eClerx

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Environmental Policy

Project	eClerx Environmental Policy
Company	eClerx Services Ltd.
Prepared by	Sachin Gaikwad and Kailas Deshpande

Document Title	Environmental Policy
Version	2.1
Policy Adoption Date	November 08, 2023
Latest Revision Date	June 26, 2025

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1. Introduction

At the core of eClerx's business, we help organizations work smarter, not harder. eClerx was founded in 2000 with the goal of transitioning, managing, and transforming complex business processes. Created from humble beginnings in a small office in Mumbai, today eClerx employs 20,000+ people globally. Clients benefit from our operational and domain expertise that helps them improve operational efficiency, productivity, efficiency, speed, and quality. The industries we serve include financial services, cable and telecommunications, retail, fashion, media and entertainment, manufacturing etc. Our customizable services and solutions optimize the way companies conduct business by streamlining the processes and improving business performance – while keeping costs down.

eClerx prides itself on being an organization that cares deeply about the practices involved in its business operations and the impact they may have on the environment. Our effort has been to strike a balance between maximizing our business potential while integrating a sustainable vision into our long-term strategic plan in a way that creates lasting value to the environment. This document serves as a reference to eClerx's environmental policies and its eco-plans for the future.

2. Scope

This document dedicated to environmental policies is applicable to all employees (full-time, part-time, and contract) of eClerx.

3. Our Commitment

The company is committed to fulfil its compliance obligations, protect the environment and minimize the environmental impacts of its activities, products, and services.

Our Environmental Management System (EMS) covers all operations and activities related to the delivery of information technology, data analytics, and business process management services to our clients. This includes all office operations, data center management, and business functions involved in supporting our customers and internal processes.

To achieve our environmental goals, we commit to the following:

- **Net-zero CO2 Emissions by 2050**: We are committed to achieving net-zero CO2 emissions by 2050, in line with the UN's global 'Race to Zero' campaign, supporting to the global transition to a low-carbon economy.
- **Energy and GHG Emissions Reduction**: We are dedicated to minimizing energy consumption and GHG emissions across our operations.
- **Waste Management**: Adopting circular economy principles by reusing, repurposing, and recycling waste. Responsible disposal of e-waste.
- **Water Efficiency**: Ensuring responsible and efficient water usage across operations.

We are also committed to continual improvement of our environmental performance to create long-term value for both the business and the environment. This policy will be communicated to all employees, contractors and suppliers, and will be made publicly available.

KAPIL JAIN

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Kapil Jain

Managing Director and Group CEO

June 2025

We have considered the base year as FY 2020 (April 2019 to March 2020) for all our targets mentioned below.

3.1. Energy Usage and Associated GHG Emissions

At eClerx, we recognize that the associated GHG emissions from our power consumption have adverse effects on the environment and contribute towards global warming. We aim to ensure that energy usage and greenhouse gas emissions are within appropriate limits so that the firm is sustainable to the environment. Close to half of our electricity use is from renewable sources, and almost all of our offices are LEED (Leadership in Energy and Environmental Design) certified. We prioritize the selection of Energy Star® rated office equipment and appliances, while ensuring efficient energy consumption habits, such as turning off the equipment while not in use and setting optimal temperature across various facilities to save energy in HVAC consumption. We are also committed to training our employees in energy, GHG emissions, and climate action issues. We work towards adherence to all applicable standards and regulations with regards to responsible energy usage and greenhouse gas emissions.

We aim to:

- Ensure 100% of our employees undergo an annual training on energy conservation, climate action and other environmental issues by the year 2025 and onwards.
- Reduce our per capita energy consumption by 12% by the year 2030
- Increase the share of renewable energy to 50% of our overall energy purchase by 2030
- Reduce our per capita Scope 2 CO_2 emissions by 50% by the year 2030 from a base of FY 2020
- Reduce our per capita Scope 3 CO_2 emissions from employee commute using company transport, and business travel by 30% by year 2030
- Expand our tracking of Scope 3 emissions to categories other than employee daily commute to office using company transport, and business travel from the year 2025 onwards
- Reduce the per capita energy intensity by 12% by 2030
- Increase the number of trees planted by 90% by 2027 from base year of 2023.

3.2. Air Pollution

At eClerx, we assign importance to clean air and treat it as one of the most vital resources that is imperative for the functioning of society, organizations, and businesses. To do our part in combating air pollution, eClerx have introduced various measures and initiatives to ensure our activities result in minimal pollutants emitted into the atmosphere. We continuously monitor the air quality inside our premises, conduct periodic tests, and measure the air quality parameters, while ensuring these parameters are within the permissible limits as per the OSHA standard. We also implement measures such as having cold aisle containment installed inside our data centers, APFC panels with latest controller for PF correction and modifications installed in the HVAC setup, as well as active tree-planting plan.

We plan to:

- Ensure 100% of our employees undergo an annual training on air quality and conservation by the year 2025 and onwards
- To ensure air quality monitoring for 100% of our operational sites year on year

3.3. Waste Management

The company's consumption of raw materials and chemicals, non-hazardous and hazardous waste generation are within the global standards as advised by protocols. As a principle, eClerx focuses on waste reduction and management that has a cascading effect on the environmental impact of the organization. eClerx implements a robust system of segregation at source and ensures that all our waste generated from our business activities is reused, repurposed, or recycled through authorized recyclers and vendors along the circular economy principles. E-waste is collected, stored and disposed of as per guidelines. Solid waste is systematically processed and utilized within the premises with the objective of zero waste to landfill. Food waste is converted to manure for landscaping and e-waste is collected, stored, and disposed of responsibly.

We further plan to:

- Reduce the total weight (in tons) of our hazardous wastes generated by at least 50% by the year 2030
- Reduce the weight (in tons) of non-hazardous waste generated per employee by 30% by 2030
- Ensure 100% of our e-waste is scientifically recycled using certified agencies every year

3.4. Water Pollution and Conservation

According to the United Nations, more than 80% of the world's wastewater flows back into the environment without being treated or reused. Industrial waste is considered one of the biggest sources of water contamination. eClerx recognizes that water as a natural resource is of utmost importance to mankind and ensures that it is neither polluted nor wasted because of the manufacturing and operations process of the organization. We work towards mitigating risks associated with water pollution by manufacturers and reducing their environmental impact. eClerx recycles 100% of non-drinking wastewater which reduces freshwater withdrawals and installs devices such as aerators and foam dispensers as part of its measures to conserve water at the organization level. In our future endeavors to conserve water, we are committed to promoting greater awareness among employees about the positive impacts of reducing water waste and consumption on the environment.

We strive to:

- Ensure that we maintain 100% recycling on non-drinking water with Zero Liquid Discharge to the environment
- Ensure that 100% of our employees be a part of awareness programs about water pollution, consumption and conservation by year 2025

4. Responsibilities

The management and all employees of eClerx are responsible for abiding by this policy document. They are also obligated to ensure that the policy is enforced uniformly throughout the organization.

- Management – To enforce the policy document upon the organization and all employees
- Employees – To adhere to this policy and execute it

5. Review

Annual review about the extent to which this policy document is being enforced and followed by the organization, its various functions as well as all business units will be conducted by the senior management of the organization. The date of the last review conducted and the upcoming review to be conducted should be noted for record keeping and ensuring transparency in the review system. Such noting shall be as an annexure to the policy

Date of last review	Date of next review
-	-

6. Communication

eClerx will rely on the following channels of communication to dissipate information about this policy:

- During onboarding of employees, the policy document will be shared with the new employees
- Any significant development with regard to the policies will be shared via email with all employees of eClerx
- Annual reminder to all employees about the organization's commitment to the environment and this policy document

7. Sanctions

Non-adherence of this Policy is disapproved of by the organization. All employees, whether full-time, part-time, or contractual, including senior management, bear the responsibility of recognizing instances of negligence, and employee participation in this regard is strongly encouraged.

We encourage our employees to report any suspected violations of this policy by writing to adminteam@eclerx.com and tfm_team@eclerx.com, calling on **022 4183 2777**, or by writing to the following address: **eClerx Services Limited, 4th Floor, Express Tower, Nariman Point, Mumbai - 400 021**. The confidentiality and anonymity of all employees reporting any suspected neglect of this policy will be protected by the company. There will also be no retaliation against any employee who reports instances of non-compliance.

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ANNEXURE

Date of last review	Date of next review
-	October 2024
October 2024	October 2025

Revision History

Date	Description of the Change	Updated by	Approved by	Document version
October 01, 2023	Document created	Sachin Gaikwad/Kailas Deshpande	Srinivasan Nadadhur	1.0
November 11, 2024	Changed the proportion of renewable energy from “one-fifth” to “half” in section 3.1	Rahul Kumbhar	Srinivasan Nadadhur	2.0
June 26, 2025	Our commitments updated, MD’s sign-off added in commitment section	ESG Team	ESG, Admin TFM Leads	2.1

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