Identity Number L72300PN1990PLC056696, hereafter referred to as 'PSL' or 'the Company') to carry out a verification of its Greenhouse Gas ('GHG') emission data for the period 1st April 2023 to 31st March 2024 (FY 2023-24).

DNV has carried out this customized verification engagement in accordance with DNV's Verisustain™ protocol (v6.0). Apart from DNV's Verisustain™ protocol (v6.0), DNV team has also followed ISO 14064-3 standard - *Specification with guidance for the verification of GHG emissions*. The assessment was carried out during the period February 2024 - June 2024 by a team of qualified sustainability and GHG assessors.

Intended User

The intended user of this verification statement is the Management of PSL ('the Management').

Level of Verification

- Reasonable Level of verification for Scope 1 & 2 GHG emissions and
- Limited Level of verification for the Scope 3 GHG emissions (Categories 1, 2, 3, 4, 5, 6, 7).

Reporting Criteria

PSL has prepared its GHG data in bespoke spreadsheets based on the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard with the emission factors sourced from the Intergovernmental Panel on Climate Change's (IPCC) Sixth Assessment Report, The UK Department for Environment, Food and Rural Affairs (Defra), Central Electricity Authority of India (CEA), US Environmental Protection Agency (EPA), India GHG Program, International Energy Agency (IEA), US Environmentally-Extended Input-Output (USEEIO).

Responsibilities of the Company and DNV

The Management of the Company is responsible for the collection, analysis, aggregation, calculations and presentation of data and information related to its GHG assertions and responsible for ensuring the maintenance and integrity of its website and any referenced disclosures on their website.

In performing this verification assessment, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion. We disclaim any liability or co-responsibility for any decision a person or entity would make based on this verification statement.

Scope, Boundary and Limitations of Verification

Scope

The scope of work agreed includes the verification of:

- Scope 1 emissions due to combustion of fossil fuels and other emissions, such as
 - Combustion of high-speed diesel (HSD) for diesel generators
 - Fuel consumed by company-owned vehicles.
 - HFC releases from air conditioners
 - CO₂ released due to use of CO₂-based fire extinguishers.
- Scope 2 emissions due to purchased electricity from national grids in India and other countries grid sources.
- Other Indirect GHG emissions (Scope 3 emissions) arising from value chain covering seven categories as per the Greenhouse Gas Protocol's Corporate Value Chain (Scope 3) Accounting. Categories reported are-
 - Category 1: Purchased Goods and Services
 - Category 2: Capital Goods
 - Category 3: Fuel- and Energy-Related Activities
 - Category 4: Upstream Transportation and Distribution
 - Category 5: Waste Generated in Operations
 - Category 6: Business Travel
 - Category 7: Employee Commuting

Boundary

DNV Headquarters, Veritasveien 1, P.O.Box 300, 1322 Høvik, Norway. Tel: +47 67 57 99 00. www.dnv.com



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Boundary covers the performance of PSL global operations that fall under the direct operational control of the Company's Legal structure. Based on the agreed scope with the Company, the boundary of verification covers the operations of PSL across all global locations, unless otherwise stated in the table below.

Parameter	Boundary
Scope 1 emissions	India Locations
Scope 2 emissions	All Global locations
Scope 3 Category 1: Purchased Goods and Services	All Global locations
Scope 3 Category 2: Capital Goods	All Global locations
Scope 3 Category 3: Fuel- and Energy-Related Activities	All Global locations
Scope 3 Category 4: Upstream Transportation and Distribution	All Global locations
Scope 3 Category 5: Waste Generated in Operations	India Locations
Scope 3 Category 6: Business Travel	All Global locations
Scope 3 Category 7: Employee Commuting	India Locations

Review of emission sources under PSL's operational control including review of the Company's internal GHG inventory and processes related to the collection and collation of its GHG emissions sources.

Limitation(s):

- The verification engagement considers an uncertainty of ±5% based on materiality threshold for estimation/measurement errors and omissions.
- DNV has not been involved in evaluation or assessment of any financial data/performance of the company and its subsidiaries.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of verification.
- Data outside the operations specified in the verification boundary is excluded from the verification, unless explicitly mentioned otherwise in this statement.
- The verification engagement is based on the assumption that the data and information provided by the Company are complete, sufficient and authentic.
- No external stakeholders were interviewed as part of this verification engagement.

Verification Methodology:

We planned and performed our verification work to obtain the evidence we considered necessary to provide reasonable & limited level of verification. In case of limited level of verification, we adopted a risk-based approach towards selection of samples for assessing the robustness of the underlying data management system, information flow and controls.

We carried out the following activities:

- Desk review of the Scope 1, Scope 2 and Scope 3 emissions activity and associated data for the period - 1st April 2023 - 31st March 2024 captured in bespoke spreadsheets.
- Review of the standard operating procedures ('SOPs') for GHG Management System as well as the Company's GHG data management processes used to generate, aggregate, and report the GHG data, as well as assessment of the completeness, accuracy and reliability of the data.
- Reviews of GHG data aggregation system in place including formats, assumptions, as well as associated emission factors and calculation methodologies.
- Sampling of activity data for verification in line with the requirements for verification.
- Onsite visits to corporate office and selected branches/sites in India as listed out in Annexure II for verifying the identified activities and emission sources and related evidence at the site level on a sample basis.
- Interaction with key managers and data owners to review data systems related to the GHG inventory including reviews of emission factors and assumptions used in calculation methodology.

Conclusion

Reasonable level of verification- Scope 1 & 2 GHG emissions

On the basis of our verification methodology and scope of work agreed upon, DNV is of the opinion that, in all material aspects, the reported Scope 1 & 2 GHG emissions as brought out below and in Annexure I are materially correct and fair representation of Scope 1 & 2 GHG emissions of PSL for the reporting period.

Limited Level of verification- Scope 3 GHG emissions

On the basis of our verification methodology and scope of work agreed upon, nothing has come to our attention to suggest that the GHG emissions as brought out below and in Annexure I are not materially correct and is not a fair representation of the Scope 3 GHG emissions of PSL Group for the reporting period.

In both cases, some data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors and the errors have been corrected.



Page 3 of 5

Statement of Competence and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO IEC 17029:2019 - Conformity assessment - General principles are requirements for validation and verification bodies, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct¹ during the verification engagement and maintain independence wherever required by relevant ethical requirements. During the reporting period i.e. FY 2023-24, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data except for this Verification Statement for internal use of PSL. DNV maintains complete impartiality toward stakeholders interviewed during the verification process. To the best of our knowledge, we did not provide any services to PSL in the scope of verification for the reporting period that could compromise the independence or impartiality of our work.

Purpose and Restriction on Distribution and Use

This verification statement, including our conclusion has been prepared solely for the exclusive use and benefit of the management of the Company and solely for the purpose for which it is provided. To the fullest extent permitted by law, DNV does not assume responsibility to anyone other than the Company for DNV's work or this verification statement. The usage of this verification statement shall be governed by the terms and conditions of the contract between DNV and PSL and DNV does not accept any liability if this statement is used for an alternative purpose from which it is intended, nor to any third party in respect of this verification statement. No part of this verification statement shall be reproduced, distributed or communicated to a third party without prior written consent.

For DNV Business Assurance India Private Limited

<p>Karthik Ramaswamy</p> <p>Digitally signed by Karthik Ramaswamy Date: 2024.06.17 16:16:09 +05'30'</p>	<p>Kakaraparthi, Venkata Raman</p> <p>Digitally signed by Kakaraparthi, Venkata Raman Date: 2024.06.17 17:25:46 +05'30'</p>
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<p>Assurance Team: Chandan Sarkar, Roshni Sarage, Goutam Banik</p>	

17/06/2024, Mumbai, India.

DNV Business Assurance India Private Limited is part of DNV - Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnv.com

¹ DNV Corporate Governance & Code of Conduct - <https://www.dnv.com/about/in-brief/corporate-governance.html>



Annexure I

GHG Emissions for PSL

Scope details	Total GHG Emissions (tCO2e) for FY 2023-24
Scope 1 Direct GHG emissions (Scope 1 emissions) covering combustion of high-speed diesel (HSD) for diesel generators, fuel consumed by company-owned vehicles, HFC releases from air conditioner, CO ₂ released due to use of CO ₂ -based fire extinguishers	1025.51
Scope 2 Indirect GHG emissions (Scope 2 emissions) covering consumption of purchased electricity for its facilities and units (from national grid in India and other countries grid sources)	6492.66
Scope 3 other Indirect GHG emissions (Scope 3 emissions) covering: <ul style="list-style-type: none"> Category 1: Purchased Goods and Services Category 2: Capital Goods Category 3: Fuel- and Energy-Related Activities Category 4: Upstream Transportation and Distribution Category 5: Waste Generated in Operations Category 6: Business Travel Category 7: Employee Commuting 	9,492.41
Total Scope 1, Scope 2 & Scope 3 Emissions	17,010.59

Note:

- Emission factors used and their references, assumptions considered are mentioned in the 'ESG -SOP for GHG FY2024', prepared by PSL.
- Calculation of Scope 1 GHG emissions are based on conversion factors, emission factors considered in 2006 IPCC Guidelines for National Greenhouse Gas Inventories, IPCC sixth assessment report, The UK Department for Environment, Food and Rural Affairs (Defra) and GHG protocol cross sector emission factors.
- Scope 2 GHG emissions for Indian operations are calculated based on emission factors in the Grid Electricity EF - Central Electricity Authority, Govt. of India, CO₂ baseline database for Indian Power Sector, version 19, December 2023 EF considered (including RES & Captive power injection into grid) is 0.716 kgCO₂ per kWh.
- Scope 2 GHG emissions for USA operations are calculated based on emission factors in US Environments Protection Agency (EPA) 2023.
- Scope 2 GHG emissions for rest of the countries (other than India and USA) operations are calculated based on emission factors in International Energy Agency (IEA) 2023.
- Calculation of Scope 3 GHG emissions are calculated based on emission factors considered in The UK Department for Environment, Food and Rural Affairs (Defra), US Environments Protection Agency (EPA), India GHG Program, International Energy Agency (IEA), US Environmentally-Extended Input-Output (USEEIO).



Annexure II

Sites selected for audits

S.no	Site	Location
1.	Corporate office (Site Audit)	Pune-Hinjawadi
2.	India Offices (Site Audit)	Pune-Bhageerath Pune- AR-PG Hyderabad - WaveRock Nagpur-Gargi Maitreyi Goa-Charak Bhaskar Indore - Brilliant Centre Bengaluru - RMZ PRITECH PARK, Shantiniketan
3.	International Offices (Remote Audit)	Colombo - Baudhdhaloka Mawatha California, Santa Clara, Laurelwood



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