



ESG Factsheet FY 2023 - 24

July 2024

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Economics

Table 1: Direct and Indirect Economic Value generated

(INR in Millions)

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

Table 1.1 Contributions & Other Spending

(INR in Millions)

Contributions & Other Spending	FY 2023-24	FY 2022-23	FY 2021-22	FY 2020-21
Lobbying, interest representation or similar Donations (political parties/politicians) and Lobbying activities	-	-	-	-
Local, regional or national political campaigns / organizations / candidates	-	-	-	-
Trade associations or tax-exempt groups Membership & Subscription towards Maharashtra Chamber of Commerce, Industries and Agriculture (MCCIA)	0.62	0.10	0.09	0.12
Total contributions and other spending	0.62	0.1	0.09	0.12

- *Membership & Subscription (INR 0.12 Million) and Sponsorship (INR 0.5 Million) towards Maharashtra Chamber of Commerce, Industries and Agriculture (MCCIA)
- The above table is reported on consolidated basis
- We did not make any contributions to and spending for political campaigns, political organizations, lobbyists or lobbying organizations

Environment

Emission

Table 2: Direct Greenhouse Gas Emissions, Scope 1 and Scope 2

Direct Greenhouse Gas Emissions (Scope 1 & 2)							Target	
	Unit	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY2023-24	FY2024-25
Total direct GHG emissions	tCO ₂ e	111.20	1,403.10	950.10	314.08	1025.51	1080.00	920.00
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	6820.00	5840.00
Market-based	tCO ₂ e				5,890.23	6,492.66	6820.00	5840.00
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 is 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) - t CO ₂ e				Target	
Scope	FY2023-24	Boundary	Emissions calculation and inclusion	FY2023-24	FY2024-25
Scope 1 ⁽¹⁾	1025.51	India	DEFRA - 2023	1080.00	920.00
Scope 2 - Location Based ⁽²⁾	6492.66	Global	India - CEA USA - EPA ROW - IEA	6820.00	5840.00
Scope 2 - Market Based ⁽²⁾	6492.66	Global	India - CEA USA - EPA ROW - IEA	6820.00	5840.00
Scope 3 Category ⁽³⁾		-			
Purchased Goods and Services	5,153.63	Global	EEIO Factor		
Capital Goods	1102.04	Global	EEIO Factor		
Fuel-and-energy-related activities (not included in Scope 1 or 2)	1079.86	WTT – India T&D loses – Global	DEFRA - 2023		
Upstream transportation and distribution	47.12		EEIO factor		
Waste generated in operations	2.42	India locations with operational control	DEFRA - 2023		
Business travel	2056.77	Global	DEFRA-2023		
Employee commuting	50.58	India	DEFRA 2023		
Total Scope 3 Emissions	9492.41			9970.00	8540.00
Total Scope 1,2 & 3 Emission	17010.6			17870.00	15300.00

(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 – Additional categories of Scope 3 reported in FY24 compared to FY23 disclosure.

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	Target FY 2023-24
Total non-renewable energy consumption	MWh	8,556.44	5,667.77	4,822.27	8,242.20	10,124.13	10,630
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
- FY 2024-25 target – 9,100 MWh
- We aim to reduce our energy consumption by 3% by FY24-25 keeping FY23-24 as the base year

Table 6: 100% Renewable Energy – FY2023-24

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	14626.66	1893.17	4562.27	2600.25	5519.00	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	16579.56	1893.17	4562.27	2600.25	7401.34		

Table 7: On premises Data Centre Energy consumption

	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Target FY2024
Average PUE	-	1.77	1.71	1.76	1.87	1.7
Total energy used	MWh	1,409.30	1,454.17	1,395.17	1,378.56	-
Percentage of renewable energy (of total energy)	%	84	81	83	100	100

- PUE: Power Usage effectiveness

Water Consumption

Table 8: Water Withdrawal, Discharge and Consumption

	Units	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Water withdrawal (A)	cubic meters	29625.10	28061.80	46,376.02	1,02,895.13
Water discharge (B)	cubic meters	5084.00	3652.00	17,245.04	15,096.32
Total net fresh water consumption (A-B)	cubic meters	24541.10	24409.80	29,131.01	87,798.76
Data coverage	%	93%	93%	93%	93%
Target for FY 2024					1,00,000
Water withdrawal intensity Per FTE	cubic meters	2.12	1.51	2.03	4.31

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

Water Reduction Target		
FY2024-25	FY2025 - 26	FY2026-27
83408.10	79237.70	75275.81

Waste Generated During Operations

Table 9: Waste generation

Categories	Generation in Metric Tonnes				
	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Target FY2023-24
Plastic waste	0.84	182.80	3.15	22.98	25.278
E-waste	6.57	8.81	8.4	16.45	18.095
Construction and demolition waste	-	-	4.6	-	10
Other Non-hazardous waste	19.40	45.39	46.06	83.12	91.432
Other Hazardous waste	0.602	39.74	0.19	1.34	1.474
Grand Total	27.41	276.75	62.40	130.17	143.19

Table 10: Waste Disposal Methods

Category	Units	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Target FY2023-24
Total waste Recycled	metric tonnes	26.8	276.49	57.8	128.83	141.71
I. Waste recycled	metric tonnes	7.40	231.10	57.54	99.93	109.92
II. Waste Recovered through other operations - Reused	metric tonnes	19.40	45.39	0.26	28.9	31.79
Total waste disposed	metric tonnes	0.60	0.25	4.79	1.34	1.47
I. Waste landfilled	metric tonnes	-	-	4.6	-	10.00
II. Waste incinerated without energy recovery	metric tonnes	0.60	0.25	0.19	1.34	1.47
Data coverage (as % of denominator)	Percentage	93%	93%	93%	93%	
Total waste recycling Target for FY 2024	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.
- We aim to achieve 95% of waste recycling for FY2024-25, FY2025-26 and FY2026-27

Social

Workforce Breakdown

Table 11: Workforce Breakdown by Employee Category

By Employee Category	FY 2023-24			FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	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	7,855	4,130	11,985
Middle Management	3,127	642	3,769	2,436	490	2,926	1,841	399	2,240	1,426	286	1,712
Senior Management	486	38	524	396	29	425	340	22	362	269	23	292
Total	16,823	7,027	23,850	15,847	7,042	22,889	12,836	5,763	18,599	9,550	4,439	13,989

Table 12: Workforce Breakdown by Employment Type

By Employment Type	FY2023-24			FY2022-23			FY2021-22			FY 2020-19		
	Male	Female	Total	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	8,292	3,880	12,172
Contract	1,397	503	1,900	1,017	442	1,459	1,288	651	1,939	1,258	559	1,817
Total	16,823	7,027	23,850	15,847	7,042	22,889	12,836	5,763	18,599	9,550	4,439	13,989

Table 13: Workforce Breakdown by Country

By Country	FY2023-24			FY2022-23			FY2021-22			FY 2020-19		
	Male	Female	Total	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	8,223	4,031	12,254
USA	1,739	524	2,263	1,295	409	1,704	1,233	403	1,636	881	245	1,126
ROW	663	217	880	721	258	979	646	223	869	446	163	609
Total	16,823	7,027	23,850	15,847	7,042	22,889	12,836	5,763	18,599	9,550	4,439	13,989

Table 14: Workforce Breakdown by Age

By Age	FY 2023-24			FY 2022-23			FY 2021-22			FY 2020-19		
	Male	Female	Total	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	2,227	1,518	3,745
30-50 years old	10,137	3,511	13,648	8,425	3,012	11,437	7,744	2,894	10,638	6,806	2,818	9,624
Over 50 years old	535	85	620	465	83	548	451	76	527	517	103	620
Total	16,823	7,027	23,850	15,847	7,042	22,889	12,836	5,763	18,599	9,550	4,439	13,989

Workforce Breakdown - US Workforce

Table 15: Share in total workforce (as % of total workforce)

	US Workforce	Total Workforce	% of Total Workforce
Employee	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			
	FY 2023-24	FY 2022-23	FY 2021-22	FY 2020-19
Total Women workforce	29.5%	30.80%	31.40%	31.40%
Manager positions, including junior, middle and top management	26.1%	26.40%	26.50%	25.70%
First level of management – Junior Management	30.5%	30.50%	30.20%	29.70%
Leadership team - two levels away from the CEO	7.3%	6.90%	6.10%	7.90%
Management positions in revenue-generating functions	25.0%	25.70%	25.80%	24.30%
Women in STEM-related positions	28.4%	30.10%	30.30%	31.70%
Target : Achieve 35% women in workforce by FY2028	35%	30.80%	31.40%	31.40%

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 FY2025
	% of employees with top level of engagement, satisfaction, wellbeing, or employee net promoter score (eNPS)	84%	-	85.9%	8.2/10 (0.2 above industry benchmark)	8.5/10
Data coverage	% of employees who responded to the survey	79.8%	-	74.8%	72%	

- FY 2021 was a gap year and Persistent Systems conducted internal pulse survey during this timeframe
- Till FY 2022, Persistent systems was following percentage completion approach later moved 10-point scale
- eNPS target FY2023-24 : 8.0/10

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

Table 21: New hires by Management category

By Employee Category	FY 2023-24			FY 2022-23			FY 2021-22			FY 2021-22		
	Male	Female	Total	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	4,736	2,035	6,771
Middle Management	853	137	990	895	136	1,031	775	145	920	466	64	530
Senior Management	130	9	139	123	7	130	103	3	106	58	1	59
Total	5,734	1,904	7,638	9,359	3,823	13,182	8,467	3,540	12,007	5,260	2,100	7,360

Table 22: New hires by Region

By Region	FY 2023-24			FY 2022-23			FY 2021-22			FY 2021-22		
	Male	Female	Total	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	4,505	1,863	6,368
USA	1,138	380	1,518	1,020	381	1,401	1,025	412	1,437	571	184	755
Rest of the world	296	90	386	419	115	534	392	109	501	184	53	237
Total	5,734	1,904	7,638	9,359	3,823	13,182	8,467	3,540	12,007	5,260	2,100	7,360

Table 23: New hires by Age

By Age	FY 2023-24			FY 2022-23			FY 2021-22			FY 2021-22		
	Male	Female	Total	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	2,653	1,337	3,990
30-50 years old	3,482	923	4,405	3,603	1,055	4,658	3,346	1,092	4,438	2,460	745	3,205
Over 50 years old	190	29	219	203	35	238	187	22	209	147	18	165
Total	5,734	1,904	7,638	9,359	3,823	13,182	8,467	3,540	12,007	5,260	2,100	7,360

Turnover rate

Table 24: Employee Turnover rate by category

By Employee Category	FY 2023-24			FY 2022-23			FY 2021-22			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Junior Management (0.x - 5.x)	12.50%	11.80%	12.20%	21.10%	19.40%	20.50%	29.56%	25.87%	28.30%	13.19%	10.49%	12.22%
Middle Management (7.x - 9.x)	8.00%	7.90%	8.00%	15.50%	16.20%	15.60%	17.03%	16.37%	16.92%	8.01%	8.12%	8.03%
Senior Management (11.x - 13.x)	9.80%	9.00%	9.70%	18.10%	7.80%	17.40%	10.87%	13.33%	11.04%	9.06%	13.33%	9.40%
Total	11.60%	11.40%	11.50%	20.10%	19.10%	19.80%	26.92%	25.08%	26.35%	8.96%	10.32%	11.56%

Table 25: Employee Turnover by Employment type

By Employee Type	FY 2023-24			FY 2022-23			FY 2021-22			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Full Time Employees	11.60%	11.40%	11.50%	20.10%	19.10%	19.80%	26.92%	25.08%	26.35%	8.96%	10.32%	11.56%
Total	11.60%	11.40%	11.50%	20.10%	19.10%	19.80%	26.92%	25.08%	26.35%	8.96%	10.32%	11.56%

Table 26: Employee Turnover by Region

By Region	FY 2023-24			FY 2022-23			FY 2021-22			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
India	11.30%	11.00%	11.20%	19.60%	19.00%	19.40%	27.72%	25.23%	26.92%	12.06%	10.09%	11.39%
USA	12.20%	8.80%	11.40%	20.60%	18.80%	20.30%	16.89%	26.67%	18.78%	13.96%	12.35%	13.65%
ROW	16.60%	26.80%	19.10%	29.00%	21.60%	27.00%	25.72%	20.75%	24.39%	11.30%	13.89%	12.00%
Total	11.60%	11.40%	11.50%	20.10%	19.10%	19.80%	26.92%	25.08%	26.35%	8.96%	10.32%	11.56%

Table 27: Employee Turnover by Age

By Age	FY 2023-24			FY 2022-23			FY 2021-22			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Under 30 years old	14.20%	12.80%	13.70%	22.10%	20.30%	21.40%	35.86%	28.90%	33.12%	16.85%	12.26%	14.85%
30-50 years old	10.00%	10.00%	10.00%	18.90%	17.80%	18.60%	24.44%	23.22%	24.10%	11.31%	9.50%	10.76%
Over 50 years old	9.10%	12.90%	9.60%	15.20%	15.30%	15.20%	12.72%	8.19%	12.00%	7.86%	9.04%	8.06%
Total	11.60%	11.40%	11.50%	20.10%	19.10%	19.80%	26.92%	25.08%	26.35%	8.96%	10.32%	11.56%

Table 28: Remuneration of Women to Men

Employee Level	Average Women Salary (in INR)	Average Men Salary (in INR)
Executive level (base salary only) - CEO, CFO and Chairman	-	30,819,000.00
Executive level (base salary + other cash incentives) - CEO, CFO and Chairman	-	51,511,000.00
Management level (base salary only)	10,302,087.80	11,422,097.63
Management level (base salary + other cash incentives)	13,913,225.42	15,656,707.48
Non-management level (base salary only)	1,938,628.37	1,999,094.05

Coverage: 100% of FTE's

Table 29: 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 30: Training cost per FTE

Particulars	FY 2023-24	FY 2022-23
Average learning Cost per FTE in INR	11,447	8,953

Table 31: 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	971,506	459,925	82.98	78.33	81.17
Middle Management	2,777	573	147,124	27,240	52.99	47.52	52.05
Senior Management	436	31	7,935	757	18.18	24.09	18.61
	14,966	6,486	1,126,565	487,922			75.26

Table 32: Human Capital Return on Investment in INR

	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: Maternity and Paternity leave

Leave Type	No of Days
Maternity Leave	1. 182 days in case of 1st and 2nd child
	2. 90 days in case of 3rd child
Miscarriage Leave	6 weeks
Paternity Leave	5 days
Child Adoption Leave	1. 12 weeks of leave In case of child's age is below 18 months
	2. 10 Days of leave In case of child's age is below 18 months

Please note that all the above details pertain to India(The majority of employees are in this region). For the rest of the countries, we adhere to their respective local laws regarding Parental leaves.

Table 34: Absenteeism Rate

	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Number of days on leave	6755.653	84788.84	169479	110836
Number of days scheduled to work	3101672	4239406	5460194	5593737
Absentees Rate %	0.22%	2.00%	3.10%	1.98%

Governance

Table 35: CSAT survey

Satisfaction Measurement	Unit (Please select the unit of measurement)	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Target for FY 2024?
Satisfaction Measurement	Satisfaction measurement methodology: (Percentage of satisfied customers/tenants/ NPS or similar)	79	80	88	85	75
Data coverage: (Response Rate)		98	100	100	100	100

Table 36: Lobbying and Trade Associations

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

Table 37: Climate-Related Management Incentives

ESG KPI's are linked to Individual Performance bonus, monetary benefits and Recognition	
Entitled to incentive	Incentivized KPIs:
Chief Operating officer(COO)	Achievement of ESG goals Eg: Carbon Neutrality, Net-Zero Commitment, Diversity and Inclusion target
	Company ESG performance against leading Sustainability/ESG indices
	Robust governance practices to enhance ESG governance
Head –Environmental Social Governance(ESG)	Stakeholder Engagement and identifying material issues and topics
	Achievement of ESG goals Eg: Carbon Neutrality, Net-Zero Commitment, Diversity and Inclusion target
	Increased Gender diversity and enhancing inclusive work environment
	Value chain engagement with including customers and suppliers for responsible sourcing
	Implementation of employee awareness campaign or training program on climate-related and Human rights issues
	Company performance against sustainability/ESG indices

Head – Administration	Implementation of employee awareness campaign or training program on climate-related and Human rights issues
	Energy reduction- Increased share of renewable and low-carbon energy
	Emission reduction and improve efficiency through Resource conservation - Energy and Water
	Waste circularity - Reduce, Reuse and Recycle
	Implementation of Environmental, Health and Safety management system (ISO 14001 and ISO 45001)
Head – Enterprise Risk Management(ERM)	<p>Review of risk exposure and Audit of risk management processes</p> <p>Promotion of an effective risk culture</p> <ul style="list-style-type: none"> • Regular risk management education for non-executive directors • Providing training to all employees on Risk management principles • Considering risk factors when developing new services

Table 38: Financial Risks of Climate Change

Risks driven by changes in regulation			
Brief description of the most significant risk and methods used to manage this risk:	Estimated financial implications of the risk before taking action:	Average estimated time frame (in number of years) for financial implications of this risk	Estimated costs of these actions:
<p>With adoption of new emerging technologies, the level of energy consumption may increase leading to increase in carbon emissions and thus impacting sustainability goals of the organization</p> <p>Mitigation plan Our Climate action goals:</p> <ul style="list-style-type: none"> • 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 	<p>i. Risk Impact Score is "Medium", thus financial implication is approx. USD 35-40Mn</p>	5 years	USD 0.86 Mn

<p>improvement and implement corrective measures as a continuous process</p> <ul style="list-style-type: none"> • Green procurement policy enabling buyers to evaluate the suppliers based on emissions from Purchase of goods and services 			
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Risks driven by change in physical climate parameters or other climate-change related developments			
Brief description of the most significant risk and methods used to manage this risk:	Estimated financial implications of the risk before taking action:	Average estimated time frame (in number of years) for financial implications of this risk	Estimated costs of these actions:
<p>Reducing ground water level, rain cycle impacts leading to water crisis globally</p> <p>Mitigation plan</p> <ul style="list-style-type: none"> • 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 <p>Opportunity:</p> <ul style="list-style-type: none"> • 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. 	<p>i. Risk Impact Score is "Medium", thus financial implication is approx. USD 35Mn</p>	<p>5 years</p>	<p>USD 0.13 Mn</p>

Human Rights Due-Diligence Process

Introduction

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 or other potential issues related to our business, including new business relations such as mergers, acquisitions, and joint ventures etc., in our operations and our value chain. We have the relevant preventive, detective, and corrective controls in place to enable us to take timely actions to address, prevent, mitigate and type of remediation action plans to 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. The following groups are covered – employees, contractors working on our premises, children, women, suppliers and local communities. We also expect our suppliers to respect human rights when providing goods and services to our Company.

Processes implemented to mitigate risk to Human Rights

Our comprehensive Human Rights policies serve as a guiding compass, outlining our unwavering commitment to upholding these fundamental principles in all our operations. Persistent System has a Compliance Management tool. This tool has an all-compliance checklist for the respective geographies. The Human Rights due diligence is conducted as per ISO 45001 to assess the Human Rights compliances. Our vendor partners working in Persistent premises are assessed to ensure they are complying with the local statutory rules and law of the land. During FY2024, we provided ESG awareness training to our suppliers which covered topics relevant to Human Rights.

Human Rights Risk Assessment

As part of our Human Rights Assessment, 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. As part of our Risk assessment and due diligence process, the following groups are covered – employees, contractors working on our premises, children, women, suppliers and local communities. We also expect our suppliers to respect human rights when providing goods and services to our company. Human Rights assessments are conducted on a quarterly basis. All our India operations have been assessed by Persistent Internal Audit Team for Human Rights. Additionally we are 100% certified by an external agency for ISO14001:2015 and ISO 45001:2018. At our overseas locations, we have implemented processes aligned with legal requirements and ensure compliance across our global operations.

Risk Mitigation and Remediation Action Process

With the assessment and our Human Rights policy as the guideline, we have identified the material topics that pose risks to Human Rights and have created a comprehensive framework to mitigate those risks, including remediation actions. Based on the assessments conducted by our Internal audit team and external audits by third party, no Human Rights issues were observed during the assessment and hence no remediation actions were expected.

Human Rights Mitigation & Remediation

Freedom of Association and Collective Bargaining	Employee health, safety and security	Data Privacy and Protection	Human Trafficking, Child labour, and Forced labour	Diversity and Inclusion
Risk	Risk	Risk	Risk	Risk
Withholding employee rights to expression and association	Sexual harassment or any other harassment 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, intimidation in any form and other unsafe conditions arising from internal or external conditions	Non-compliance to data privacy laws across the globe may lead to penalties and may impact company's brand image.	Violating human rights	Discrimination 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.
Violating regulatory requirements	Violating regulatory requirements	Non-adherence to contractual requirements/obligations may lead to contractual penalties	Exploitation of children (any person below the age of 18 years)	A non-inclusive workplace for diverse employees
	Unsafe and unhealthy workplace	Personal data breaches of employees or others can cause distress to data subjects whose personal data has been breached.	Forced labour	
Mitigation and Remediation Action				
Ensure employee rights to expression and association within the realm of legal framework in each of our locations	Zero-Tolerance anti-sexual harassment governance through policies like Anti-Harassment Policy EHS Policy	Robust Privacy Information Management System (PIMS) aligned to ISO 27701 to safeguard personal data and ensure compliance with applicable legal, regulatory, and contractual obligations pertaining to data privacy and protection.	Anti-human trafficking, child labour and forced labour policy in place.	Clear policies in place – Diversity Equity and Inclusion (DEI) Equal Employment Opportunity Robust grievance redressal mechanisms

Freedom of Association and Collective Bargaining	Employee health, safety and security	Data Privacy and Protection	Human Trafficking, Child labour, and Forced labour	Diversity and Inclusion
Mitigation and Remediation Action	Mitigation and Remediation Action	Mitigation and Remediation Action	Mitigation and Remediation Action	Mitigation and Remediation Action
Strong anti-retaliatory grievance redressal mechanisms	Mandatory training on Safe Workplace for all employees and contractors Mandatory Code of Conduct training as a part employee induction programs. Awareness sessions on occupational health related topics	Robust Information Security Management System (ISMS) aligned to ISO 27001.	Adequate checks in place at all entry points to prohibit employment of people below 18 years.	DEI sensitization and awareness for managers, employees and contractors Unconscious bias training across all levels of the organization
	Persistent Internal audit team proactive conducts risk assessments to identify hazards for all existing / new / modified activities, process, products or services and implement measures to minimize or control impacts, and monitor them in a structured manner		Periodic assessments to ensure compliance	Employee Resource Groups to help create a safe, inclusive and respectful workplace for minority groups

Table 38: Human Right assessment – FY2023-24

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labor	Our India operations have been assessed by Persistent Internal Audit Team and are also 100% ISO14001:2015 and ISO 45001:2018 certified. At our overseas locations, we have implemented processes aligned with legal requirements and ensure compliance across our global operations. Refer to ISO 45001:2018 certificates
Forced / Involuntary Labor	
Sexual harassment	
Discrimination at the Workplace	
Wages	
Others — please specify	

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. Our offerings and proven solutions create a unique competitive advantage for our clients by giving them the power to see beyond and rise above. We work with many industry-leading organizations world-wide including 14 of the 30 most innovative US companies, 80% of the largest banks in the US and India, and numerous innovators across the healthcare ecosystem. Our company fosters a values-driven and people-centric work environment. Our strength of over 22,500+ employees is spread over 18 different countries across the globe.

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