eClerx

Sustainability Report 2024-25

Towards Sustainable Business

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Quick Glance

Inside this Report

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

About eClerx

For 25 years, eClerx has been the engine behind some of the world's most admired businesses, delivering solutions that power processes for financial markets, automate compliance, accelerate innovation, scale digital commerce, and transform customer experiences. We set out to redefine how businesses leverage data, technology, and human expertise to amplify business results, and that remains our mission today.

eClerx was founded in 2000 as an organisation designing innovative solutions that help clients adapt and thrive in an age of rapid evolution and transformation. Today eClerx is listed on both the Bombay and National Stock Exchanges of India and employs 18,000+ people, with sales offices and delivery centers across APAC, EMEA and the Americas. We work hard to make a meaningful difference to our clients. We have built a reputation for deep domain expertise and exceptional execution on a foundation of leading-edge technology products and data analytics, amplifying business results for our clients.

Mission

is to set a benchmark for client service and success in our industry.

Vision

Innovation partner of choice in tech & process management

Our Core Values

Values define our organization; they are our guiding principles. eClerx stands for **EPIC – Excellence, People, Integrity & Client.**

epic VALUES

EXCELLENCE
Be passionate and commit to doing your best

PEOPLE
Invest in people and bring out the best in them

INTEGRITY
Maintain the highest standards of ethics, integrity and fairness

CLIENT
Make client the focus of what you do

What We Do

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

At eClerx, we fuse deep domain expertise with cutting-edge technology to help the world's leading brands transform faster, operate smarter, and deliver exceptional customer experiences. Our end-to-end services combine advanced analytics, intelligent automation, AI-driven insights, and scalable digital solutions to power every stage of the business journey across industries such as:

Banking, Financial Services and Insurance

eClerx empowers global financial organizations to enhance accuracy, flexibility, and resilience with advanced digital technologies and automation. Backed by over two decades of deep industry expertise, we deliver end-to-end solutions across trade support, settlements, KYC and onboarding, legal documentation, reference data, and advanced analytics, helping clients navigate operational complexities as well as regulatory and compliance requirements, and drive sustainable growth.

Telecom, Media, and Entertainment

We help telecom, media, and entertainment organizations accelerate digital transformation, elevate customer experience, and optimize operational efficiency. Our solutions span advanced analytics, automation, RPA, and digital care, empowering clients to deliver seamless, personalized experiences at scale. From content workflows and campaign management to multichannel customer interactions, we enable companies to enhance retention, boost satisfaction, and reduce service costs, all while staying ahead in a rapidly evolving digital landscape.

Fashion & Luxury

eClerx works with some of the world's most iconic fashion & luxury brands to create, manage, and distribute content seamlessly across channels, enhancing efficiency, sustainability, and brand impact. Our specialized services include creative production, digital asset management, and advanced analytics. Through CLX Europe, our dedicated subsidiary, we deliver cutting-edge digital content production using Generative AI and 3D scanning technologies tailored for luxury experiences.

High-Tech

We help high-tech companies accelerate digital transformation and achieve operational excellence with services like application development, big data, machine learning, and more. Our solutions drive agility, improve performance, and help organizations scale faster. By combining deep industry expertise with proprietary platforms for AI powered quality assurance (QA360), content management (FLUiiD4® and Merchandiser+), and Robotic Process Automation (Roboworx), we enable clients to stay competitive in an ever-evolving tech landscape.

Manufacturing & Distribution

eClerx partners with manufacturing and distribution companies to streamline operations and enhance customer experiences through data-driven digital solutions. Our expertise spans digital transformation, supply chain optimization, and advanced analytics, driving greater agility, efficiency, and innovation across the value chain.

Retail & Consumer Goods

eClerx helps retail and consumer goods brands unlock growth through tailored technology and consulting services. We enable businesses to optimize operations, elevate customer experiences, and accelerate digital transformation using data, automation, and advanced analytics.

Message from the MD & Group CEO

As we reflect on the achievements and challenges of the past year, I am pleased to share our ongoing progress on sustainability. This year, we have strengthened and advanced our sustainability efforts, aligning them with our strategic vision for long-term growth, underpinned by a steadfast commitment to responsibility and innovation.

On the environmental front, while progress has been incremental, we remain committed to reducing our carbon footprint and enhancing operational efficiency. We have diligently laid the foundation for our transition to clean energy.

Social impact remains at the core of our business, and this year we intensified our commitment to creating a fair, inclusive, diverse, and supportive work environment. Our employee engagement efforts have expanded, with primary focus on mental health and well-being, as well as providing greater access to development opportunities for all employees. Beyond our organization, our community initiatives have been impactful, with expanded outreach programs that focus on education, environment, healthcare, and sustainable livelihoods in the regions where we operate.

On the governance front, we have continued to raise standards in corporate transparency and accountability. Our governance practices are being continually refined to ensure that we meet the highest ethical standards, with a focus on risk management, compliance, and stakeholder engagement. Our Board of Directors plays a pivotal role in guiding our ESG strategy, providing oversight and ensuring that our initiatives yield tangible, positive outcomes.

While our achievements are substantial, we recognize that the pursuit of a sustainable future is an ongoing process. Through transparent reporting and collaboration with sustainability rating agencies like EcoVadis, CDP, S&P and Achilles, we constantly benchmark our performance against the industry and hold ourselves accountable to the highest standards of ethical and environmental responsibility. Together with our stakeholders, we are creating enduring change, contributing to a world that is more sustainable, equitable, and resilient. We are grateful for your continued trust and partnership as we build a brighter future together.

Kapil Jain
Managing Director & Group CEO

Message from the ESG & CSR Chairperson

Sustainability encompasses both, how you operate your business and how you care for your people.

In the previous financial year, our company has made remarkable strides in advancing its ESG agenda and ensured that our reporting aligns with globally recognized frameworks, including the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB) and the UN Sustainable Development Goals (SDGs).

On the environmental front, our focus on renewable energy remains strong. In FY 2024-25, renewable energy made up about 62% of our total electricity consumption in India and Manila, which together represent 90% of our workforce. Additionally, we have expanded our electric vehicle (EV) fleet as part of our efforts to reduce emissions from employee commuting, thereby saving 131 MT of CO_2 equivalent. These initiatives have brought us closer to our net-zero target. To maintain transparency and accountability, we continue to publish annual third party assured Business Responsibility & Sustainability Reports, ensuring compliance with National Guidelines for Responsible Business Conduct (NGRBC) principles and SEBI regulations.

Socially, we remain deeply committed to creating a workplace that prioritizes fairness, non-discrimination, and equal opportunity. Our efforts to foster an inclusive culture are evident in our focus on providing access to continuous learning and ensuring that everyone has the opportunity to succeed.

Our Corporate Social Responsibility (CSR) and Employee Engagement (EE) initiatives continue to support Education, Employability, and Environment in the regions where we operate, helping to create enduring change. Our various collaborative efforts have touched the lives of more than 70,000 individuals.

I thank our employees, partners, and stakeholders for their continued support as we work towards a more sustainable, equitable, and resilient future for all.

PD Mundhra
Executive Director

Message from the CFO

In a landscape where environmental challenges and stakeholder expectations are rapidly changing, we recognize the critical role that financial stewardship plays in driving meaningful and long-term sustainability. From a financial perspective, we continue to invest in infrastructure upgrades, process digitization, and energy-efficient technologies to strengthen both our resilience and sustainability outcomes. Even with the expansion of our operational footprint, we have sustained a renewable energy share exceeding 60% across our India operations for two consecutive years—reflecting our continued commitment to clean energy. More than 90% of our sites in India are LEED or IGBC certified. We have also taken a significant step towards strengthening our environmental management systems by initiating the process for ISO 14001 certification. This reflects our commitment to aligning with globally recognized standards and integrating environmental considerations into our day-to-day operations. Our strategies now encompass both risk and opportunity, with a focus on fostering growth while minimizing environmental impact.

We also remain focused on responsible resource use. While absolute reductions in emissions and waste have been incremental, we have implemented energy monitoring systems, increased data transparency, and taken steps to map our carbon footprint more comprehensively. These efforts will support the development of a science-aligned decarbonization roadmap. In parallel, we are equally focused on our social responsibilities. Our SA8000 certification is currently in progress, exemplifying our commitment to social accountability, ethical and safe working conditions, and human rights in our operations. We also take pride in fostering a diverse and inclusive workplace. For the past two years, we have successfully maintained women representation above 35%, reinforcing our belief that a diverse workforce drives innovation, resilience, and long-term value. We are also deepening our commitment to employee well-being, workplace safety, and community development. We have touched more than 70,000 lives through our CSR projects and Employee Engagement initiatives. Additionally, we are engaging with suppliers and partners to embed ESG principles into our broader value chain.

Our sustainability scores have shown significant improvement across various global rating agencies. Our EcoVadis score improved from 58 to 69, elevating us from the 68th to the 86th percentile, and earning us the prestigious Silver Medal—placing us among the top 15% of companies rated globally in our industry. Additionally, our CDP grade improved from C to B, highlighting enhanced climate risk transparency, our S&P CSA score increased from 52 to 53, while our Achilles score currently stands at 82 against previous year's 76, reflecting strong sustainability performance through effective risk management and responsible sourcing. In terms of governance and data security, we continue to uphold strong compliance standards. In addition to being ISO 27001 (Information Security) and ISO 22301 (Business Continuity) certified, we are proud to be among the early adopters of ISO 42001 certification—a globally recognized standard for Artificial Intelligence Management Systems (AIMS), showcasing our responsible approach to deploying AI technologies.

Looking ahead, we remain confident in our strategy—anchored in accountability, scalability, and long-term value creation. While the pace of change may seem gradual, we are committed to responsible growth that balances financial performance with sustainability and stakeholder trust.

Srinivasan Nadadhur
Chief Financial Officer

About the Report

We are pleased to present our Annual Sustainability Report, detailing our Environmental, Social, and Governance (ESG) performance and initiatives over the past year. This report underscores our commitment to sustainability and the progress made toward aligning our business with global goals for a more sustainable, equitable, and responsible future. This report outlines our key sustainability targets, achievements, and challenges, detailing the frameworks used to manage and measure our ESG performance. We aim to provide stakeholders with transparent and accurate insights into how we drive change and create long-term value.

Scope of the Report

This report covers the period from 01st April 2024 to 31st March 2025 and encompasses all operations of eClerx Services Limited and its global subsidiaries (Australia, Canada, Dubai, Germany, India, Italy, Netherlands, Paris, Philippines, Singapore, Switzerland, Thailand, UK, Peru and the USA), unless specified otherwise; with a focus on key areas where we believe our impact can be most significant.

The scope includes:

Environmental
Our efforts to reduce carbon emissions, transition to renewable energy, enhance energy efficiency, and manage waste and water usage.

Social
Initiatives aimed at fostering fairness, non-discrimination, and equal opportunity within our workforce, as well as our community engagement programs.

Governance
The policies and practices that ensure transparency, ethical decision-making, and robust corporate governance.

Our Approach

At eClerx, we are committed to transparent and accountable reporting on our environmental, social, and governance (ESG) performance by aligning with GRI standards, SASB metrics, and the United Nations Sustainable Development Goals (UN SDGs). Our comprehensive approach integrates inclusiveness, materiality, and completeness while rigorous carbon accounting under the GHG Protocol supports science-based targets and drives emissions reductions – ensuring we effectively communicate our sustainability impact and engage stakeholders in our shared commitment to sustainable development.

Assurance Statement

Our sustainability/ESG report undergoes verification and limited assurance by TÜV SÜD South Asia Private Limited.

eClerx at a Glance

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Awards & Recognition

Awarded the EcoVadis Silver Medal for 2025

Secured Silver in Asia-Pacific Stevie® Awards 2025 for Innovation in Human Resources Management, Planning & Practice

Financial Express CFO Award Medium Enterprises Segment –Services Sector

The Evangelist 100 by the Chief Security Officer Awards (CSO100)

Environment

- Renewables sources account for **64% of our total energy** consumption in India
- Expanded our electric vehicle fleet for employee transportation to support emission reduction goals by reducing **131 MT of GHG emissions**
- **93% (by area)** of our office footprint in India is located in **LEED-certified buildings**
- **Achieved a CDP rating upgrade to 'B',** reflecting enhanced environmental performance and transparency

Social

- **2,300+ employees** participated in our company-sponsored health camp
- **3,700 employees;** representing nearly **25% of our workforce** participated in Generative AI training programs
- **88% of employees** have **completed training on health and safety measures,** reinforcing our commitment to workplace well-being and compliance
- Touched the lives of over **74,000 beneficiaries** through our employee engagement and CSR initiatives during FY25

Governance

- **Achieved ISO 42001:2023 certification,** recognizing excellence in AI management systems
- Actively pursuing ISO 14001 certification to strengthen our environmental management
- Advancing efforts to obtain SA 8000 certification; an international standard for social accountability
- **Conducted Anti-Bribery Management System (ABMS) management system implementation** training during the year to enhance organizational efficiency and compliance

Materiality Assessment

Materiality Approach

In FY 2023–24, the company undertook a comprehensive materiality assessment in partnership with Uniqus Consultech Inc., aligning with Global Reporting Initiative (GRI) Standards and industry benchmarks. This assessment was critical in identifying Environmental, Social, and Governance (ESG) issues most relevant to the business and its stakeholders. The structured process included peer benchmarking, sector research, and stakeholder engagement through surveys and meetings, culminating in a calibrated list of material topics. These insights informed the company's strategic direction, enhancing sustainability initiatives, operational efficiency, and regulatory compliance.

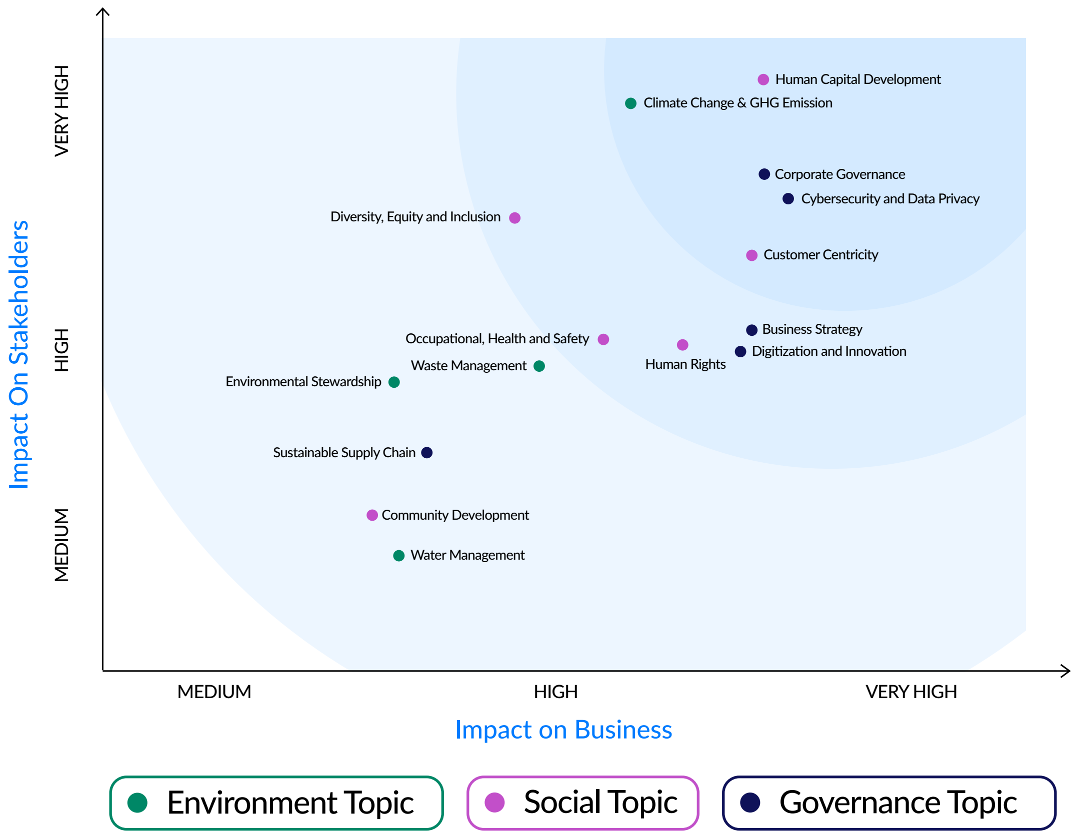
The materiality assessment conducted last year remains relevant for three years, unless significant changes or emerging ecosystem needs necessitate an earlier reassessment. The findings from the FY 2023–24 assessment continue to guide the company's sustainability efforts, by maintaining focus on key ESG priorities and enabling proactive responses to emerging risks and opportunities.

Stakeholder Engagement

As part of the materiality assessment process, key internal and external stakeholder groups were identified, and a structured engagement plan was implemented based on their significance and influence. Engagement methods included a combination of online surveys and in-person meetings, tailored to each group. Internally, the Board of Directors, CSR & ESG Committee, key managerial personnel, senior management, and employees were interviewed and consulted. Externally, feedback was gathered from customers, CSR agencies, suppliers, shareholders, investors, and industry bodies. This inclusive approach ensured a comprehensive understanding of stakeholder perspectives, informing the prioritization of material topics.

Materiality Matrix

The materiality matrix continues to serve as a strategic instrument that enables eClerx to concentrate on the most significant sustainability issues and facilitating informed decision-making across key areas such as sustainability reporting, risk management, investment planning, resource allocation, and broader corporate strategy.



eClerx

Environment

Environment

As a responsible corporate entity, we recognize the critical importance of environmental stewardship in driving long-term business success and contributing to a sustainable future. We are fully aware of the growing environmental challenges that affect our planet, and are committed to reducing our ecological footprint while contributing to the global effort to combat climate change. This section outlines our approach to climate change, the global status of environmental challenges, and our ongoing efforts to promote sustainability, resilience, and environmental stewardship.

Climate Change

Climate change is a critical global challenge with profound impacts on ecosystems, economies, and communities, demanding urgent action from governments, industries, and organisations worldwide. Its effects – ranging from extreme weather conditions to regulatory shifts, pose significant risks to businesses, including supply chain disruptions, infrastructure damage, and reputational harm.

To address these evolving challenges and regulatory demands, we must continuously adapt our strategies, adopting sustainable practices to ensure compliance, resilience, and long-term competitiveness.

Climate change presents both direct and indirect risks to our operations, which we actively monitor and manage across different time horizons. Some of the key risks related to climate change that we are actively addressing include:

Physical Risks: Potential damage to our assets due to weather events and natural disasters.

Acute Physical Risks: Extreme weather events such as storms, floods, cyclones, heatwaves etc.

Chronic Physical Risks: Long-term climate shifts like extreme temperatures, water scarcity, and changing precipitation patterns.

Regulatory Risks: New policies and regulations, such as carbon pricing and emissions reduction targets, that could affect our operations.

Reputational Risks: Growing client and stakeholder expectations around environmental performance that require us to demonstrate leadership in sustainability.

Technology Risks: Disruptive low-carbon technologies displacing existing systems or requiring costly upgrades.

Legal Risks: Climate-related litigation, non-compliance penalties, or liability for environmental impacts.

Market Risks: Shifting customer preferences, reduced demand for carbon-intensive products, or supply chain disruptions.

Climate Change

To address climate-related risks, we have fully integrated climate-related risks and opportunities into the company's centralized Enterprise Risk Management (ERM) program, which encompasses all types and sources of risks and opportunities. This integrated approach ensures we are well prepared to navigate current and emerging environmental challenges, while safeguarding business continuity and supporting long-term sustainability.

Our strategy focuses on enhancing the sustainability of our infrastructure by adopting energy-efficient data centers and renewable energy sources. We engage with suppliers to promote sustainable practices and optimize resources. By proactively aligning with international environmental standards and certifications, such as ISO 22301 for Business Continuity Management, we ensure that our operations are resilient not only to physical environmental risks but also to regulatory shifts that could affect our ability to operate sustainably. By fostering a culture of sustainability within our workforce and working closely with clients to achieve shared environmental goals, we aim to build long-term resilience across our operations, ensuring that we remain adaptable and competitive in a rapidly changing landscape.

As part of our commitment to mitigating climate change, we have set ambitious targets for reducing our greenhouse gas emissions, enhancing energy efficiency, and transitioning toward a more sustainable future. We strive to lead by example, demonstrating that responsible environmental stewardship can drive both business growth and positive environmental impact.

Achieving Net Zero: We are working toward becoming a Net-Zero company by 2050 through energy efficiency improvements, the adoption of clean technologies, transition to renewable energy sources and offsetting any residual emissions.

Emission Reduction: We are committed to aligning our climate action efforts with the latest climate science and we will be seeking validation of our emissions reduction targets through the Science Based Targets initiative (SBTi) as part of our broader climate strategy and commitment to transparency and accountability.

Adopting Renewable Electricity: We are committed to transitioning 50% of our energy consumption to renewable electricity sources, such as solar and wind power, across operations by 2030 to reduce our reliance on fossil fuels.

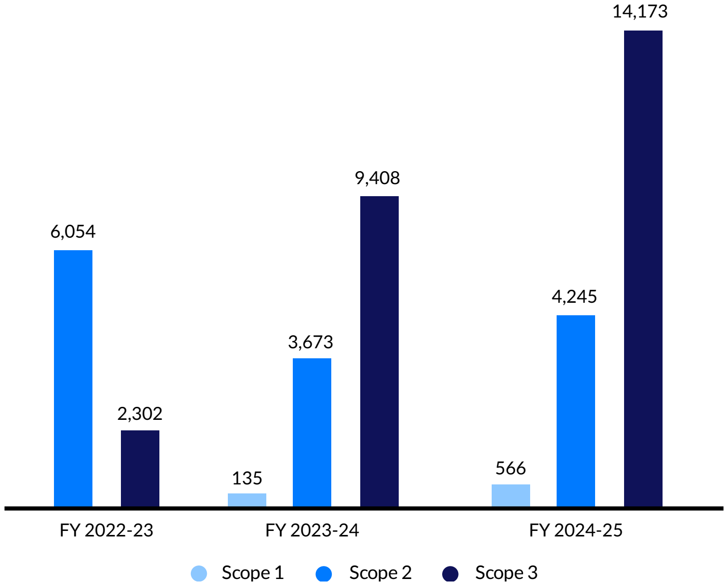
Supply Chain Engagement: We are actively engaging with our suppliers to ensure that they are aligned with our climate goals and sustainability standards, helping to reduce the overall carbon footprint of our value chain.

Climate issues are discussed regularly at the highest level of our organization. The Committee and the Board review our climate-related risks and opportunities bi-annually, ensuring that environmental considerations are integrated into our overall business strategy and governance structure. This helps us remain accountable to our stakeholders and ensures that we continue to make meaningful progress toward our climate goals.

GHG Emissions

As part of our commitment to environmental sustainability, we have developed a comprehensive Greenhouse Gas (GHG) inventory to track and manage our emissions. This inventory includes data on both direct emissions from our operations and indirect emissions from activities such as energy use and transportation. By quantifying and analyzing our GHG emissions, we are better equipped to identify opportunities for reduction, set clear targets, and ensure continuous improvement. This section provides a detailed overview of our emissions for the reporting period, reflecting our dedication to reducing our environmental impact and contributing to global climate action.

Emissions MT-CO_2e



**Scope 1 emissions for FY23 were not calculated due to unavailability of source data.*

Scope 1

Our Scope 1 emissions are notably low due to the nature of our operations. Since we lease all our office spaces and do not operate any company-owned vehicles, our direct emissions are minimal. The primary contributors to Scope 1 GHG emissions at eClerx are refrigerants and CO2 fire extinguishers. Additionally, diesel generators used at our facilities are owned and operated by our facility managers, and therefore, their emissions are not included in our direct carbon footprint under Scope 1.

Scope 2

Our main facilities in India and Manila primarily meet their energy needs through grid electricity sourced from local electricity distribution companies.

In FY 2024-25, our total Scope 2 emissions amounted to 4,245 MT-CO2, resulting from 51,16,847 kWh of non-renewable electricity consumption across these locations, representing 22% of our overall GHG emissions. To calculate these emissions, we have used the relevant national grid emission factors: the Central Electricity Authority (CEA) for India and the Department of Energy, Philippines for Manila.

Scope 3

Until FY 2022-23, our Scope 3 emissions were primarily driven by business travel and employee commuting. However, starting from FY 2023-24, the noticeable increase in emissions is due to a more comprehensive assessment that now includes six key Scope 3 categories: purchased goods and services, capital goods, waste, business travel, employee commuting, and upstream leased assets.

We have utilized various methodologies in alignment with the GHG Protocol to calculate Scope 3 emissions, adapting to the availability of data across the different categories. For Categories 1 and 2 (purchased goods and services, and capital goods), we employed a spend-based approach, using supply chain emission factors from the EEIO models provided by the US EPA. In the case of Category 5 (waste generated in operations), we used a waste-specific method, relying on the DEFRA 2023 emission factor database. For Category 6 (business travel), a combination of spend-based and distance-based methods is applied, incorporating emission factors from the US EPA EEIO & DEFRA 2023 databases and the ICAO emission calculator. In Category 7 (employee commuting), we adopted a distance-based method, using DEFRA emission factors and analyzing company transport data alongside employee commuting surveys to estimate emissions from both private and public transport. This year, we also launched an employee survey to gather more detailed commuting data and standardized our approach to calculating emissions from company transport.

We included our leased office spaces in India and Manila in our Scope 2 emissions calculation, as over 90% of our workforce operates from these locations. Additionally, our onshore leased offices are factored into the upstream leased assets category, utilizing an asset-specific method for emissions calculation.

Energy Management

Renewable Energy

In line with our commitment to sustainability, we are progressively working towards our goal of transitioning to 50% renewable energy sources across our operations. This transition includes increasing the share of renewable electricity sourced from local distribution companies to meet the energy needs of our office facilities.

During FY 2024-25, 62% of our electricity mix in India & Manila was derived from renewable sources, marking a significant step toward our long-term sustainability goals.

Energy Consumption

Energy Consumption	FY 2024-25 (MJ)	FY 2023-24 (MJ)	FY 2022-23 (MJ)
Renewable Sources	30,274,906	29,132,211	13,675,490
Non-Renewable Sources	18,420,650	16,275,335	26,905,998
Total Consumption	48,695,556	45,407,546	40,581,488
Energy Intensity (MJ/employee)	2,685	2,820	2,965

Energy Efficiency

We are deeply committed to enhancing energy efficiency across all aspects of our operations.

About 93% of our office space in India is certified under prestigious green building standards, including **LEED (Leadership in Energy and Environmental Design) and IGBC (Indian Green Building Council)**. Our office facilities feature energy-efficient, 5-star rated appliances, LED lighting, and optimized air conditioning systems for both data centers and hub rooms, all of which play a key role in reducing overall energy consumption. We also implement efficient operational practices for our HVAC systems, including maintaining optimal temperature settings to ensure energy is used judiciously. Consequently, **our per capita energy consumption reduced by 4.8% in FY 2024-25**.

Additionally, our data centers are designed wih sustainability in mind, incorporating energy-efficient technologies to optimize performance while minimizing environmental impact. These efforts play a critical role in reducing energy consumption, lowering operational costs, and supporting our broader sustainability goals. Through these initiatives, we continue to drive improvements in energy efficiency, reinforcing our dedication to a sustainable future.

Waste Management

Waste management plays a vital role in our environmental strategy. Mishandling of waste can lead to pollution, depletion of resources, and an increase in greenhouse gas emissions. Our dedication to responsible waste management practices is central to our commitment to environmental care and operational efficiency.

In line with our environmental responsibility, we have introduced an extensive waste segregation system across all our office facilities. This includes separate bins for recyclables, organic waste, and general waste. To reinforce this initiative, we conduct regular briefings at the beginning of each shift to raise awareness among housekeeping staff about the significance of 'segregation at source.' Additionally, we consistently monitor and document the waste generated at our offices to ensure effective management.

More than **65%** | of total **waste generated** is diverted from disposal in FY 2024-25

For electronic waste (e-waste) such as desktops, laptops, mobile phones, printers, cartridges, and batteries, we work with a dismantling partner authorized by the pollution control board. This partner provides a certification upon the successful recycling of e-waste. We ensure that all legal compliance requirements are met by carefully vetting our vendors before the disposal process.

Parameter	FY 2024-25 (in MT)			FY 2023-24 (in MT)			FY 2022-23 (in MT)		
	Generated	Diverted from disposal	Directed to disposal	Generated	Diverted from disposal	Directed to disposal	Generated	Diverted from disposal	Directed to disposal
Plastic waste	3.2	1.2	1.96	1.1	0.25	0.85	0.53	0.05	0.48
E-waste	18.3	18.3	0	5.6	5.6	0	2.5	2.5	0
Bio-medical waste	1.7	1.7	0	0.01	0	0.01	0.01	0.01	0
Construction & demolition waste	0.05	0	0.05	0	0	0	0	0	0
Battery waste	4.5	4.5	0	7.4	7.4	0	5.9	5.9	0
Other non-hazardous waste	82.5	43.3	39.2	48.9	45.3	3.6	12.6	9.9	2.7
Total	**110.2**	**69.0**	**41.2**	**62.9**	**58.5**	**4.5**	**21.5**	**18.3**	**3.2**

The increase in waste generation during FY25 is due to a higher number of employees working from office, the addition of new office space, and an expanded data reporting boundary including more office locations.

The data reflects waste generated from our six Indian offices and the Manila office, which produce most of our waste. Waste data from our remote sales offices outside India is excluded due to the minimal waste generated at these locations and the fact that waste management is handled by the landlords, making data collection impractical.

Our primary focus is on minimizing waste at the source, promoting recycling, and ensuring the responsible disposal of non-recyclable materials. Our initiatives include strict waste segregation, recycling through certified vendors, and adherence to safe disposal procedures. With continuous improvements and strategic actions, we are committed to achieving our waste management objectives and contributing to a cleaner, more sustainable future.

Water Stewardship

Water stewardship is a fundamental aspect of our environmental responsibility, emphasizing the efficient and sustainable use of water resources across our operations. We are committed to reducing water consumption through innovative technologies and practices, minimizing wastewater generation, and ensuring wastewater treatment and recycling.

By implementing comprehensive water management strategies, including regular monitoring, conservation efforts, and engagement with facility operators, our objective is to substantially decrease our water consumption, improve water recycling, and initiate support initiatives that safeguard this vital resource.

Water Withdrawal	FY 2024-25 (in kiloliters)	FY 2023-24 (in kiloliters)	FY 2022-23 (in kiloliters)
(i) Surface water	0	0	0
(ii) Ground water	0	0	0
(iii) Third party water	94,566	47,508	43,644
(iv) Seawater / desalinated water	0	0	0
(v) Others	0	0	0
Total Volume of Water Withdrawal (in kiloliters)	94,566	47,508	43,644
Total Water Discharge (Sent to Third party for treatment)	83,357	45,291	41,908
Total Volume of Water Consumption (in kiloliters)	**94,566**	**47,508**	**43,644**

The increase in water consumption during FY25 is due to a higher number of employees working from office, the addition of new office space, and an expanded data reporting boundary including more office locations.

The scope of our water data reporting encompasses all our office locations across India, Manila, Germany, Italy (Verona) and Thailand (Phuket). It is important to note that all our Indian offices are located in regions facing significant water stress. Our operations are based in leased office spaces, where water is supplied either by the landlords or local municipal authorities.

Furthermore, any wastewater produced by our offices is returned to the landlords for further treatment and recycling. This process ensures that the wastewater is managed in compliance with local regulations and is reprocessed, contributing to the overall sustainability efforts of our operations.

eClerx Social

Social

At the heart of our sustainability strategy lies a deep commitment to people—our employees, communities, partners, and all those impacted by our operations. In the past year, we have continued to foster a culture of inclusion, equity, and wellbeing, while expanding our efforts to create positive social value. Through targeted programs, partnerships, and policies, we aim to support human rights, promote equality, invest in community development, and ensure safe, respectful workplaces. This section outlines the key initiatives and outcomes that reflect our dedication to social responsibility and long-term, shared prosperity.

Employees who received environment awareness & impact training
21%

Total global headcount
19,382

Permanent employee turnover rate
36%

Voluntary turnover rate of permanent employees
21%

Employees who received workplace health and safety training
88%

Women employees (%)
39%

Maternity leave
182 calendar days

Paternity leave
10 working days

Human Rights Commitment

We are unwavering in our commitment to uphold and respect the fundamental human rights of all individuals in our workforce and supply chain, recognizing that these rights are essential to the integrity and sustainability of our business. We actively combat human trafficking, forced labor, and child labor through rigorous policies, due-diligence, and close collaboration with suppliers to ensure compliance and prevent exploitation.

We ensure equal remuneration for work of equal value and maintain a zero-tolerance policy against discrimination based on gender, age, race, religion, ethnicity, pregnancy, sexual orientation, disability, or other personal characteristics, supported by regular pay equity and gender gap pay analyses.

We also protect employee's rights to freedom of association and collective bargaining, fostering an environment where all can engage in dialogue and participate in workplace decisions without fear of retaliation or discrimination.

By continuously monitoring and enhancing our practices to exceed legal and ethical human rights standards, we embed these principles into our culture, policies, and operations – championing dignity, respect, fairness, and sustainability across our business.

Equal Opportunity and Inclusive Excellence

At eClerx, we believe that a diverse, equitable, and inclusive workplace is essential to our success and reflects our core values of respect, integrity, and innovation. We are committed to fostering an environment where every individual—regardless of gender, race, ethnicity, sexual orientation, pregnancy, disability, or background—feels valued, heard, and empowered to contribute their best. Our Equal Opportunity and Anti-Discrimination initiatives are not just policies but are deeply embedded in our organizational culture, driving meaningful change and creating a sense of belonging for all employees. As we continue this journey, we recognize that true progress requires ongoing reflection, accountability, and collective action.

Our Equal Employment Opportunity Policy ensures that hiring, promotions, and workplace decisions are grounded in fairness, merit, and respect for all individuals, regardless of their background or identity. With the implementation of our Prevention of Sexual Harassment (POSH) Policy, we reinforced our zero-tolerance stance on harassment and took tangible steps to make our workplaces safer and more respectful for everyone.

We further deepened our commitment to human dignity with our Employee Relations and Human Rights Policy, which affirms our support for international labor standards, fair treatment, and freedom from discrimination. Recognizing the importance of inclusive health benefits, we expanded our mediclaim policy to cover members of the LGBTQIA+ community, making healthcare access more equitable for all employees.

Education and awareness are crucial to building a truly inclusive culture. Our mandatory Equal Opportunity and Anti-Discrimination eLearning module, ensuring that every employee—regardless of their role—understands the values and behaviors that foster inclusion. The module coverage stood at 76% in FY 2024-25. In parallel, we hosted a series of interactive Equal Opportunity and Anti-Discrimination webinars facilitated by external experts, which encouraged open dialogue and challenged us to confront our unconscious biases with honesty and courage. We have introduced Equal Opportunity and Anti-Discrimination workshops for recruiters to enhance their awareness and skills and support our diversity-hiring goal. Additionally, we are collaborating with six Equal Opportunity and Anti-Discrimination hiring partners, including Vividhata, Gift Abled, Pride Circle, Aspire for Her, Enable India, and Sarthak, to strengthen our recruitment efforts. **In FY 2024-25, our diversity hiring from campus sources achieved a notable 51% against our target of 60%.**

Our Equal Opportunity and Anti-Discrimination journey is ongoing, and we are committed to evolving, listening, and learning. The work we do today lays the groundwork for a more just and compassionate workplace tomorrow—one where everyone can thrive, authentically and unapologetically.

Diversity across different levels of organization

20%	Top/Senior Management
32%	Middle Management
50%	Junior Management
73%	Below Management

Women@eClerx

Women@eClerx (W@E) is a program committed to empowering women across our organization by offering tailored opportunities for growth, leadership, and professional advancement. Buidling talent is a priority and this exclusive initiative for women includes Coaching Program, Mentorship Program and Women in Tech interventions. On a global scale, we offer curated support for women returning from maternity and extended leaves, including orientation, return-to-work plans, skill updates, administrative and asset support, and sessions on time and stress management. W@E strives to support and uplift female employees, equipping them with the necessary tools and guidance to excel and make a lasting impact within the organization.

LEAD In – Coaching Women Leaders at eClerx

The W@E program has launched an exciting initiative aimed at nurturing the growth of high-potential women leaders within eClerx. Known as 'LEAD In', this distinctive journey is centered around providing these leaders with personalized coaching and development, led by external experts in leadership growth. Partnering with seasoned Organization Development (OD) experts from Udemy, 'LEAD In' provides a platform for women to reframe their leadership journey, develop new skills, and embrace their full potential.

By recognizing and valuing the diversity of experiences that each person contributes, W@E strives to create a workplace where these unique perspectives drive innovation and foster a culture of empowerment. Through W@E, we aim to inspire lasting change and elevate women leaders to new heights within the organization. So far, this program has covered 11 women leaders at eClerx.

Leader Chat Unplugged: Our roundtable discussions are designed to explore the profound impact of diversity and inclusion in the business world, providing participants with valuable insights and new perspectives. These sessions bring together leaders, experts, and practitioners to delve into the ways in which diverse viewpoints and inclusive strategies can fuel innovation, enhance decision-making, and contribute to a more dynamic and equitable workplace. By fostering open, candid conversations about the challenges and opportunities surrounding diversity and inclusion, we aim to share actionable best practices that can be implemented across different organizational settings.

Talent Management

At the core of our organizational success lies our commitment to attracting, developing, and retaining top talent. We understand that our people are our greatest asset, and we continuously invest in creating an environment where talent can thrive. Through comprehensive talent management strategies, we strive to foster a culture of growth, innovation, and engagement. From recruitment and onboarding to professional development and leadership succession, our approach ensures that we are empowering individuals to reach their full potential while aligning their growth with the company's long-term goals. This section outlines the key initiatives and achievements that reflect our dedication to nurturing a talented and diverse workforce.

Total number of new hires			Number of open positions filled by internal candidates (internal hires)		
	6,741	4,365		35	16

Career Odyssey

As part of our commitment to nurturing internal talent and fostering leadership development, we introduced a Job Rotation Program, Career Odyssey in FY 2024–25. Designed to accelerate professional growth, the program offers on-the-job, cross-functional learning opportunities that support capability building and leadership readiness. Open to all employees up to a defined level within a specific team across India locations, the program is accessible to those who have completed at least 12 months in their current role. Participants undertake rotational stints lasting either 12 or 18 months, following which they return to their home function.

In cases where both the home and host functions are aligned, and subject to performance feedback and role availability, employees may be permitted to transition permanently to the host function. The program's effectiveness, performance, and employee response will be closely evaluated to inform future planning, with the intention of institutionalizing it as an annual initiative. Looking ahead, the program also envisions potential global opportunities, further expanding avenues for internal career growth.

Performance Review

At eClerx, we are committed to fostering a culture of continuous improvement and growth. Our bi-annual performance appraisals are a cornerstone of this process, ensuring that feedback is constructive, timely and aligned with both individual and organizational objectives. These appraisals are conducted based on pre-defined Key Responsibility Areas (KRAs) and Competencies, which are carefully mapped to each individual by their respective managers. The KRAs assess performance across the 5Ps: Performance, People, Partnership, Profit, and Priority, ensuring alignment with both individual goals and organizational sustainability objectives. These KRAs focus on achieving results, fostering strong relationships, and contributing to sustainable growth.

Our performance appraisals also incorporate 360-degree feedback to evaluate key competencies such as teamwork, behavioral attributes, domain expertise, client centricity, analytical thinking, communication, and service delivery. This holistic approach helps us provide meaningful feedback, drive personal development, and ensure that employees contribute effectively to the company's long-term goals and sustainability efforts. At present, about 81% of our India employees receive annual performance appraisals and career development reviews, with the remaining being new hires or eligible for appraisals in the next financial year.

By using a balanced approach that integrates both quantitative performance metrics and qualitative behavioral feedback, our performance appraisal system provides a comprehensive view of each employee's contributions. This process is designed not only to evaluate past performance but also to empower employees with the insights and guidance needed for future growth, ensuring alignment with both individual career aspirations and the company's sustainability objectives.

Training & Capacity Building

Skill of the Year

At eClerx, continuous learning is a cornerstone of our commitment to excellence. Each year, we collaborate with a renowned academic institution or industry expert to deliver the "Skill of the Year" program—an initiative designed to equip our workforce with the most relevant and impactful capabilities for the future. This globally accessible program empowers employees across all eClerx locations to deepen their expertise through expert-led virtual sessions, recorded for flexible learning. Participants who complete the program and assessment receive certification from a prestigious partner institute, with top performers gaining access to advanced training or industry-recognized credentials.

In January 2025, eClerx proudly collaborated with the prestigious Technical University of Munich (TUM) to offer its global team a distinguished learning and certification program on Generative AI (Gen AI). Prof. Dr. Stephan Krusche, a leading academician and industry expert whose research bridges educational technologies, software engineering, human-computer interaction, and artificial intelligence, led the session. Recognizing the strategic significance of the Generative AI sector, **nearly 3,700 employees—representing close to 25% of our global workforce—completed** specialized training under the guidance of Prof. Krusche.

This initiative has significantly enhanced the technical competencies of our workforce, empowering teams to harness Gen AI technologies to create smarter, more efficient solutions. These capabilities have streamlined project delivery and improved the quality of outcomes for our clients. The program has facilitated the development of customized AI models and intelligent automation tools that respond effectively to client needs, thereby enhancing client satisfaction and building long-term partnerships.

Investing in Gen AI skills has unlocked new avenues for business growth, allowing the company to diversify its portfolio with AI-driven services and consulting. This strategic move has not only attracted new clients seeking advanced AI solutions but also generated additional revenue streams, contributing to the company's financial sustainability and market expansion.

Number of Participants	Female	Male
Skill of the Year	1,298	2,398
MDP / iLead	311	849
Talent Lift	180	297
Bridge Training	53	132

Training Program	% of FTEs Participating in the Program	Net Promoter Score (NPS)
Skill of the Year	19%	93%
MDP / iLead	6.1%	97%
Talent Lift	2%	98%
Bridge Training	1%	97%

Bridge Training

To support the growth and success of our newly promoted managerial-level employees, we have developed the comprehensive Bridge Training program. This tailored initiative is designed to equip emerging managers with the essential skills and knowledge needed to excel in their expanded roles. The program covers a broad spectrum of critical topics such as understanding role expectations, mastering the Operations Management Framework, enhancing client management and communication effectiveness, applying quality management tools, building technical capabilities, adhering to information security policies, and strengthening people management skills. By investing in this structured learning journey, we ensure our leaders are well prepared to drive operational excellence, foster client satisfaction, and cultivate high-performing teams—ultimately contributing to sustainable business growth and organizational resilience.

Curated specifically for the dynamic demands of the IT services industry, this program accelerates the transition of high-potential talent into leadership roles by building core competencies. 'Bridge' enhances scalability and consistency across projects. It also reinforces our ability to meet evolving client expectations while strengthening our internal leadership pipeline, which is key to sustaining long-term growth in a fast-paced, technology-driven environment.

Employee Health & Wellbeing

Our employees are the foundation of our success, and their health, safety, and wellbeing are our top priorities. We are committed to upholding human rights and ensuring fair labor practices across all levels of our operations. Our workplace policies strictly prohibit discrimination and harassment in any form, fostering an environment of respect and inclusivity. We fully support the rights of our workers to freely associate, voice concerns, and engage in open dialogue without fear of retaliation.

In addition to safeguarding rights and ensuring a respectful work environment, we place significant emphasis on promoting the health and wellness of our employees. Our comprehensive wellness programs include 24x7 health helpline support, regular health risk assessments, annual medical checkups, and access to mental health resources. We believe in offering holistic support to employees to manage both physical and emotional wellbeing. Furthermore, we are dedicated to providing opportunities for career advancement and skill building to foster engagement, growth, and job satisfaction. Through these efforts, we aim to create a work environment where employees feel valued, supported, and empowered to thrive both personally and professionally.

- Group Mediclaim Insurance
- Annual Health Check-up
- Group Term Life Insurance
- Group Personal Accident Insurance
- Provident Fund
- Gratuity
- Employee Assistance Program

Gratuity is applicable to all employees in India, provided they complete a tenure of 5 years

Other benefits are location specific, for example, in US – 401K, Manila - Social Security System, HDMF, PHIC, London – Pension; Australia – Superannuation

As a result of these benefits, our employee absentee rate in India, which accounts for 85% of our headcount, currently stands at 2.6%.

Our Occupational Health and Safety (OHS) policy is founded on a strong commitment to providing a safe and healthy work environment for all employees. We actively promote consultation and meaningful participation of workers, including their representatives where applicable, to ensure that health and safety concerns are identified and addressed collaboratively. We are dedicated to the continual improvement of our OHS management system, regularly reviewing and enhancing policies and practices to minimize risks and promote wellbeing. Robust procedures are in place to thoroughly investigate any work-related injuries, illnesses, diseases, or incidents, ensuring root causes are identified and corrective actions implemented to prevent recurrence.

Furthermore, we have integrated OHS criteria into our procurement processes and contractual requirements, thereby extending our commitment to safety throughout our supply chain and partner ecosystem. This comprehensive approach supports our goal of fostering a culture of safety and resilience across all operations.

Child & Forced Labor

eClerx is fully committed to upholding the fundamental rights and dignity of every individual in our workforce, strictly opposing child and forced labor across our operations and supply chains. Our policies align with international human rights standards, including International Labor Organization (ILO) conventions and local labor laws. We enforce compliance through regular audits, supplier agreements, and open reporting channels. Through ongoing training, awareness sessions and swift corrective actions, we ensure ethical labor practices are upheld, reinforcing our dedication to eliminating exploitation and promoting human rights throughout our business.

Fair Pay & Equal Remuneration

At eClerx, we are committed to fostering an equitable workplace where all employees are recognized and rewarded fairly for their contributions, regardless of gender, ethnicity, or any other personal characteristic. Fair pay is a cornerstone of our sustainability and inclusion strategies, directly supporting our goals of long-term employee well-being, retention, and social responsibility. Currently, our median gender pay gap sits at 19% and mean gender pay gap sits at 29%.

To uphold our commitment, we regularly conduct equal pay assessments and gender pay gap analyses, aligned with international best practices – to ensure equal compensation for comparable work, identify any pay disparities between men and women across roles, and implement timely corrective measures.

Our approach to fair pay is transparent, data-driven, and continuously evolving. We view equal remuneration as not only a matter of compliance, but also a key driver of employee trust and business integrity. We will continue to monitor, report, and improve upon our practices to promote a more inclusive and equitable workplace for all.

Designation-wise Mean Gender Pay Gap*

Position	Mean Gender Pay Gap
Principal & Associate Principal	12%
Program Manager	-1%
Associate Program Manager	3%
Senior Process Manager	1%
Process Manager	4%
Associate Process Manager	1%
Senior Analyst	5%
Analyst	1%
Other	0%

** Data represents only India locations covering more than 85% of eClerx manpower.*

Freedom of Association

We recognize freedom of association as a fundamental human right essential to a fair and inclusive workplace. While no employees are currently unionized or covered by collective agreements, we fully respect their rights to join, form, or abstain from unions in line with local laws and international standards. We foster open dialogue through regular forums and communication channels, ensuring employees can voice concerns without fear of retaliation or discrimination. This commitment extends across our global operations and supply chain, where we promote these principles, monitor compliance, and provide ongoing training to uphold employee's rights.

Human Rights Due Diligence & Assessment

eClerx recognize that ensuring the protection and respect of human rights is integral to our business operations. As a software service company, our due diligence process is designed to identify, assess, and address any potential human rights risks that may arise within our operations and across our entire value chain. This includes both our own operations and those of our contractors and third-party partners.

Human Rights Risk Assessment

We conduct regular and comprehensive assessments to identify human rights issues that may affect a wide range of stakeholders. These include our own employees, particularly women and marginalized groups, as well as third-party employees and contractors. Additionally, we recognize the potential impact of our activities on local communities, children, and indigenous people. We use a combination of internal and external data sources to evaluate risks related to:

- Labor rights violations, including forced labor, child labor, and discrimination
- Fair pay and equal remuneration, ensuring pay equity across all levels and demographics
- Freedom of association and the right to collective bargaining
- Health and safety risks, particularly in high-risk or under-regulated regions
- Exploitation and working conditions for employees

Our due diligence process involves engaging with a diverse group of stakeholders to gather input and identify any human rights concerns. This includes direct engagement with employees, suppliers, and contractors to ensure that we are attuned to the full spectrum of potential risks. We also consider feedback from local advocacy organizations that specialize in human rights protection.

Stakeholders at Risk

In our risk assessments, we specifically focus on the following groups who may be at higher risk of human rights violations:

Our Employees

Ensuring that all employees, regardless of their role, are treated with dignity and respect, and that their fundamental rights are protected within the workplace

Women

Identifying any barriers to equality, especially in terms of pay, advancement opportunities, and access to career development

Children

Ensuring that no part of our operations or supply chain involves child labor or exploitation

Forced Labor

Addressing specific risks related to the treatment, pay, and working conditions of migrant employees who may face heightened vulnerability

Third-Party Employees

Assessing the human rights practices of our suppliers and contractors to ensure they comply with our standards and policies

Adopted Measures and Monitoring

In response to the findings from our human rights assessments, we take immediate action to address identified risks. This may include revising contracts, providing training on human rights, implementing remedial actions, or collaborating with external experts to develop strategies for mitigating negative impacts. Our human rights due diligence process is ongoing, with regular follow-ups to ensure that any risks are being effectively managed.

We continuously monitor the effectiveness of our policies and actions through both internal audits and independent third-party assessments, ensuring that we remain aligned with industry best practices and international human rights standards. Through our robust due diligence process, we aim to ensure that human rights are respected across every aspect of our business, from internal operations to interactions with our partners and the communities in which we operate.

Employee & Community Engagement

Employee Engagement Survey

78%	Actively engaged
15%	Passively engaged
4%	Not engaged
3%	Actively disengaged

Grievance Redressal

The company is committed to maintaining a fair, respectful, and inclusive work environment. In the event of an employee grievance including but not limited to discriminatory behavior or harassment, the company takes immediate and decisive action to address the issue. The corrective or disciplinary measures may vary based on the severity of the incident, but they typically follow a structured process.

Employees who experience or witness discriminatory behavior, harassment, or any other grievance are encouraged to report the issue as soon as possible. Grievances can be reported to a manager, HR representative, or through designated reporting channels including the dedicated grievance support email.

A thorough, impartial investigation is conducted to gather facts and determine the validity of the allegations. This includes interviewing all relevant parties and reviewing any supporting evidence. If the investigation confirms inappropriate behavior, corrective action may be taken, such as mandatory training, counseling, or a written warning. The goal is to prevent future incidents by addressing the root cause and promoting awareness.

The company has remediation procedures in place for identified cases of discrimination and/or harassment for victims. The company may offer additional leaves, facilitate team reassignment, and provide counselling services support as deemed appropriate. For more severe incidents or repeated violations, disciplinary measures may be escalated. These can include suspension, demotion, or termination of employment, depending on the severity and impact of the behavior. If an employee (the complainant or defendant) is dissatisfied with the final decision, he/she can appeal. This appeal is to be made through designated reporting channels. However, if the status quo is maintained on the decision, the same will be final and binding on all stakeholders.

We encourage our employees to report any suspected violations by writing to grievance@eclerx.com

Social

eClerx Communities

As we look back on 2024-25, eClerx Communities stood out as a vibrant space of connection, collaboration, and growth. From insightful conversations to high-impact events, your participation has made all the difference.

Here is a snapshot of the year, featuring our top events, most engaging posts, and key milestones that defined our journey together.

Year in Review 2024-25

A dynamic employee engagement initiative fostering engagement, collaboration, and growth across eClerx.

85+	16,500+	12,900+	3,95,000+
Total Events Organized	Total Employees Engaged	Total Participation	Reward Points Distributed

Across 8+ locations globally

- **CSR:** Tata Mumbai Marathon, Impact Premier League, SAMPARK NGO Visit + 23 others
- **HEALTH & FITNESS:** Physical & Mental Health Webinars, Aerobics with an Expert, Corporate Fitness & Agility + 18 others
- **WOMEN@ ECLERX:** "In Her Words" Series with Farah Adeni & Shelly Arora & DEI Webinars
- **TALENT & ARTS:** MindQuest Global Quiz Challenge Season 1 & Season 2, Diwali Fest + 2 others
- **SPORTS:** Cricket Tournament, Indoor Sports Day + 2 others
- **TRAVEL:** Mini Travel Expeditions, Budget Travel Tips Contest + 3 others

Top eClerx Communities Events

	Top eClerx Communities Events	Participation	Engagement
	**eClerx Got Talent Season 2** Elimination Round & Semi Finals: India & Philippines Grand Finale: Mumbai	160+	3,000
	**Kids Carnival & Pune Social** Location: Pune	2,000+	2,200+
	**Adventure Travel Expedition** Location: Coimbatore	30	270+
	**Family Day** Location: Chandigarh & Mohali	1,932+	2,500+
	**Sports Tournament** Location: Mumbai, Pune & Coimbatore	379	1,258

Here's to another year of connection, celebration, and community at eClerx!

Social

eClerx Cares

Our CSR initiatives continued to foster meaningful change across education, employability, and environmental sustainability. We extended support throughout the education continuum – from early childhood learning to higher education - while enabling and empowering disadvantaged youths through skill development and job placement programs. Additionally, our environmental efforts included the plantation of approximately 9,000 saplings and maintenance of about 70,000 saplings planted last financial year.

Employee engagement remained a cornerstone of our social impact efforts, reflecting our commitment to creating a positive and lasting community influence. Through the eClerx Cares platform, our employees enthusiastically participated in a diverse range of initiatives, including collection drives for old and discarded apparel and shoes, upcycling notebooks from wastepaper, and in-house creative activities such as bag making, seed-ball crafting, and eco-friendly Ganesh idol making. Skill-building sessions on communication, resume writing, and interview preparation further empowered our workforce while extending support to the community.

Additionally, our teams actively contributed to tree plantation drives and other community outreach programs, reinforcing our focus on environmental sustainability and social wellbeing. Complementing these efforts, the payroll giving initiative enabled employees to contribute financially to select causes, amplifying the overall impact. Collectively, our CSR & Employee Engagement programs positively **touched the lives of over 70,000 beneficiaries**, embodying the spirit of shared responsibility and compassionate action.


नवभारत
www.navbharatlive.com
एकलर्स केयर कंपनी व मेकिंग द डिफरेंस संस्था द्वारा
भिवंडी में लगाए गए 2350 वृक्ष

Flagship programs

Education

1 Social Action for Manpower Creation (SAMPARC)

This project aimed to provide quality education to children in rural and tribal areas, leading to increased school enrollment, reduced dropout rates, and the holistic development of underprivileged children. It also supported their pursuit of higher education up to postgraduate level and facilitated access to employment opportunities. Through its livelihood interventions, the project contributed to the socio-economic upliftment of tribal communities by offering income-generation support, resulting in a 22% increase in earnings for 80 beneficiaries. Additionally, approximately 800 individuals were assisted with documentation and government linkages, helping them establish formal identity and gain access to various government welfare schemes. Overall, the project reached and positively impacted around 3,700 beneficiaries across the domains of education, skill development, and livelihood in four blocks of Pune, Maharashtra.

2) Lighthouse Communities Foundation (LCF)

A total of about 2,400 beneficiaries were supported through the Lighthouse Sustainable Livelihood Program, which focuses on empowering urban disadvantaged youth aged 18 - 30 from low-income communities in Nigdi (PCMC), Warje (Pune), and Mulund/Dombivli (Mumbai), Maharashtra. Targeted at youth who are unemployed, engaged in informal work, or have dropped out of school, the program aimed to build confidence and improve overall wellbeing, while equipping participants with essential skills for gainful employment. Of the total enrollments, about 2,200 youth completed the foundation course, about 1,100 pursued skilling programs, and up to 900 successfully secured employment.

3) Reimagining Higher Education Foundation (RHEF) (an arm of Plaksha University)

The project provided multiple interventions like infrastructure and higher education scholarship support at undergraduate level. Eight students from tier 2 and tier 3 cities received scholarship assistance, enabling them to enroll in cutting-edge programs such as Robotics & Cyber-Physical Systems, Computer Science & Artificial Intelligence, Biological Systems Engineering, and Data Science, Economics & Business. These beneficiaries, selected for their exceptional academic potential, were given the opportunity to pursue a transformative, interdisciplinary education at PLAKSHA University, an institution renowned for fostering innovation, entrepreneurship, and real-world problem-solving.

Other Stakeholder Projects

1 Seva Sadan Society

This initiative provided quality education to approximately 100 students from underprivileged backgrounds. Under this project, teachers underwent training to enhance interactive and student-centered learning for Grades I to IV. This intervention led to an approximate 15% improvement in students' proficiency in English and Mathematics, driven by the adoption of advanced teaching methodologies and regular teacher training workshops.

2 Kaveri Vanita Sevashrama (KVS)

eClerx extended its support to Kaveri Vanitha Sevashrama (KVS), a shelter home in Bengaluru for underprivileged girls, by providing access to educational support, accommodation, meals, and healthcare for 38 students aged 11 to 21 years. Support covered essential educational expenses, including tuition fees and study materials such as textbooks and notebooks, ensuring uninterrupted learning.

Additionally, eClerx supported the Shreyas Rural Development School Project at KVS in Bangalore Rural District, aimed at reducing educational disparities among rural students. The project focused on enhancing spoken English, life skills, and digital literacy, reaching approximately 1,700 students across 13 government schools. As a result, around 70% of the students showed significant improvement in spoken English, with an average progress of one letter grade, as assessed through classroom activities and evaluations.

3 Aatmaja Foundation

eClerx partnered with the Aatmaja Foundation to empower academically meritorious girls aged 15 to 22 years through comprehensive scholarship support. In addition to academic assistance, the program also focused on instilling core values, life skills, and professional training, ensuring holistic development. Through this initiative, 40 girls were successfully supported in completing their current level of education and advancing to the next academic grade.

4 Manzil Welfare Society

eClerx supported approximately 900 beneficiaries through Manzil's learning centers in Delhi, which provide free academic and arts-based programs for underserved youth aged 8 to 25 years. The initiative emphasized practical learning, creativity, and skill development through classes in English, Computers, Mathematics, and Science, alongside training in music, dance, theatre, and filmmaking. Students also engaged in educational excursions, public performances, and the Hello Zindagi employability program, gaining exposure to real-world opportunities. The program's impact was further amplified through peer-teacher development and student leadership training, fostering an inclusive, empowering, and collaborative learning environment.

5 SankalpTaru Foundation

eClerx, in partnership with the SankalpTaru Foundation, reaffirmed its commitment to environmental sustainability and rural empowerment through an agroforestry initiative. As part of the project, 12 farmers from Rajasthan and Uttarakhand were provided with approximately 5,600 fruit-bearing trees, including Guava, Sweet Lemon, and Apple. This initiative promotes sustainable development, strengthens food security, and supports rural livelihoods by increasing green cover and generating positive socio-environmental impact within the participating communities.

6 Making the Difference Charitable Trust

Under Project LAJJA, implemented by Making the Difference, 250 beneficiaries were supported through a comprehensive initiative focused on menstrual hygiene management and challenging social taboos surrounding menstruation. The project adopted a holistic approach, educating women on hygiene, health, and overall wellbeing, thereby empowering them to make informed health choices. As part of the intervention, 1,000 reusable sanitary pads were distributed, promoting sustainable menstrual practices and significantly reducing sanitary waste. This initiative not only advanced community health but also contributed to environmental sustainability.

Other Stakeholder Projects (*Contd.*)

7 Goonj

eClerx, in collaboration with Goonj, extended support to 500 families in Madhyapura, Bihar through the distribution of Rahat Family Kits containing essential, need-based materials. These families were among the survivors of the 2024 floods that affected multiple districts due to intense rainfall and the overflow of major rivers, including the Ganges, Kosi, and Ganga. In a separate initiative, 24 women were supported at Goonj's Chennai center through a livelihood development program. This intervention equipped them with marketable skills, enabling financial empowerment and helping them gain economic independence while contributing to the wellbeing of their families.

8 Nanhi Kali

Project Nanhi Kali supported the empowerment of approximately 170 girls from Grades 6 to 10 through targeted educational initiatives aligned with the National Education Policy (NEP) 2020. The skills development program encompassed digital literacy, financial literacy, and life skills, equipping the girls with essential tools for personal and academic growth. Additionally, a physical education module was introduced to promote fitness, teamwork, and leadership through sports. The program achieved an average attendance rate of 86%, with participants demonstrating a 24% improvement in skill-based learning outcomes.

9 GreenSole Foundation

The project benefited approximately 4,000 school children through the distribution of upcycled educational aid, with a focus on promoting education and environmental sustainability. By repurposing discarded shoes and apparel, the initiative helped prevent thousands of items from ending up in landfills, thereby contributing to circular economy practices. In addition, educational sessions were conducted in schools to raise awareness about the importance of proper footwear and environmental responsibility. Through this initiative, an estimated 30 tons of CO_2 emissions were successfully prevented, reinforcing our commitment to climate action and sustainable development.

10 Adventures Beyond Barriers Foundation

Through this initiative, we engaged approximately 150 Persons with Disabilities (PWDs) and 400 able-bodied individuals by organizing inclusive cycling and running activities in Pune, Maharashtra. The project aimed to promote inclusion and raise awareness and sensitivity towards the needs and experiences of diverse populations, fostering a more empathetic and integrated community.

11 Open Eyes Foundation

We supported approximately 2,000 beneficiaries through two key education-focused initiatives: Mission Literacy and the Gyaan Ka Safar Mobile Library program. Mission Literacy reached around 400 underprivileged students from government schools and NGOs across Chandigarh, Mohali, Panchkula, and rural Himachal Pradesh, specifically targeting students in Grades 9 to 12 by providing essential educational resources to support their academic journey. The Mobile Library initiative benefited up to 1,600 individuals by offering free access to books across urban and rural schools, NGOs, and community spaces. Together, these efforts aimed to bridge the educational resource gap, while fostering a culture of literacy, lifelong learning, and community engagement in underserved regions.

12 Siruthuli

As part of our commitment to environmental sustainability, a plantation of 1,000 saplings was carried out at Chettipalayam Panchayat in the Coimbatore District. This initiative will transform the area into a vibrant green lung, enhancing the local ecosystem and providing long-term ecological benefits. Acting as natural rainwater harvesters, the trees played a significant role in aquifer recharge, promoting sustainable water management. This initiative is expected to benefit approximately 10,000 residents in the region, supporting a healthier and more resilient environment.

Payroll Giving

At eClerx, over **3,000 employees actively participate in our Payroll Giving Program**, contributing a portion of their salaries to support meaningful social and environmental causes. Through their contributions to Project Nanhi Kali, employees have helped sponsor the education of underprivileged girl children. In partnership with the SankalpTaru Foundation and Making the Difference Charitable Trust, employees supported tree plantation initiatives, furthering our environmental sustainability goals. We also collaborated with The Akshaya Patra Foundation to provide nutritious mid-day meals to students in government and government-aided schools, enhancing both health and learning outcomes. Additionally, in partnership with Making the Difference Charitable Trust, reusable sanitary pads were distributed to girls in government schools, promoting menstrual hygiene and sustainable health practices.

Employee Engagement

At eClerx, our dedicated employee volunteers actively participated in about **90 various community engagement initiatives conducted across our offices in India, impacting nearly 9,000 lives over the year.** Their contributions spanned a wide range of activities, including upcycling wastepaper into notebooks, conducting communication skills workshops, engaging in community outreach programs, and supporting tree plantation drives. These efforts reflect our ongoing commitment to social responsibility and fostering a culture of volunteerism and community impact across the organization.

eClerx
Governance

Governance

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Corporate Governance

The company recognizes that a strong corporate governance system is essential for maintaining and building trust among all stakeholders. This framework serves as a solid foundation for sustained growth and increasing stakeholder value over time. The Company is committed to adopting and implementing best corporate governance practices and strives to ensure that its performance is driven by its core EPIC values:

EXCELLENCE
Be passionate and commit to doing your best

PEOPLE
Invest in people and bring out the best in them

INTEGRITY
Maintain the highest standards of ethics, integrity and fairness

CLIENT-CENTRICITY
Make clients the focus of what we do

In the realm of corporate responsibility, good governance is a fundamental aspect of upholding our duties as a conscientious member of the business community. Beyond meeting legal obligations, we have established robust governance frameworks and procedures to enhance transparency, disclosure, internal oversight, and ethical behavior in our workplace. We understand that governance is an ongoing process and we reaffirm our dedication to upholding the highest principles of corporate governance for overall interest of our stakeholders.

All stakeholders including clients, vendors and communities that we are part of, are an integral part of the business and we ensure fairness for each of them through transparency and accountability, two basic tenets of corporate governance. By upholding these values, we strive to create a harmonious and sustainable business environment that benefits everyone involved.

Key Management Personnel

PD Mundhra
Co-founder and Executive Director

Kapil jain
Managing Director & Group CEO

Srinivasan Nadadhur
Chief Financial Officer

Pratik Bhanushali
Company Secretary

Board of Directors

PD Mundhra
Co-founder and Executive Director

Anjan Malik
Co-founder and Director

Kapil Jain
Managing Director & Group CEO

Shailesh Kekre
Chairman and Non-executive, Independent Director

Srinjay Sengupta
Non-Executive, Independent Director

Naresh Chand Gupta
Non- Executive, Independent Director

Naval Bir Kumar
Non- Executive, Independent Director

Bala C Deshpande
Non-Executive, Independent Director

Amit Majmudar
Non- Executive, Independent Director

Governance

Board Committees

The Board of Directors is responsible for supervision, and for overseeing the management performance and governance of the Company on behalf of all stakeholders. The Board exercises independent judgement and plays a vital role in monitoring the Company's affairs. As per Companyiess Act 2013, minimum attendance of 25% by all directors is required for Board meetings during the financial year. The Board also ensures the Company's adherence to the standards of corporate governance and transparency.

The Board discharges some of its responsibilities directly and delegates specific responsibilities to the mandatory Board Committees formed as per the applicable provisions of the Companies Act 2013, the Rules framed thereunder ("the Act") and the Listing Regulations. The Committees deal with specific areas that are assigned to them for either final decision-making or giving appropriate recommendations to the Board. All the Committees have a clearly laid down charter and are responsible for discharging their roles and responsibilities as per their charter. The details about these Committees have been particularly discussed in subsequent sections of this report.

The detailed terms of reference and role of the Committee is available on the website of the Company at **this link.**

Audit Committee

In compliance with the Listing Regulations and the Companies Act, oversees the financial reporting process of the company.

Nomination and Remuneration Committee

Responsible for identifying persons to be appointed as Directors and at senior management levels, formulating a remuneration policy and also reviews the size and composition of the Board.

Stakeholder Relationship Committee

Looks into matters relating to investors' grievances and the overall services rendered by the Registrar and Transfer Agent to the shareholders.

Risk Management Committee

Pursuant to Regulation 21(1) of the Listing Regulations, the committee assists the Board in fulfilling its responsibilities with regard to identification, evaluation and mitigation of risks and also reviews the risk management policy and the enterprise-wide risk management framework of the company. The details about the risk management policy and EWRM framework are available in the Directors Report, which is part of our Annual Report FY 2025.

Corporate Social Responsibility (CSR) and Environment Social & Governance (ESG) Committee

The Committee oversees and reviews the implementation of the company's CSR & ESG initiatives.

Board Independence and Familiarization

The Independent Directors on the Board provide a solid foundation for good corporate governance and a strong independent element to the Board. The Board has taken on record the declarations received from Independent Directors confirming that they meet the criteria of independence prescribed under the Act and Listing Regulations and that they are not aware of any circumstance or situation, which exists or may be reasonably anticipated to exist, that could impair or impact their ability to discharge their duties with an independent judgement and without any external influence. After undertaking due assessment of the veracity of the same and taking into consideration the annual declaration of independence submitted by Independent Directors, the Board confirms that, in its opinion, the Independent Directors fulfil the conditions specified in the Listing Regulations and are independent of the management.

The Company has received the Certificate of Independence from all the Independent Directors pursuant to Section 149 of the Act and Regulation 16 of the Listing Regulations, confirming and certifying that they have complied with all the requirements of being an Independent Director of the Company. **(Link)**

In the opinion of the Board, all the Independent Directors have acted with integrity and have the requisite experience and expertise in the context of the business of the Company to make a significant contribution to the deliberations of the Board of Directors.

eClerx has an elaborate Familiarization Program for Independent Directors to enable them to familiarize themselves with the Company, its management and operations. This Program is focused on facilitating Independent Directors to clearly understand their roles and responsibilities to be able contribute significantly towards the growth of the Company. The Business Heads, CFO and other leaders provide detailed updates to the new Independent Directors as a part of their induction on the business model, nature of industry and its dynamism. The CFO and the Company Secretary explain in detail the roles, responsibilities and liabilities of Independent Directors.

The business presentations at the Board/Committee meetings cover business strategies, management structure, people function initiatives, compliance frameworks, succession planning, business performance, financial plans, customer experience, innovative solutions, digital platforms, review of internal audit, risk management frameworks, internal financial controls, regulatory updates, etc. Details of the familiarization program for Independent Directors have been provided in the Directors Report, which is available on the website of the Company at **this link**:

The Company has formulated a detailed induction pack for the on-boarding of new Directors, which, inter-alia, covers the following:

- Introduction and meeting with other Directors on the Board and the Senior Management
- Brief introduction about the business, strategy and nature of industry of the Company in which it operates
- Roles, rights and responsibilities of Directors including Independent Directors
- Extant Committees of Board of Directors
- The Codes of Conduct applicable to the Directors
- Remuneration payable to Directors pursuant to shareholders' approval to that effect
- Liability Insurances taken by the Company to cover Directors.

The Directors have access to the management to seek any additional information, clarification and details as may be required. The Independent Directors are encouraged to attend educational programs in the field of Board/Corporate governance.

The Board Skills and Attributes Matrix

The Directors of the Company bring with them a wide range of skills and experience to the Board, which enhances the quality of the Board's decision-making process. The Board has identified the following core skills viz. industry expertise and business acumen, corporate governance, quality decision making, ability to contribute to the company's growth, sustainable development, and strategic planning and analysis, all of which are required in the context of the business of the Company to function effectively as detailed in the table below.

Industry Expertise and Business Acumen
Knowledge of the IT-BPM sector, understanding of the business operations of the Company, strategic planning, audit, risk management

Corporate Governance
Knowledge of Corporate Governance, accountancy, understanding of legal & regulatory environment, etakeholder advocacy

Quality Decision Making
Being attentive to risks, solving problems by analysing options, identifying opportunities, being focused and creative in ideas, leadership

Ability to Contribute to Company Growth
Sales and marketing, technology and digital, global experience, knowledge of budgeting, M&A, mentoring, networking etc.

Sustainable Development
CSR/ESG initiatives, diversity, empathy

Strategic Planning and Analysis
Ability to critically identify and assess strategic opportunities and threats and develop effective strategies in the context of long-term objectives and the organizations' relevant policies and priorities.

The skill matrix displaying Directors' proficiency in core skills is given hereunder. The table also reflects the number of years that Independent Directors have left to serve, which helps to analyse which skills need to be replaced sooner than others.

Directors	Years Left to Serve (as applicable)	Core Skills
Kapil Jain Managing Director & Group CEO	NA	
PD Mundhra Executive Director – Promoter	NA	
Anjan Malik Non-Executive Director – Promoter	NA	
Bala Deshpande Non-Executive Independent Director	3 (1st Term)	
Shailesh Kekre# Non-Executive Independent Director – Chairperson	2 (2nd Term)	
Srinjay Sengupta Non-Executive Independent Director	1 (1st Term)	
Naresh Chand Gupta Non-Executive Independent Director	3 (1st Term)	
Naval Bir Kumar Non-Executive Independent Director	3 (1st Term)	
Amit Majmudar@ Non-Executive Independent Director	4 (1st Term)	

#Appointed as Chairperson of the Board w.e.f. April 1, 2024
@Appointed w.e.f. April 1, 2024

Performance Evaluation of the Board

The Board of Directors of the Company appointed an external agency to conduct an evaluation of the performance of the Chairman, Board, and individual Directors including peer review and self-assessment of the Committees of the Board. The report of the performance evaluation of the individual Directors was submitted to the respective Directors whereas the observations and the report on the performance evaluation of the Board and its Committees was placed before the Nomination and Remuneration Committee. The feedback of the Nomination and Remuneration Committee was then placed before the Board of Directors for review and action.

The evaluation for the Board and individual Directors was carried out on the basis of pre-defined comprehensive checklists, which were circulated to the Directors covering various evaluation criteria, inter-alia, modelled on the following factors:

- Accountability towards shareholders
- Critical review of business strategy
- Conducive environment for communication and rigorous decision making
- Board's focus on wealth maximization for shareholders
- Board's ability to demand and foster higher performance
- Business continuity preparedness
- Skill set and mix thereof among Board members
- Flow of information to enable informed opinions by the Directors
- Adequacy of meetings of Directors in terms of frequency as well as the time dedicated for discussions and deliberations

The performance evaluation criteria for the Committees of the Board was modelled on the following factors:

- Contribution, control and counselling by the Committee on various matters
- Qualitative comments/inputs
- Deficiencies observed, if any
- Qualification of members constituting the Committee
- Attendance of Committee members in the respective meetings
- Frequency of meetings

In addition, the Chairman of the Board was also evaluated on the key aspects of his role.

During the year, a separate meeting of Independent Directors was held on May 13, 2025. In this meeting, the performance of the Non-Independent Directors, the Board, and the Chairman was evaluated, considering the views of the Executive Director and Non-Executive Directors. The same was also discussed in the subsequent Nomination and Remuneration Committee Meeting and Board Meeting that followed the meeting of Independent Directors.

Policy Charter

Governance policies play a vital role in creating a structured framework that promotes ethical conduct, transparency, and accountability across the organization. They ensure that the company consistently operates with integrity, complies with applicable laws and regulations, and aligns with leading corporate governance standards. By clearly outlining roles, responsibilities, and procedures, these policies help manage risks effectively, build stakeholder confidence, and encourage sustainable business practices, laying the foundation for long-term success and organizational resilience.

More details about eClerx's governance policies are available at **this link.**

Governance

Responsible Business – Code of Conduct

At eClerx, our Business Code of Conduct forms the cornerstone of ethical behavior and sound decision-making throughout our organization. It clearly defines the principles and standards that all stakeholders—including employees, managers, and partners—are expected to uphold in their daily interactions and business practices. The Code covers critical areas such as legal compliance, conflict of interest prevention, anti-corruption efforts, and fostering a respectful, confidential workplace. By consistently following these guidelines, we reinforce integrity and trust in all aspects of our business operations. The Company lays down the Code of Conduct which is expected to be followed by the Directors and the Senior Managerial Personnel in their business dealings and in particular on matters relating to integrity at the workplace, in business practices and in dealing with stakeholders. Pursuant to Regulation 17 of the Listing Regulations, the Board has laid down a Code of Conduct for Board Members and Senior Management Personnel of the Company. All the Board Members and Senior Management Personnel including the Chief Financial Officer and Company Secretary have affirmed compliance with the Code of Conduct for FY 2025. There were no material financial and commercial transactions, in which Board Members or Senior Management Personnel had personal interest, which could lead to potential conflict of interest with the Company during the year. The aforesaid code has also been hosted on the Company's website at **this link.**

Nomination and Remuneration Policy

The Nomination and Remuneration Policy aims to attract and retain high performance talent. Remuneration to Directors, Key Managerial Personnel and Senior Management involves a balance between fixed and incentive pay reflecting short and long-term performance objectives appropriate to the working of the Company and its goals.
The remuneration policy is focused on ensuring that the level and composition of remuneration is reasonable and sufficient to attract, retain and motivate directors of the standard required to run the Company successfully. In terms of Section 178 of the Act and the Listing Regulations, the policy on nomination and remuneration of Directors, Key Managerial Personnel (KMP), Senior Management and other employees of the Company had been formulated by the Nomination and Remuneration Committee of the Company and approved by the Board of Directors. This policy acts as a guideline for determining, inter-alia, qualifications, positive attributes and independence of a Director, and matters relating to the remuneration, appointment, removal and evaluation of performance of the Directors, Key Managerial Personnel, Senior Management and other employees. It is hosted on the Company website at **this link.**

Enterprise Wide Risk Management System And Risk Management Policy

Risk management is an integral part of the Company's business strategy and the Company believes that its ability to identify and address such risks is central to achieving its objectives.

The Company has in place a well-defined Enterprise Wide Risk Management ('EWRM') framework and Risk Management Policy which, inter-alia, aims at the following:

- Safeguarding the Company assets, interests and interest of all stakeholders by identifying, assessing and mitigating various risks
- Laying down a framework for identification, measurement, evaluation, mitigation and reporting of various risks
- Evolving the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects, which the business and operations of the Company are exposed to
- Balancing the cost of managing risk and the anticipated benefits
- Creating awareness among the employees to assess risks on a continuous basis and develop risk mitigation plans in the interest of the Company

The Risk Management Committee has been delegated the task of monitoring and reviewing the risk management policy and the EWRM framework of the Company. The policy and the EWRM framework are periodically reviewed by senior management to ensure that the risks are identified, managed and mitigated. The same is also periodically reported to the Risk Management Committee, Audit Committee and the Board of Directors. The Company has also laid down procedures to inform the Board of Directors about risk assessment and minimization procedures.

Business Continuity Management (BCM)

eClerx is committed to maintaining resilience and uninterrupted operations through its robust Business Continuity Management (BCM) Policy. This policy defines structured strategies and response protocols designed to minimize the impact of potential disruptions and ensure the seamless continuation of critical business functions during unforeseen events. eClerx's certification under ISO 22301 further demonstrates its alignment with globally recognized standards for Business Continuity Management Systems (BCMS). This certification reflects the company's proactive approach to risk management and reinforces its dedication to operational stability, reliability, and stakeholder confidence.

The brief objectives of the BCM system are:

- Identify and plan resources to mitigate disruption risks
- Establish response strategies for major disruptions
- Minimize recovery times for key processes
- Facilitate effective communication during disruptions
- Continuously enhance BCM and adapt to business changes
- Increase BCM awareness and integrate it into normal practices
- Boost credibility with clients and stakeholders

Anti-Corruption or Anti-Bribery

At eClerx, we are committed to upholding the highest standards of integrity and ethics across all our business activities, with a strong focus on preventing, deterring, and detecting fraud, bribery, and other corrupt practices. Our global Anti-Bribery and Anti-Corruption (ABAC) Policy mandates that all operations are conducted with honesty, transparency, and a strict zero-tolerance approach to corruption.

This policy applies to everyone associated with eClerx—including employees at all levels, directors, consultants, contractors, trainees, and affiliates—who are required to understand and comply fully with its principles. Violations result in serious consequences, including dismissal, fines, or legal action.

We foster a culture of openness, encouraging individuals to report suspected misconduct or refuse participation in unethical activities, while protecting whistleblowers from retaliation. All new employees receive training on the ABAC Policy during onboarding and must pass a related assessment within 15 days. About 93% of our employees are trained on anti-corruption and anti-bribery policies. Ongoing training and annual policy acknowledgments ensure continuous compliance. During the reporting year, we also underwent ISO 27001 Anti-Bribery Management System (ABMS) implementation training, further strengthening our governance framework and aligning our practices with international standards.

Our anti-corruption commitment extends to suppliers, contractors, and business partners, with clear communication of expectations from the outset and ongoing reinforcement. Policies and procedures are regularly reviewed and updated to address emerging risks, especially when expanding into new markets or sectors. The Compliance and HR teams monitor the effectiveness of this policy, with any amendments requiring written approval from the Company's Board of Directors.

Whistle Blower Policy

The Company maintains a zero-tolerance stance toward any form of unethical behavior. In line with the provisions of the Companies Act and Listing Regulations, a comprehensive Whistle Blower Policy has been established to promote a culture of transparency and accountability. This policy encourages employees and external stakeholders to report any misconduct or wrongdoing that could negatively affect the Company, its customers, shareholders, employees, investors, or the broader public. All disclosures are treated with confidentiality and addressed through a fair and structured process. This policy, inter-alia, also sets forth:

i) procedures for reporting questionable auditing accounting, internal control and unjust enrichment matters,

ii) reporting instances of leak or suspected leak of Unpublished Price Sensitive Information, and

iii) an investigative process of reported acts of wrongdoing and retaliation from employees, inter-alia, on a confidential and anonymous basis.

Employees are encouraged to report any actual or suspected wrongdoing to the Chairman of the Audit Committee by submitting a written communication to **Chairman.AC@eClerx.com**

Grievance Redressal

eClerx maintains a dedicated Grievance Redressal Policy, accessible to employees via the company intranet, though it is not currently available on public platforms. The grievance redressal process is structured into four clear stages, beginning with the submission of the grievance. Employees are encouraged to promptly report concerns to their managers and/or HR Business Partner (HRBP), providing detailed facts and supporting evidence. This is followed by a thorough investigation, ensuring that all parties involved are given a fair and impartial hearing.

During the closure stage, HRBP reviews the final recommendations from the investigating authorities, as outlined in the Conduct and Discipline Policy, communicates the outcomes to the relevant manager, and ensures timely implementation—typically within one working day. The final stage offers an appeal mechanism, enabling employees dissatisfied with the resolution to escalate their concerns to the vertical head or HR head within three working days of the decision. In cases where investigations reveal grievances were fabricated maliciously, strict disciplinary action will be enforced, subject to approval by both the HR head and the vertical head.

Anti-Competitive Behavior

All employees and business partners are required to comply fully with antitrust and competition laws in every jurisdiction where we operate. We strictly prohibit any agreements, understandings, or arrangements with competitors that could restrict or distort fair competition, including practices such as price fixing or market allocation. In upholding our commitment to ethical competition, we safeguard competitors' confidential information with the same care as our own.

Competitive intelligence is gathered solely through lawful and ethical means, without resorting to deception or misrepresentation. During the reporting period, the organization has maintained a clean record, with no pending or concluded legal actions related to anti-competitive conduct or violations of antitrust and monopoly laws implicating our involvement.

Data Security

eClerx is an IT enabled services company and hence data security plays the most important role in all our transactions. eClerx's cyber security policy aims to protect eClerx's technology infrastructure from threat and to protect information from being stolen, compromised or attacked. Adhering to the policy helps in safeguarding the company from human errors, hacker attacks and system malfunctions, in turn saving on the financial and reputational damage that may occur and from jeopardizing eClerx and its client's reputation.

eClerx is an ISO 27001 certified company for Information Security Management System (ISMS) and is fully compliant with all the requirements as outlined by the standard. The oversight of cybersecurity within our company is the responsibility of the Information Security Management Team (ISMT), a dedicated and specialized group focused on safeguarding our IT infrastructure and ensuring compliance with relevant standards and regulations. The ISMT operates under the leadership who holds a role equivalent to that of a Chief Technology Officer (CTO) or Chief Information Officer (CIO). Reporting directly to the Executive Management team, the CTO and his team play a critical role in developing, implementing, and continuously enhancing our cybersecurity strategy to protect our assets and support business objectives.

eClerx's Information Security policy, being an evolving process, caters to a whole spectrum of people, process and technology. It serves as an umbrella framework for defining and guiding the actions related to Information Security.

eClerx's Information Security policy is implemented across the organization by:

- Deploying suitable measures to protect information assets (People, Physical, Software, Information, Paper, Services and Company Image having business value).
- Preventing unauthorized access, modification, destruction or disclosure, whether accidental or intentional, to information assets.
- Assuring information asset's authenticity, confidentiality, integrity and availability.

eClerx is committed to maintaining the highest standards in ensuring confidentiality, integrity and availability of information of internal and external parties. It is essential to obtain, handle, process, transfer and store information about our clients safely and securely in the eClerx environment, with appropriate information security controls in place.

eClerx has adopted the following principles to govern its use, collection, and transmittal of personal data, except as specifically provided by this Policy or as required by applicable laws:

- Lawfulness, Fairness and Transparency
- Purpose Limitation
- Data Minimization
- Accuracy
- Data Retention Periods
- Data Security
- Accountability

eClerx is committed to managing data privacy and protection and has created a framework for its implementation, development, maintenance and improvement.

To maintain confidentiality, integrity and availability of personal data at all stages, the Company has implemented various controls as mentioned in the ISMS Policies, including processes, procedures, organizational structures and software and hardware functions. These controls are established, implemented, monitored, reviewed and improved at regular intervals.

Any employee (including those working from home), vendors, suppliers, and internal and external parties dealing with personal data are expected to adhere to all the policies and procedures followed by eClerx, including the Non-Disclosure Agreement signed by them. Failure to do so will be taken seriously and may result in action as per the disciplinary policies of eClerx. Approximately 88% of our employees have been trained on information security and our policies and procedures relating to it.

Incident Management

All users, i.e., employees and third party staff shall report any observed or suspected security weaknesses in systems or services to their immediate managers as early as possible to prevent any security incidents. All such incidents shall be communicated to the IS team with evidence.

Information security events are monitored and assessed by the Incident Manager. Evidence is collected in a manner that is compliant to the local law and the quality and completeness of the evidence is maintained. The Incident Manager reports security incidents to the Manager - Information Security Group (PGM-ISG) and these incidents are handled as per standard Incident Management Procedures. Follow-up action against a person or organization after an information security incident may involve legal action (either civil or criminal).

The information gained from the evaluation of information security incidents is used to identify recurring or high impact incidents. A process of continual improvement is applied in response to monitoring, evaluating and overall management of information security incidents.

During the reporting period, the organization has not identified any substantiated complaints related to breaches of customer privacy. This includes both complaints received from outside parties and those from regulatory bodies. Furthermore, there have been no reported incidents of leaks, thefts, or losses of customer data.

Data Retention

eClerx is complying with business and contractual requirements for data retention, ensuring adherence to applicable laws and regulations. Users are currently managing the retention and disposal of emails based on business needs. The internal departments follow data retention policies in line with business requirements. For external or client data, we retain information according to client requirements, data retention policies, or regulatory standards, whichever is more stringent. The company has a policy for Data Backup Retention and Disposal Management to ensure responsible data management.

The company returns all personal information to the client within 90 days of the expiration or termination of an agreement, upon client request, or as specified in the agreement, whichever occurs first. If requested by the client, we will also destroy or permanently erase such personal data using appropriate methods.

Any incidents involving personal data breach, including the escalation thereof, shall be dealt with as per the Incident Management policy of eClerx or as per the defined guidelines of the client.

eClerx complies with various data privacy legislations in India as well as globally and adopts best practices of data protection procedures in relation to all its activities.

Sustainable Procurement

At eClerx, we are committed to collaborating with top-tier suppliers to deliver outstanding business solutions to our clients. Our Supplier Code of Conduct and Sustainable Sourcing Policy reflect our dedication to integrating sustainability principles throughout our supply chain, fostering long-term socio-economic and environmental benefits across diverse businesses.

We collaborate with suppliers who maintain strong management systems—including policies, plans, accounting, reporting mechanisms, and performance metrics—that ensure compliance, accountability, and continuous improvement. All suppliers are required to adhere to our Supplier Code of Conduct and implement effective anti-corruption, anti-fraud, and anti-bribery programs, safeguarding the integrity of our operations.

Our Sustainable Supply Chain Management (SSCM) Code of Conduct applies to all suppliers, vendors, contractors, and service providers. While these entities operate independently, their practices impact our reputation and business success. We recognize sustainability as a critical driver of excellence and depend on suppliers who uphold high social, ethical, and environmental standards to consistently deliver superior products and services. We expect full compliance with these standards and encourage adoption of best practices to enhance supply chain sustainability.

To support this, we require all suppliers to complete comprehensive ESG questionnaires as part of our onboarding process, enabling us to gather essential information on their environmental, social, and governance performance.

We hold our suppliers to high standards in key areas aligned with our values: minimizing environmental impact, ensuring safe and healthy workplaces, maintaining ethical business conduct, protecting privacy and data security, complying with legal requirements, and respecting employee and community rights. By focusing on these priorities, we aim to build a resilient, ethical, and sustainable supply chain that advances our shared commitment to responsible business.

Presently, our Supplier Code of Conduct covers 100% of our suppliers. Moreover:

- 53% of our value chain partners are covered (by value) under the awareness program
- 71% critical suppliers (53 of 75) signed the compliance certificate integrated with social and environmental clauses
- 48% new suppliers (161 of 335) are covered under ESG assessment questionnaire

Our Commitment Towards Sustainable Sourcing

We prioritize partnerships with suppliers who demonstrate a strong commitment to sustainability through a comprehensive philosophy, effective management practices, and robust governance frameworks. Suppliers are expected to align with our dedication to best practices, continuous improvement, and collaboration, as detailed in the SSCM Supplier Code of Conduct. Key expectations include acting with integrity, fostering trust, and building long-term relationships through ethical and responsible conduct. Adherence to all applicable local and international laws related to social, ethical, and environmental issues is mandatory.

To drive higher performance, we engage key suppliers through our SSCM Questionnaire, which addresses critical social, ethical, and environmental criteria. Suppliers must manage resources efficiently in line with the SSCM Code of Conduct and actively contribute to positive social and environmental outcomes by upholding strong sustainability standards—thereby creating value for themselves and for the broader community.

We also encourage suppliers to offer cost-effective, environmentally and socially responsible products and services. Our sustainable sourcing approach aims to deliver multiple benefits, including cost savings, improved risk management, enhanced quality, and innovation. We are committed to inclusivity by incorporating SMEs and local vendors when they meet eClerx's requirements, while ensuring the accuracy of supplier information through audits, third-party verifications, and similar validation processes.

During our sourcing process, potential suppliers are evaluated with weighted consideration of their social, ethical, and environmental performance. Minimum standards are enforced through the SSCM Code of Conduct, and comprehensive assessments are conducted for high-spend suppliers to gain a thorough understanding of their business practices.

Percentage of input material (inputs to total inputs by value) sourced from suppliersrcentage of input material (inputs to total inputs by value) sourced from suppliers

	FY2024-25	FY2023-24	FY2022-23
Directly sourced from MSMEs/small producers	16%	15%	15%
Directly sourced from within India (locally)	95%	95%	77%

Stakeholder Engagement

The management team at eClerx connects with diverse stakeholders through formal and informal channels at regular intervals. These stakeholders are shortlisted after extensive brainstorming depending on the material importance to business. The stakeholder relationship committee oversees the overall stakeholder engagement process. Stakeholder inputs are sought to help the company identify its potential material topics and provide insights into future risks and opportunities of business.

Stakeholder Group	**Whether identified as Vulnerable & Marginalized Group** (Yes/No)	**Channels of communication** (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	**Frequency of engagement** (Annually/ Half yearly/ Quarterly / others – please specify)	**Purpose and scope of engagement including key topics and concerns raised during such engagement**
Customers	No	Project-related calls and meetings; project management reviews; relationship meetings and reviews; executive meetings and briefings; customer visits; responses to RFIs/RFPs; sponsored events; mailers; newsletters; brochures	Continuous, realtime, monthly, quarterly, half-yearly, annually	Investments and capabilities in digital technologies; quality of work; data privacy and security; ethical behaviors; customer growth and transformation opportunities; fair business practices; community development
Employees	No	Town halls; roadshows; project or operations reviews; video conferences; audio conference calls; PEEP; PROPEL (employee forum); one-on-one counselling	Continuous	Safe and comfortable workplace; diversity; engaging assignments; learning opportunities; career development; compensation structure
Investors & Shareholders	No	Annual General Meeting; Annual Reporting; BRSR; press releases; investor conferences; earnings calls	Continuous, monthly, quarterly, half-yearly, annually	Financial performance; materiality assessment; sustainability reporting
Academia	No	Meetings; presentations; lectures; webinars; website	Continuous, annually	Job creation; curriculum enhancement; internship opportunities

Stakeholder Engagement (*Contd.*)

Stakeholder Group	**Whether identified as Vulnerable & Marginalized Group** (Yes/No)	**Channels of communication** (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	**Frequency of engagement** (Annually/ Half yearly/ Quarterly / others – please specify)	**Purpose and scope of engagement including key topics and concerns raised during such engagement**
Recruiting firms, Vendors	No	Review meetings; RFPs/RFQs	As and when required	Talent acquisition; ethical behaviour; fair business practices; creditworthiness; business continuity
Partners and Collaborators	No	Meetings; site visits; conference calls; business review meetings; partner events	Continuous, monthly, quarterly, half-yearly, annually	Customer feedback; automation opportunities; value addition and value creation; investments and credit-worthiness; expanding capabilities
Industry Bodies	No	Conferences and seminars; working council meetings; surveys; summits	As and when required, annual	Benchmarking; capabilities expansion, credit-worthiness; financial performance; ethics and fair business practices
Government Bodies; NGOs – under vulnerable segment; Local communities; Society	Yes, some rural & tribal communities	Project meetings, review calls; surveys; conferences; consultative sessions; due diligence; seminars; pre-releases	Continuous, monthly, quarterly, half-yearly, annually	Social Responsibility; understanding community needs; sustainable development; legacy building; local economic development, etc.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Opportunities, Threats, Risk And Concerns

Risk management is an integral part of the business. We have outlined the principal risks and uncertainties that could adversely impact the functioning of the Company through their effect on operating performance, financial performance, management performance and overall sustainability. The Company has an efficient Risk Management System in place to identify and address various risks. This system has made sure that the Company has an effective framework for identification, measurement, evaluation and mitigation of various risks. This Risk Management System is governed by the Risk Management Policy and monitored by the Risk Management Committee. While our focus has been on highlighting likely adverse outcomes, many of these could also provide opportunities if the outcomes happen to favour us. We integrate comprehensive risk criteria into the development of our products and services to ensure they meet the highest standards of quality, security, and compliance while aligning with our strategic objectives.

Risks	Magnitude	Description	Likelihood
Competition risk	Low to Medium	The Company operates in a dynamic market environment where competition is prevalent and can intensify. New entrants may emerge, and existing competitors may enhance their strategies or introduce innovative technologies. These competitive dynamics could impact market position, business operations, and financial performance. To determine the risk appetite, the process begins by identifying key competitive risks such as market share loss, pricing pressures, and talent attrition. These risks are then assessed for their potential impact on revenue, reputation, and client relationships. Based on this assessment, the company defines risk appetite levels—ranging from low to high—reflecting acceptable exposure. Input from leadership, legal, sales, and strategy teams ensures alignment with overall business goals. The defined risk appetite is documented within the enterprise risk management framework and reviewed regularly to adapt to changing market dynamics.	Possible
Technological risk	Low	With advancement of technology, artificial intelligence, robotics and Generative AI, the work volume for people-skill driven services might decrease or reshape significantly, and the Company might not be able to transition to newer client demands or newer supply side models quickly. Due to the rapid emergence of upcoming technologies such as generative AI, artificial intelligence, and robotics, the Company proactively identifies related technological risks including client service requirements. These risks are assessed for their potential impact on business continuity, skilled talent requirement, service quality, and innovation capacity. Inputs from technology experts, legal, compliance, and business leaders ensures that the risk appetite remains aligned with strategic objectives. This approach is embedded in the risk management framework and reviewed regularly to keep pace with evolving technological landscapes.	Unlikely

Opportunities, Threats, Risk And Concerns (*Contd.*)

Risks	Magnitude	Description	Likelihood
Business disruption due to IT system failure risk	Low to Medium	Business disruption following a major outage event, or a failure of our IT systems could cause disruption in the Company's services, thereby reducing client confidence and potentially affecting financial performance. Given the critical reliance on IT systems, the Company identifies the risk of business disruption resulting from system failures or infrastructure outages as a key operational threat. These risks are evaluated based on their potential impact on service delivery, client satisfaction, data integrity, and regulatory compliance. The Company maintains a low risk appetite for disruptions that could significantly affect business continuity or customer trust, prioritizing investments in robust IT infrastructure, and disaster recovery. Collaboration between IT, risk management, and business leadership ensures that risk tolerance levels align with organizational resilience goals. This risk appetite is regularly reviewed and updated within the enterprise risk management framework to address evolving technology environments and emerging threats.	Unlikely
Personal data and privacy risk	Medium	There is increased sensitivity on the part of governments and regulators with respect to personal data and privacy. Legislations like GDPR in Europe carry severe consequences for non-compliance or breach. Failure to comply with current and/or new regulations or inadequacy of privacy policies and procedures could result in substantive liabilities, penalties and reputational impact. The company first identifies potential risks such as personal data privacy breaches, and ethical concerns. These risks are then evaluated for their potential impact on service quality, client trust, regulatory compliance, and innovation capabilities. Based on this evaluation, risk appetite levels are set. This appetite is formally documented in the risk management framework and reviewed regularly to respond to rapid technological advancements.	Unlikely

Emerging Risks

As the business landscape continues to evolve, we remain vigilant in identifying and assessing emerging risks that could impact our strategic objectives, operations, or stakeholder interests. This section outlines new and evolving threats that may influence our risk profile in the near to medium term. Proactive management of these risks is central to maintaining resilience and long-term value creation.

Risks	Description	Impact	Mitigation actions
Business disruption due to a pandemic	Business disruption due to a pandemic resulting in lockdowns, travel restrictions in specific regions, and large absenteeism due to widespread infections could affect financial performance if our clients do not extend work from home approvals or decide to shift business to their own or competitor facilities that are still functional.	A pandemic can significantly disrupt business operations by affecting workforce availability, delaying project timelines, and hindering service delivery. Restrictions on physical movement and office closures can affect collaboration. Increased reliance on remote work may also raise cybersecurity and data privacy risks. Extended disruptions can lead to reduced client satisfaction, contractual penalties, revenue loss, and strain on employee wellbeing.	To address the risk of business disruption caused by a pandemic, we have implemented a robust Business Continuity Management (BCM) framework aligned with international best practices. Our BCM plan includes scenario-based response strategies, remote work capabilities, critical resource planning, and supply chain continuity measures. Regular BCM drills and simulations are conducted to test the effectiveness of response protocols. Additionally, we have achieved ISO 22301:2019 certification, which underscores our commitment to maintaining operational resilience and ensuring minimal disruption to critical services during public health emergencies or similar crises.
Climate change and environmental risks	We recognize that climate change and environmental risks can have both direct and indirect impacts on our operations, infrastructure, and stakeholders. Extreme weather events, rising temperatures, and resource scarcity can disrupt data center operations, affect power availability, and increase cooling demands. Additionally, regulatory pressures and customer expectations around sustainability are driving the need for greener practices and transparent environmental reporting.	Climate-related disruptions could lead to increased operational costs, reduced service availability, and reputational damage. Data centers and network infrastructure are particularly vulnerable to extreme weather events and energy supply constraints, potentially affecting service continuity and client delivery. Furthermore, failure to meet evolving environmental regulations or sustainability benchmarks could affect client relationships, investor confidence, and market competitiveness. Proactive environmental risk management and a strong sustainability strategy are therefore essential to ensuring long-term business resilience and stakeholder trust.	To address climate change and environmental risks, we have implemented a comprehensive sustainability strategy focused on reducing our environmental footprint and enhancing operational resilience. Key mitigation actions include transitioning to energy-efficient data centers, adopting renewable energy sources, and optimizing cooling systems to reduce power consumption. We have implemented an Environmental Management System (EMS) based on ISO 14001 standards, ensuring systematic identification, monitoring, and management of environmental impacts. Regular carbon footprint assessments and participation in environmental reporting frameworks (e.g. CDP, GRI, S&P, EcoVadis) support transparency and continuous improvement.

GRI Content Index

Statement of Use

eClerx Services Ltd. has reported the information cited in this GRI content index for the period April 1, 2024 to March 31, 2025 with reference to the GRI Standards.

GRI Used

GRI 1: Foundation 2021

Scope of Report

eClerx Services Ltd. and its global subsidiary companies.

GRI Standard	Topics	Report	Page No.
GRI 2 General Disclosures 2021	2-1 Organizational details	Annual Report	4-6
		Sustainability Report	3-4
	2-2 Entities included in the organization's sustainability reporting	Sustainability Report	8
	2-3 Reporting period, frequency and contact point	Sustainability Report	8
	2-4 Restatements of information	Sustainability Report	15
	2-5 External assurance	Sustainability Report	58
	2-6 Activities, value chain and other business relationships	Sustainability Report	4
	2-7 Employees	Sustainability Report	20
		Annual Report	55
	2-8 Workers who are not employees	Annual Report	55
	2-9 Governance structure and composition	Annual Report	14
		Sustainability Report	36
	2-10 Nomination and selection of the highest governance body	Sustainability Report	41
	2-11 Chair of the highest governance body	Sustainability Report	44
	Disclosure 2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability Report	37
	2-13 Delegation of responsibility for managing impacts	Sustainability Report	37
	2-15 Conflicts of interest	Sustainability Report	38
		Annual Report	101
	2-17 Collective knowledge of the highest governance body	Sustainability Report	39
	2-18 Evaluation of the performance of the highest governance body	Sustainability Report	40
	2-19 Remuneration policies	Sustainability Report	41
	2-20 Process to determine remuneration	Sustainability Report	41

GRI Content Index

GRI Standard	Topics	Report	Page No.
	2-22 Statement on sustainable development strategy	Sustainability Report	4-7
	2-23 Policy commitments	Sustainability Report	40-43
	2-27 Compliance with laws and regulations	Annual Report	62
	2-29 Approach to stakeholder engagement	Sustainability Report	40-49
GRI 3: Material Topics	3-1 Process to determine material topics	Sustainability Report	11
	3-2 List of material topics	Sustainability Report	11
	3-3 Management of material topics	Sustainability Report	11
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report	10
	201-3 Defined benefit plan obligations and other retirement plans	Annual Report	66
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Sustainability Report	47
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Sustainability Report	42
	205-3 Confirmed incidents of corruption and actions taken	Annual Report	63
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Annual Report	85
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Sustainability Report	16
	302-2 Energy consumption outside of the organization	Sustainability Report	16
	302-3 Energy intensity	Annual Report	76
	302-4 Reduction of energy consumption	Sustainability Report	16
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	Sustainability Report	18
	303-4 Water discharge	Sustainability Report	18
	303-5 Water consumption	Sustainability Report	18
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Sustainability Report	15
	305-2 Energy indirect (Scope 2) GHG emissions	Sustainability Report	15
	305-3 Other indirect (Scope 3) GHG emissions	Sustainability Report	15
	305-4 GHG emissions intensity	Annual Report	78
	305-5 Reduction of GHG emissions	Annual Report	20
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Annual Report	78

GRI Content Index

GRI Standard	Topics	Report	Page No.
GRI 306: Waste 2020	306-3 Waste generated	Sustainability Report	17
	306-4 Waste diverted from disposal	Sustainability Report	17
	306-5 Waste directed to disposal	Sustainability Report	17
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Sustainability Report	46
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Sustainability Report	23
	401-2 Benefits provided to full-time employees that are not provided to temporary or part time employees	Annual Report	66
		Sustainability Report	25
	401-3 Parental leave	Sustainability Report	20
		Annual Report	67
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Sustainability Report	24
	404-2 Programs for upgrading employee skills and transition assistance programs	Sustainability Report	24
		Annual Report	68
	404-3 Percentage of employees receiving regular performance and career development reviews	Annual Report	30
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Sustainability Report	36
		Annual Report	55
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Annual Report	74
	406-2 Ratio of basic salary and remuneration of women to men	Sustainability Report	26
GRI 408: Child Labour	408-1 Operations and suppliers at significant risk for incidents of child labor	Sustainability Report	26
GRI 409: Forced or Compulsory Labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Sustainability Report	26
GRI 410: Security Practices	Disclosure 410-1 Security personnel trained in human rights policies or procedures	Sustainability Report	27
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Sustainability Report	46
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Annual Report	88

SASB Alignment

Sustainability Disclosure Topics & Metrics

Topic	Metric	Report	Page No.
Data Security	Description of approach to identifying and addressing data security risks	Sustainability Report	44-45
	Description of policies and practices relating to collection, usage, and retention of customer information	Sustainability Report	44-45
	(1) Number of data breaches, (2) percentage that (a) involve customers' confidential business information and (b) are personal data breaches, (3) number of (a) customers and (b) individuals affected 1	Annual Report	88
Workforce Diversity & Engagement	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, and (c) all other employees 2	Annual Report	55
	(1) Voluntary and (2) involuntary turnover rate for employees	Sustainability Report	20
	Employee engagement as a percentage 3	Sustainability Report	28
Professional Integrity	Description of approach to ensuring professional integrity	Sustainability Report	41-43
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity 4	Annual Report	62

Activity Metric	Report	Page No.
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Annual Report	55
Employee hours worked, percentage billable	-	-

Alignment with UN-Sustainable Development Goals

1 No Poverty

3 Good Health & Well Being

4 Quality Education

5 Gender Equality

8 Decent Work & Economic Growth

9 Industry, Innovation and Infrastructure

10 Reduced Inequalities

11 Sustainable Cities & Communities

12 Responsible Consumption & Production

13 Climate Action

15 Life On Land

17 Partnership For The Goals

Assurance Statement

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Assurance statement on third-party verification of sustainability information

Unique identification number: 3153129821

TÜV SÜD South Asia Pvt Ltd. (hereinafter TÜV SÜD) has been engaged by eCLERX SERVICES LIMITED to perform a limited assurance verification of sustainability information in the Sustainability Report by eCLERX SERVICES LIMITED (hereinafter "Company") for the period from 01.04.2024 to 31.03.2025. The verification was carried out according to the steps and methods described below.

Scope of the verification

The third-party verification was conducted to obtain limited assurance about whether the sustainability information is prepared in reference to the reporting criteria of the 2021 Sustainability Reporting Standards of the Global Reporting Initiative (hereinafter "Reporting Criteria").

The following selected disclosures are included in the scope of the assurance engagement:

Option "full report" for reporting year Apr 1, 2024 – Mar 31, 2025

- the following disclosures on sustainability in the INTEGRATED REPORT", published at [About Us | eClerx]

- GRI 2: General Disclosure
- GRI 3: Material Topics – 3-1, 3-2, 3-3;
- GRI 201: Economic Performance – 201-1, 201-3;
- GRI 204: Procurement Practices – 204-1;
- GRI 205: Anti-corruption – 205-2, 205-3 ;
- GRI 206: Anticompetitive Behavior – 206-1
- GRI 302: Energy– 302-1, 302-2, 302-3, 302-4;
- GRI 303: Water and Effluents –303-3, 303-4, 303-5;
- GRI 305: Emissions– 305-1, 305-2, 305-3, 305-4, 305-5, 305-7;
- GRI 306: Waste –306-3, 306-4, 306-5;
- GRI 308: Supplier Environment Assessment. – 308-1
- GRI 401: Employment– 401-1, 401-2, 401-3;
- GRI 404: Training and Education – 404-1, 404-2, 404-3;
- GRI 405: Diversity and Equal Opportunity – 405-1, 405-2;
- GRI 406: Non-discrimination– 406-1;
- GRI 408: Child Labour 2016 – 408-1;
- GRI 409: Forced or Compulsory Labour 2016 - 409-1;
- GRI 410: Security Practices (Human rights)
- GRI 414: Supplier Social Assessment 414 -1.
- GRI 418: Customer Privacy– 418-1;

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the integrated reporting, and accordingly, we do not express a conclusion on this information. It was not part of our engagement to review product- or service-related information, references to external information sources, expert opinions and future-related statements in the Report.

Responsibility of the Company

The legal representatives of the Company are responsible for the preparation of the sustainability information in accordance with the Reporting Criteria. This responsibility includes in particular the selection and use of appropriate methods for sustainability reporting.

TÜV SÜD South Asia Pvt. Ltd. • TÜV SÜD House • Saki Naka • Andheri (East) • Mumbai – 400072 • Maharashtra • India TÜV®

the collection and compilation of information and the making of appropriate assumptions or, where appropriate, the making of appropriate estimates. Furthermore, the legal representatives are responsible for necessary internal controls to enable the preparation of a sustainability report that is free of material - intentional or unintentional - erroneous information.

Verification methodology and procedures performed.

The verification engagement has been planned and performed in accordance with the verification methodology developed by the TÜV SÜD Group, which is based upon the ISAE 3000, and ISO 17029. The applied level of assurance was "limited assurance". Because the level of assurance obtained in a limited assurance, the engagement is lower than in a reasonable assurance engagement, the procedures the verification team performs in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. A limited assurance engagement consists of making inquiries, primarily of persons responsible for the preparation of the Sustainability information and applying analytical and other limited assurance procedures.

The verification was based on a systematic and evidence-based assurance process limited as stated above. The selection of assurance procedures is subject to the auditor's own judgment.

The procedures included amongst others:

- Inquiries of personnel who are responsible for the stakeholder engagement und materiality analysis to understand the reporting boundaries.
- Evaluation of the design and implementation of the systems and processes for compiling, analysing, and aggregating sustainability information as well as for internal controls
- Inquiries of company's representatives responsible for collecting, preparing and consolidating sustainability information and performing internal controls
- Analytical procedures and inspection of sustainability information as reported at group level by all locations.
- Assessment of local data collection and management procedures and control mechanisms through a sample survey at selected sites located eCLERX SERVICES LIMITED – Mumbai.

Conclusion

On the basis of the assessment procedures carried out from 09-07-2025 to 23-07-2025, TÜV SÜD has not become aware of any facts that lead to the conclusion that the selected sustainability information has not been prepared, in all material aspects, in reference to the Reporting Criteria.

Limitations

The assurance process was subject to the following limitations:

- The subject matter information covered by the engagement are described in the "scope of the engagement". Assurance of further information included in the integrated reporting was not performed. Accordingly, TÜV SÜD do not express a conclusion on this information.
- Financial data were only considered to the extent to check the compliance with the economic indicators provided by the GRI Standards and were drawn directly from independently audited financial accounts. TÜV SÜD did not perform any further assurance procedures on data, which were subject of the annual financial audit.
- The assurance scope excluded forward-looking statements, product- or service-related information, external information sources and expert opinions.

Use of this Statement

The Company must reproduce the TÜV SÜD statement and possible attachments in full and without omissions, changes, or additions.

TÜV SÜD South Asia Pvt. Ltd. • TÜV SÜD House • Saki Naka • Andheri (East) • Mumbai – 400072 • Maharashtra • India TÜV®

This statement is by the scope of the engagement solely intended to inform the Company as to the results of the mandated assessment. TÜV SÜD has not considered the interest of any other party in the selected sustainability information, this assurance report or the conclusions TÜV SÜD has reached. Therefore, nothing in the engagement or this statement provides third parties with any rights or claims whatsoever.

Independence and competence of the verifier

TÜV SÜD South Asia Pvt Ltd. is an independent certification and testing organization and member of the international TÜV SÜD Group, with accreditations also in the areas of social responsibility and environmental protection. The assurance team was assembled based on the knowledge, experience and qualification of the auditors. TÜV SÜD South Asia Pvt Ltd hereby declares that there is no conflict of interest with the Company.

Place, Date
Mumbai,
20th Aug. 2025

Prosenjit Mitra
General Manager- Verification, Validation and Audit
Management System Assurance

Sameer Girme
Verification Team Leader, TÜV SÜD
Management System Assurance

TÜV SÜD South Asia Pvt. Ltd. • TÜV SÜD House • Saki Naka • Andheri (East) • Mumbai – 400072 • Maharashtra • India TÜV®

Glossary

3D	Three-dimensional
5Ps	Performance, People, Partnership, Profit, and Priority
ABAC	Anti-Bribery and Anti-Corruption
ABMS	Anti-Bribery Management System
AI	Artificial Intelligence
AIMS	Artificial Intelligence Management Systems
APAC	Asia-Pacific
BCM	Business Continuity Management
BCMS	Business Continuity Management System
BoD	Board of Directors
BRSR	Business Responsibility and Sustainability Reporting
CDP	Carbon Disclosure Project
CEA	Central Electricity Authority
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CIO	Chief Information Officer
CO2e	Carbon Dioxide equivalent
CSA	Corporate Sustainability Assessment
CSO	Chief Security Officer
CSR	Corporate Social Responsibility
CTO	Chief Technology Officer

D&I	Diversity & Inclusion
DEFRA	Department for Environment, Food and Rural Affairs (UK)
DEI	Diversity, Equity, and Inclusion
DG	Diesel Generator
EE	Employee Engagement
EEIO	Environmentally Extended Input-Output
EMEA	Europe, Middle East, and Africa
EMS	Environmental Management System
ERM	Enterprise Risk Management
ESG	Environmental Social Governance
ESOP	Employee Stock Ownership Plan
EV	Electrical Vehicle
e-Waste	Electronic waste
EWRM	Enterprise Wide Risk Management
FTE	Full Time Employee
FY	Financial Year
GDPR	General Data Protection Regulation
Gen AI	Generative Artificial Intelligence
GHG	Green House Gas
GJ	Gigajoule
GRI	Global Reporting Initiative

HDMF	Home Development Mutual Fund
HR	Human Resource
HRBP	Human Resource Business Partner
HVAC	Heating, Ventilation, and Air Conditioning
ICAO	International Civil Aviation Organization
IGBC	Indian Green Building Council
ISG	Information Security Group
ISMS	Information Security Management System
ISMT	Information Security Management Team
ISO	International Organization for Standardization
IT	Information Technology
IT-BPM	Information Technology and Business Process Management
kL	Kilo Liter
KMPs	Key Management Personnel
KPIs	Key Performance Index
KRA	Key Responsibility Area
kWh	Kilowatt-hour
KYC	Know your customer
L&D	Learning and Development
LED	Light-Emitting Diode
LEED	Leadership in Energy and Environmental Design

Glossary

LGBTQIA	Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, and Asexual
M&A	Mergers and Acquisitions
MD	Managng Director
MDP	Management Development Program
MJ	Megajoule
MSME	Micro, Small, and Medium Enterprises
MT	Metric Ton
MT-CO2e	Metric Tones of Carbon Dioxide Equivalent
MW	Mega Watt
MWh	Megawatt-hour
NEP	National Education Policy
NGO	Non Governmental Organization
NGRBC	National Guidelines for Responsible Business Conduct
NOx	Oxides of Nitrogen
NPS	Net Promoter Score
NSE	National Stock Exchange
OD	Organization Development
ODS	Ozone Depleting Substance
OHS	Occupational Health and Safety
PCMC	Pimpri Chinchwad Municipal Corporation
PF	Provident Fund

PGM	Program Manager
PHIC	Philippine Health Insurance Corporation
POSH	Prevention of Sexual Harassment
PWDs	Persons with Disabilities
R&D	Research & Development
RE	Renewable Energy
RFI	Request for Information
RFP	Request for proposal
RPA	Robotic Process Automation
S&P	Standard and Poor's
SA8000	Social Accountability 8000
SASB	Sustainability Accounting Standards Board
SBTi	Science Based Target initiatives
SDG	Sustainable Development Goals
SEBI	Securities and Exchange Board of India
SOx	Oxides of Sulphur
SSCM	Sustainable Supply Chain Management
STP	Sewage Treatment Plant
TCFD	Task Force on Climate-related Financial Disclosures
UK	United Kingdom
UN	United Nations

UNSDGs	United Nations Sustainable Development Goals
US EPA	United States Environmental Protection Agency
USA	United States of America
w.e.f.	With effect from
W@E	Women@eClerx

eClerx

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

CIN: L72200MH2000PLC125319
eClerx Services Limited

Corporate Headquarters
Sonawala Building, 1st Floor,
29 Bank Street, Fort, Mumbai – 400 023,
Maharashtra, India.
Ph. No.: +91 (22) 6614 8301
Fax No.: +91 (22) 6614 8655

We welcome your views

We warmly invite all our stakeholders to provide feedback and comments on our Sustainability Report

esg@eclerx.com

Stay Connected

Disclaimer

This document might contain statements that are forward looking in nature. All statements other than statements of historical fact could be deemed as forward-looking in nature. Such statements are inherently subject to risks and uncertainties, some of which cannot be predicted or quantified. By receiving this document, you acknowledge that you will be solely responsible for your own assessment of the market and our market position and that you will conduct your own analysis and be solely responsible for forming your own view of the potential future performance of our business.

No duty to update

eClerx assumes no obligation to update any information or forward-looking statement contained herein, save for any information we are required to disclose by law.

Our reporting ecosystem

We pay special attention on transparency and making content easy to find. This report is part of a broader reporting ecosystem which covers other topics relevant to eClerx. The publications include among others:

Annual Report 2024-25
Business Responsibility and Sustainability Report 2024-25