eClerx

Creating Sustainable Impact

Sustainability Report
2025-2026

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

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About eClerx

eClerx is a global leader in AI-powered analytics, digital operations, automation, and business process management. For over a quarter of a century, the company has been a trusted innovation partner to some of the world's leading businesses, helping them navigate complexity, harness data and technology and amplify business results. eClerx partners with Fortune 500 enterprises across financial services, telecom, media & entertainment, luxury, retail & fashion, and manufacturing.

Established in 2000, eClerx was founded with a vision to help organizations transform through innovative, technology-enabled solutions. Today, the company is listed on the Bombay Stock Exchange and National Stock Exchange of India and has a global workforce of over 22,000 employees, supported by sales offices and delivery centers in 17 countries across APAC, EMEA, and the Americas. As AI and emerging technologies continue to reshape the way businesses operate, eClerx is continually evolving its capabilities to combine human expertise with intelligent automation, data, and AI—enabling its clients to improve decision-making, enhance efficiency, manage risk, and unlock new opportunities for growth.

eClerx's commitment extends beyond business performance. The company strives to create lasting value for its clients, people, communities, and other stakeholders by embedding responsible practices, innovation, and sustainability into its growth journey.

Our Core Values

At eClerx, we lead with EPIC values that are grounded in our operations.

E — **Excellence**
Be passionate and commit to doing your best

P — **People**
Invest in people and bring out the best in them

I — **Integrity**
Maintain the highest standards of ethics, integrity & fairness

C — **Client-Centric**
Make clients 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

In the high-stakes landscape of banking, financial services, and insurance, resilience begins with readiness. We embed AI in workflows to modernize operations, automate risk controls, and ensure regulatory alignment, without slowing innovation. With AI-powered intelligence at the core of eClerx's financial services and technology suite, our complex solutions for compliance, client lifecycle management, and trade operations make businesses agile, efficient, and audit-ready at every step.

Telecom, Media, and Entertainment

We help telecom, media, and entertainment organizations leverage AI, building on a strong base of advanced insights, automation, and scalable support models. Our solutions are built to reduce complexity, lower operating costs, and help businesses deliver seamless, personalized experiences at scale. From content workflows and campaign management to multichannel customer interactions, we enable companies to reduce service costs, all while staying ahead in a rapidly evolving digital landscape.

High-Tech

We use AI to build automation, real-time analytics, and streamlined compliance workflows to help businesses drive agility, improve performance, and 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. drive omnichannel excellence and commercial impact to help high-tech companies accelerate digital transformation.

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 embed AI into creative production, digital asset management, and advanced analytics. Through CLX Europe, our dedicated subsidiary, we deliver cutting-edge solutions ranging from eCommerce campaigns to virtual try-ons, or from AR lookbooks to digital asset management solutions, helping brands design for what's next.

Manufacturing & Distribution

eClerx partners with manufacturing and distribution companies to streamline operations and enhance customer experiences through data-driven digital solutions. Our award-winning suite of proprietary tools combines advanced analytics, AI inventory management, and operational efficiency to help you unlock measurable impact across the entire value chain.

Retail & Consumer Goods

eClerx helps retail brands optimize operations, elevate customer experiences, and accelerate digital transformation using data, automation, and advanced analytics. Our solutions leverage AI to smoothly complete manual tasks like content updates, pricing changes, and campaign approvals, freeing up your team to focus on high-impact work.

Message from the CEO & Managing Director

In a world marked by increasing geopolitical uncertainty, economic volatility, accelerating climate risks, and rapid technological transformation, businesses today are expected to deliver financial performance and simultaneously demonstrate resilience, responsibility, innovation and purpose. At eClerx, we remain committed to embedding sustainability and responsible innovation at the core of our strategy and operations.

Over the past year, we have strengthened our Environmental, Social, and Governance (ESG) frameworks through greater transparency in our disclosures, and focused initiatives on renewable energy, resource efficiency and responsible operations. Our people remain at the heart of our sustainability journey. We continue to foster a culture of inclusion, well-being, and continuous learning, and are proud to have been recognized as a **Great Place to Work®**, reflecting our commitment to creating a workplace where employees can thrive. At the same time, we continue to strengthen our community investments to deliver meaningful and lasting social impact.

As a technology-led organization, we are increasing our focus on AI to drive innovation, operational efficiency, and smarter decision-making. We believe that AI can play a critical role in accelerating sustainability outcomes through improved analytics, risk management, and data-driven insights. Our efforts in this space are reinforced by our ISO 42001 certification for AI Management Systems, reflecting our commitment to ethical, secure, and responsible AI governance.

Our journey is guided by a culture of 5BEs – which shape how we navigate challenges and create long-term value:

Be Accountable
by taking ownership of our impact and ensuring transparency in everything we do.

Be Ambitious
by setting bold goals and continuously raising the bar on our ESG performance.

Be Brave
by embracing change, driving innovation, and addressing difficult challenges head-on.

Be Inclusive
by creating equitable opportunities and fostering a sense of belonging for all stakeholders.

Be Optimistic
by believing in our ability to create a sustainable and resilient future.

As we look ahead, we remain committed to integrating Technology and ESG deeper into our business decisions, enhancing stakeholder value, and contributing meaningfully to a more sustainable global economy.

I extend my sincere gratitude to our employees, clients, partners, and communities for their continued trust and support as we move forward together.

Kapil Jain
CEO & Managing Director

Message from the ESG & CSR Chairperson

At eClerx, our commitment to Corporate Social Responsibility (CSR) is complementary to our ESG framework. We believe that sustainable business growth is inherently linked to the wellbeing of our communities, our employees and our local environment. In alignment with Global Reporting Initiative (GRI) Standards, I am pleased to share our progress in driving transparent, accountable and impactful sustainable development during the past year.

Our core CSR initiatives continue to foster long-term community development. In FY 2025-26, we invested over ₹100 million, positively impacting nearly 42,000 beneficiaries in programs across our key focus areas of Education, Employability and Environment. This corporate commitment was strongly mirrored by our workforce. True social responsibility is a shared mission, and our employees demonstrated their personal commitment by contributing 9,000+ volunteering hours and donating close to ₹2 million through our payroll giving program.

Strong governance is the foundation of our CSR and ESG programs. This year, we continued enhancing our monitoring mechanisms to provide greater transparency and accountability and incorporated these results in our disclosures. As a forward-looking organisation, our governance extends to how we adopt new technologies such as AI. In tandem with advancing our AI capabilities to drive organisational agility, our committee remains strictly committed to ensuring it is deployed responsibly and ethically – safeguarding privacy, equity, and trust across all digital touchpoints for our people and partners.

Our community-first mindset is also reflected in how we manage our environmental footprint. Approximately 70% of our energy is now sourced from renewable energy, complemented by sustained progress in our waste management and water efficiency programs. On the employee front, we maintained our strong commitment to workforce well-being, fostering a genuine sense of belonging, and advancing anti-discrimination and equal opportunity practices. Women now comprise close to 40% of our workforce, supported by ongoing strategic investments in leaning and development.

As standards and stakeholder expectations evolve, the Committee will continue to strengthen our governance practices, ensuring rigorous compliance, and drive measurable accountability. We remain dedicated to guiding eClerx's sustainability journey – fostering a legacy of shared value, community resilience, and responsible growth.

PD Mundhra
Executive Director
Chairperson - CSR and ESG Committee

Message from the Chief Financial Officer

As our industries and markets experience macroeconomic shifts and rapid technological disruption, disciplined capital allocation and responsible growth are more critical than ever. At eClerx, ESG isn't a parallel agenda – it's integral to how we derive long-term value, manage risks, and enhance operational resilience.

Our sustainability journey reflects a consistent, milestone-driven approach. From our first EcoVadis disclosure to achieving a Silver Medal for the second consecutive year, we have strengthened both performance and transparency. Our CDP rating remains at B, underscoring consistency in climate-related risk management.

On the environmental front, we have made measurable progress: 100% renewable energy sourcing across our Mumbai and Pune offices, and 70% of the total energy consumption derived from renewable sources across our portfolio. Additionally, 92% of our office space is LEED/IGBC-certified, reflecting our commitment to sustainable infrastructure. Our ISO 14001 certification further reinforces a structured approach to environmental management – driving efficiency, compliance, and continuous improvement.

From a social and governance perspective, we take pride in being amongst the early adopters of the prestigious SA8000 certification in the IT/ITeS space in India, demonstrating our commitment to fair labor practices and human rights. Our recognition as a Great Place to Work® further reflects sustained investments in people, culture, and capability building.

In parallel, we are increasing investments in Artificial Intelligence and advanced digital technologies to enhance productivity, strengthen analytics capabilities, and improve decision-making in a rapidly evolving global landscape. Our ISO 42001 certification for AI management systems underscores our commitment to responsible, secure, and ethical deployment of AI. From improving the accuracy and timeliness of ESG data management and reporting, to enabling smarter decision-making and risk identification, we are leveraging these technologies responsibly and thoughtfully. We remain mindful of the ethical considerations surrounding AI, including data privacy, bias mitigation, and transparency, and are committed to deploying AI in a manner that aligns with our governance principles and stakeholder expectations.

As we move forward, our focus remains on integrating sustainability and technology into financial strategy—driving efficiency, mitigating risks, and delivering sustainable, future-ready growth.

Srinivasan Nadadhur
Chief Financial Officer

Message from the HR Heads

Asma Sultana
HR Head – Delivery Centres

Our people are the foundation of our success and the driving force behind our sustainable growth. As technology and client expectations continue to evolve, we remain committed to creating a workplace where every employee feels valued, empowered, and inspired to thrive.

This year, we strengthened our focus on employee well-being, continuous learning, and fostering a culture of inclusion and belonging. Our recognition as a Great Place to Work® reflects the trust, collaboration, and shared purpose that our people bring to the workplace every day.

As Artificial Intelligence reshapes the future of work, we are investing in AI fluency, digital capabilities, and responsible AI practices to prepare our workforce for the opportunities ahead. We believe AI is a powerful enabler of human potential, helping our people innovate, adapt, and create greater value for clients and stakeholders.

We remain committed to supporting the holistic well-being of our employees while cultivating an environment where diverse perspectives are respected, inclusion is embedded, and everyone experiences a true sense of belonging.

As we look ahead, our focus remains on building a resilient, inclusive, and future-ready workforce, empowering our people to grow, lead, and make a meaningful impact for our clients, communities, and society.

In a rapidly evolving marketplace, our people are central to how we create value for clients and drive sustainable growth. As business models, customer expectations, and technologies continue to transform, we remain focused on building a workforce that is agile, resilient, and future-ready.

Our talent strategy is centered on attracting, developing, and retaining high-performing talent while fostering a culture of continuous learning, collaboration, and innovation. As Artificial Intelligence becomes increasingly embedded in the way we work, we are equipping our teams with the skills, mindset, and tools to leverage AI responsibly, enhance productivity, and deliver differentiated client outcomes.

We believe that technology delivers its greatest impact when combined with human expertise, diverse perspectives, and a strong sense of inclusion and belonging. By empowering our people to learn, adapt, and lead, we are strengthening our ability to serve clients in an increasingly dynamic global environment.

As we look ahead, we remain committed to building a digitally enabled, globally connected workforce that drives innovation, creates sustainable value, and helps our clients navigate the future with confidence.

Prital Shah
HR Head - Sales & Consulting

About the Report

Our latest Sustainability Report serves as a comprehensive account of our ESG journey over the past year. It reflects our commitment to responsible growth and highlights the actions we have taken to embed sustainability into our business strategy. Through transparent and meaningful disclosures, we aim to give stakeholders a clear understanding of how we manage our impacts, create long-term value and build a resilient organization for the future.

Scope of the Report

This report covers the ESG performance of eClerx Services Limited and its subsidiaries across our global operations in the Americas, Europe, the Middle East, and Asia-Pacific for the period 1 April, 2025 to 31 March, 2026.

Our Approach

At eClerx, sustainability is not a standalone initiative; it is embedded in the way we measure & deliver business success. Our disclosures are aligned with the Global Reporting Initiative (GRI) Standards, Sustainability Accounting Standards Board (SASB) metric, and the United Nations Sustainable Development Goals (UN SDGs), ensuring a comprehensive and globally comparable view of our performance.

Using Greenhouse Gas (GHG) tracking for carbon accounting, we translate data-driven insights into practical decarbonization strategies. Guided by the principles of materiality, transparency and completeness, our approach enables us to progress accurately while strengthening accountability and trust among our stakeholders.

Assurance Statement

The sustainability information presented in this report has undergone independent verification and limited assurance by TÜV SÜD South Asia Private Limited.

Our disclosure focuses on the areas where our operations create the greatest value and impact:

Environmental Stewardship

Reducing the environmental footprint of our digital and physical operations through energy-efficient infrastructure, circular waste management practices, and a transition towards renewable first energy.

Social Empowerment

Fostering an inclusive workplace that prioritizes employee well-being, while supporting community initiatives that strengthen local resilience and create positive social impact.

Ethical Governance

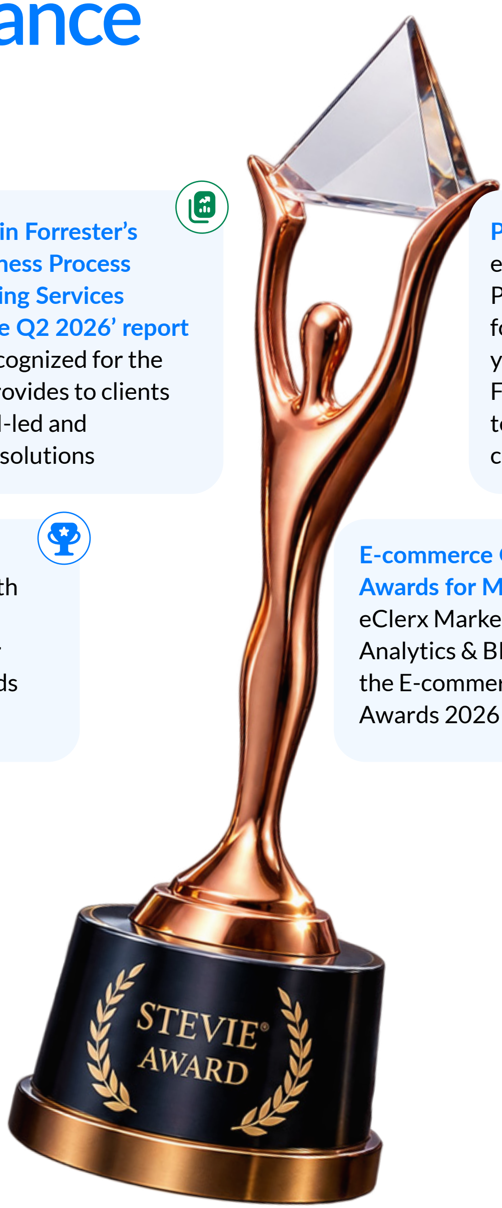
Upholding the highest standards of integrity through robust data privacy and security practices, ethical AI frameworks, and strong corporate oversight.

eClerx at a Glance

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Awards & Recognition

2026



The Economic Times Future Skills Award 2026
eClerx recognized for excellence in skilling infrastructure & learning platforms

Inclusion in Forrester's 'The Business Process Outsourcing Services Landscape Q2 2026' report
eClerx recognized for the value it provides to clients with its AI-led and AI-native solutions

Partner of the Year 2025
eClerx recognized as the Partner of the Year 2025 for the second consecutive year by a leading global Fortune 50 media & telecommunications company

Most Influential CEOs 2026
Kapil Jain named among the Most Influential CEOs 2026 by CEO Monthly Magazine

Inclusion in 2026 Gartner® Market Guide for Digital Shelf Analytics
eClerx recognized for its ability to offer insights from the digital shelves of multiple online marketplaces, retailers or social networks

Quality Excellence Award
eClerx recognized at a global summit with Quality Excellence award by our client, a leading global ride hailing platform, for setting industry-leading quality standards

E-commerce Germany 2026 Awards for Market360
eClerx Market360 won the Analytics & BI category at the E-commerce Germany Awards 2026

Stevie® award for Talent Development & Upskilling
eClerx won the Bronze Stevie award for Innovation in Talent Development & Upskilling

Gold status in the Adobe Solution Partner Program
eClerx recognized as a Gold Partner for the Americas region within the Adobe Solution Partner Program.

Brandon Hall for Talent Management
eClerx won three Brandon Hall Silvers for Leadership & Talent Management

ASQ South Asia Team Excellence Awards (SATEA)
eClerx won Bronze in Operational Excellence category at ASQ SATEA 2025 for quality improvement project

Major Contender in Everest Group's Intelligent Process Automation PEAK Matrix® 2025
eClerx recognized as a major contender in Everest Group's 2025 Intelligent Process Automation Platform (IPA) PEAK Matrix® Assessment

International Standard for Social Accountability (SA8000)
eClerx achieved SA8000 certification, demonstrating adherence to global social accountability and fair labor practices.

eClerx at a Glance

Gold ratings at CII National Six Sigma competition 2025
eClerx achieved Gold ratings in CII's national competition for process excellence.

Forrester recognition in Marketing Measurement & Optimization Services
eClerx recognized as a notable provider in Forrester's Marketing Measurement & Optimization Services Landscape report.

India's leading ESG Entities in Dun & Bradstreet's report
eClerx listed among India's leading ESG entities in Dun & Bradstreet's 2025 ESG evaluation report.

Great Place to Work Certification
eClerx certified as a Great Place To Work®, reflecting people and culture excellence.

Awards & Recognition 2026

Awards & Recognition 2025

Asia-Pacific Stevie® Award
Silver - eClerx's Financial Markets Employee Onboarding Program Awarded Silver Medal for Innovation in Human Resources Management by the Asia-Pacific Stevie Awards

Financial Express CFO Award Medium Enterprises Segment
Services Sector - eClerx honored with the Financial Express CFO Award in the Medium Enterprises Segment – Services Sector

The Evangelist 100 by the Chief Security Officer Awards (CSO100)
eClerx honored with the Evangelist 100 by the Chief Security Officer Awards (CSO100) by Foundry (an IDG, Inc. Company)

Major Contender in Everest Group's Marketing Services PEAK Matrix®
eClerx's Digital Marketing Services named a "Major Contender" in Everest Group's Marketing Services PEAK Matrix

eClerx at a Glance

Environment

70% of the total energy consumption at our offices in India and the Philippines is sourced from renewable sources

We continue to have 100% renewable energy for our corporate office and key delivery centres at Mumbai and Pune

92% of our office space in India is located in LEED/IGBC certified green buildings

100% of our e-waste and battery waste generated in India is recycled through certified vendors

Our CDP rating for the 'Climate' questionnaire stands at 'B'

Achieved ~22% reduction in Scope 1, ~13% reduction in Scope 2, and ~1.5% reduction in Scope 3 emissions in FY 2025-26 compared to FY 2024-25.

Social

Great Place to Work Certified in India

~39% of our global workforce is comprised of women employees.

100% of our employees are covered under Health and Medical Insurance

7,911 employees - representing nearly 35% of our global workforce – received training on Generative AI.

92% of our employees are trained on workplace health and safety.

Achieved a milestone CSR investment of ₹100 Million for the first time benefitting 42,000 lives in the financial year.

Governance

67% of the Board comprises of Independent Directors

Average attendance at the Board meetings for the financial year stands at 98%

We operate as an industry pioneer in India by securing the prestigious SA8000 certification, anchoring our commitment to a fair, safe, and equitable work environment.

We successfully secured the ISO 14001:2015 certification, significantly strengthening our environmental management system.

eClerx

Materiality Assessment

Creating Sustainable Impact

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Materiality Approach

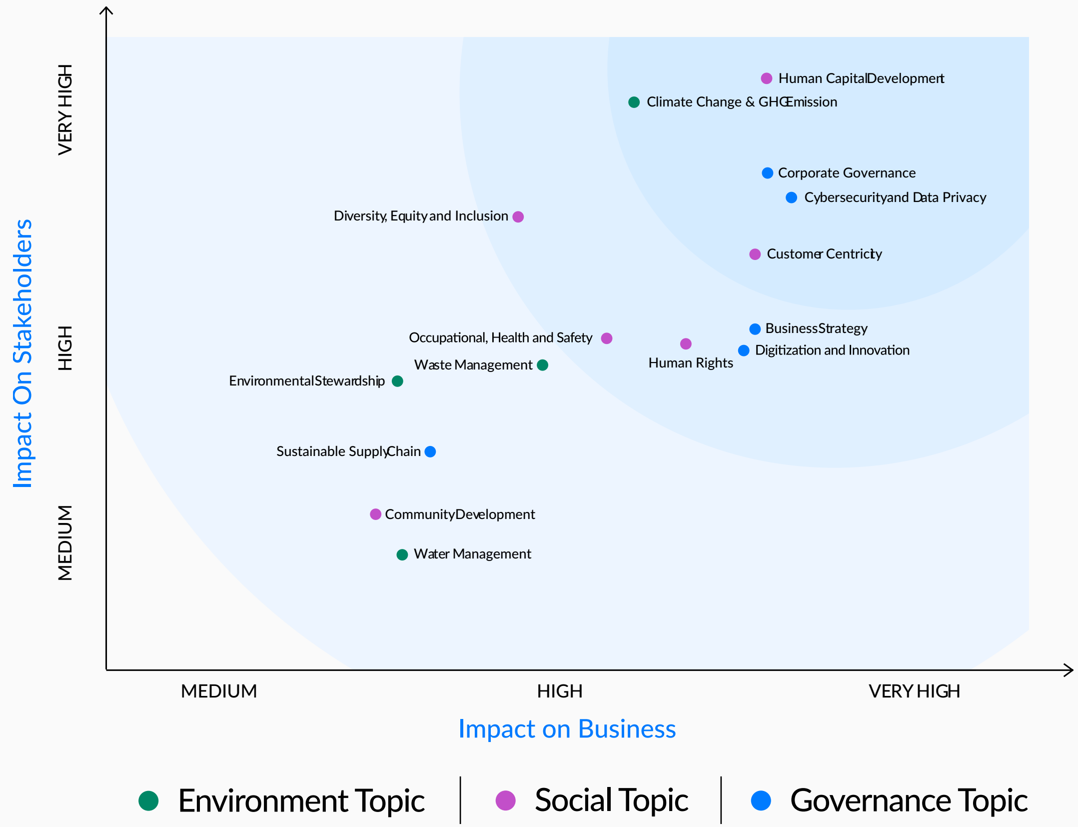
During FY2023-24, eClerx conducted a comprehensive materiality assessment, facilitated by independent consultant Uniqus, to identify the ESG issues most significant to our business and stakeholders. The assessment was aligned with the Global Reporting Initiative (GRI) Standards and informed by industry research, peer benchmarking, internal and external stakeholder consultation with digital surveys and engagement sessions with senior management including the Board of Directors, the CSR and ESG Committee, key managerial personnel.

The insights from this process continue to guide our sustainability strategy, helping us focus resources on the areas where we can create the greatest value for our stakeholders while delivering long-term business resilience and sustainable growth.

The four highest priority material topics identified through assessment are:

1. Cybersecurity & Data Privacy
2. Corporate Governance & Business Ethics
3. Human Capital & Customer Centricity
4. Climate Change & GHG Emissions

These priorities underpin our ESG framework and inform the goals, actions and disclosures presented through this report.



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Environment

Creating Sustainable Impact

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Environment

Environmental responsibility is integral to our business strategy and long-term value creation. As a global technology services organization, we are committed to reducing our environmental footprint, strengthening climate resilience, and supporting the transition to a low-carbon economy. Through responsible resource management, energy optimization, emissions reduction, and waste minimization, we continue to advance our environmental performance while delivering sustainable growth.

Climate Change

Climate change presents both risks and opportunities for our business. We manage climate-related impacts through our Enterprise Risk Management (ERM) framework, enabling us to strengthen operational resilience, safeguard business continuity, and support long-term value creation.

Our approach focuses on infrastructure decarbonization, energy efficiency, renewable energy adoption, and robust business continuity planning aligned with recognized standards, including ISO 22301.

We assess and manage the following key climate-related risks:

Physical Risks:
Exposure to extreme weather events, including floods, cyclones, storms and heatwaves, as well as longer-term climate effects such as rising temperatures and water stress.

Regulatory and Legal Risks
Evolving climate regulations, carbon pricing mechanisms, emissions reduction requirements, and associated compliance obligations.

Market and Technology Risks
Shifting customer expectations, supply chain disruptions, and the transition to lower-carbon technologies.

Reputational Risks
Increasing stakeholder expectations regarding environmental performance and sustainable business practices.

Our Climate Strategy & Targets

Our climate strategy is centered on measurable action and long-term accountability.

Key commitments include:

Net Zero by 2050
against a 2020 baseline through renewable energy adoption, energy efficiency initiatives and low-carbon technologies.

Science-Based Targets initiative (SBTi)
Pursuing validation of our emission reduction targets through the Science-Based Targets initiative.

Renewable Energy
Achieving 50% renewable energy consumptions by 2030 from a 2020 baseline.

Value Chain Engagement
Collaborating with suppliers and partners to reduce our value chain emissions.

Oversight of climate-related commitments is provided by the Board and the CSR & ESG Committee through bi-annual reviews, ensuring climate considerations remain embedded within our strategic decision-making.

GHG Emissions

We maintain a comprehensive GHG inventory to measure, monitor and manage our carbon footprint. Our emissions are calculated in accordance with the GHG Protocol and cover direct emissions (Scope 1), purchases electricity (Scope 2) and relevant value chain emissions (Scope 3). This approach enables us to identify reduction opportunities, establish data-driven targets and track progress towards our climate commitments.

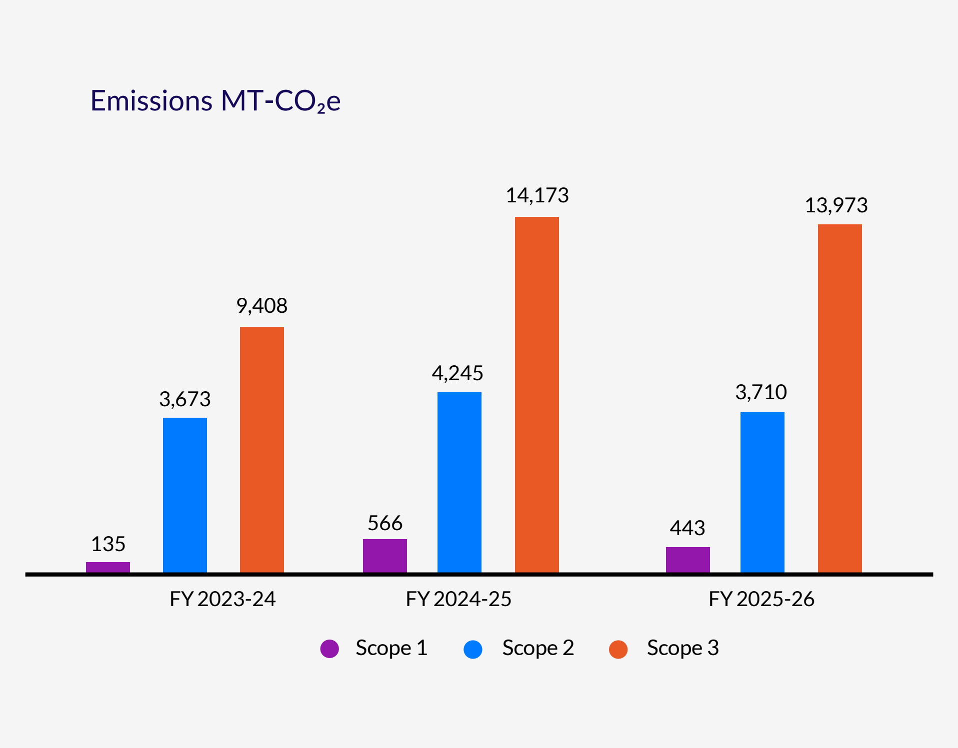
Scope 1

Our Scope 1 emissions remain notably low due to asset-light operating model. As most of our facilities are leased and we do not operate a company-owned vehicle fleet, our direct emissions primarily arise from refrigerants and CO_2 fire extinguishers. Diesel generators located at our facilities are owned and operated by building management and are therefore excluded from our operational boundary.

Scope 2

Electricity consumption represents the most significant source of operational emissions. During FY 2025-26, our India and Manila facilities consumed 15.1 million kWh of electricity, resulting in location-based Scope 2 emissions of 10,692 tCO_2e.

Renewable electricity accounted for approximately 70% of total electricity consumption, reducing market-based Scope 2 emissions to 3,710 tCO_2e. Emissions were calculated using the latest national grid emission factors from India's Central Electricity Authority (CEA) and the Philippines' Department of Energy.



Scope 3

Our Scope 3 inventory encompasses six material categories: purchased goods and services (Category 1), capital goods (Category 2), waste generated in operations (Category 5), business travel (Category 6), employee commuting (Category 7), and upstream leased assets (Category 8). Calculations are aligned with the GHG Protocol, tailored to the data availability within each category.

For Categories 1 and 2, we utilized a spend-based approach leveraging US EPA EEIO supply chain emission factors. Category 5 was calculated using a waste-specific method based on DEFRA emission factor database. Our business travel (Category 6) emissions were derived from a hybrid of spend-based and distance-based data, incorporating US EPA, DEFRA, and ICAO calculator. Finally, for employee commuting (Category 7), we applied a distance-based methodology using DEFRA emission factors, synthesizing internal transport data and employee surveys to estimate impacts across both public and private transit.

Our Scope 2 reporting boundary incorporates leased facilities housing more than 90% of our global workforce from India and Philippines. Whereas emissions from our remaining onshore leased offices are accounted in the Category 8 (Upstream Leased Assets), utilizing a precise, asset-specific and average-data methodology.

Energy Management

Renewable Energy

Increasing renewable energy use remains a key component of our decarbonization strategy. We continue to expand renewable electricity procurement across our operations as we progress towards our target of sourcing 50% of operational electricity from renewable sources by 2030.

During FY 2025-26, renewable energy represented approximately **70%** of total electricity consumption across our India and Manila delivery centers, surpassing our interim transition pathway and reinforcing progress towards our long-term climate goals.

Energy Consumption	FY 2025-26 (MJ)	FY 2024-25 (MJ)	FY 2023-24 (MJ)
Renewable Sources	37,810,884	30,274,906	29,132,211
Non-Renewable Sources	16,534,050	18,420,650	16,275,335
Total Consumption	**54,344,934**	**48,695,556**	**45,407,546**

Energy Efficiency

Improving energy efficiency remains a key lever in reducing operational emissions and enhancing resource productivity across our global operations. During FY2025-26, we continued to invest in energy-efficient infrastructure and workplace technologies, supported by the fact that over **92% of our office space in India is Green Building certified.**

Key initiatives implemented across facilities include:

- Deployment of smart LED lighting and motion-sensor controls to reduce baseline electricity consumption.
- Optimization of temperature setpoints across office locations.
- Replacement of conventional UPS systems with high-efficiency Modular UPS infrastructure and lithium-ion battery technology, delivering power efficiency levels of 96% to 99%, compared with traditional systems operating at approximately 80% to 85% efficiency.
- Installation of Energy Star-rated cooling systems using environmentally preferable refrigerants.
- Deployment of Cold Aisle Containment solutions within data centers and hub rooms to improve cooling efficiency and minimize energy losses.
- Enhancement of Air Handling Unit (AHU) performance through Ultraviolet Germicidal Irradiation (UVGI), Photo Hydro-Ionization (PHI) systems, and upgrades from MERV 8 to MERV 14 filtration.

These initiatives contribute to lower energy consumptions, reduced carbon emissions, improved operational resilience and enhanced indoor environmental quality.

Waste Management

Effective waste management is an important component of our environmental strategy and supports our commitment to resource efficiency, circularity, and responsible operations. Our approach prioritizes waste reduction at source, segregation, recycling, recovery, and compliant disposal of residual waste streams.

Waste segregation systems are implemented across our major offices, supported by employee and facility staff awareness programs. Waste generation and disposal data are monitored regularly to strengthen waste diversion performance and identify opportunities for continuous improvement.

During FY2025-26,

55.5%

of total waste generated was diverted from disposal through recycling, recovery, and other responsible waste management practices.

Electronic waste, including IT equipment, batteries, printers, and peripherals, is managed through authorized recyclers and dismantlers approved by relevant regulatory authorities. All disposal activities are undertaken through appropriately vetted vendors and supported by recycling and destruction certificates, where applicable.

Waste Generation & Disposal

Parameter	FY 2025-26 (in metric tons)			FY 2023-24 (in metric tons)			FY 2022-23 (in metric tons)		
	Generated	Diverted from disposal	Directed to disposal	Generated	Diverted from disposal	Directed to disposal	Generated	Diverted from disposal	Directed to disposal
Plastic waste	4.0	2.2	1.8	3.2	1.2	1.96	1.1	0.25	0.85
E-waste	21.5	21.5	0	18.3	18.3	0	5.6	5.6	0
Bio-medical waste	1.3	1.3	0	1.67	1.67	0	0.01	0	0.01
Construction & demolition waste	0	0	0	0.05	0	0.05	0	0	0
Battery waste	3.5	3.5	0	4.5	4.5	0	7.35	7.35	0
Other non-hazardous waste	133.1	62.1	71.0	82.5	43.3	39.2	48.9	45.3	3.6
Total	**163.5**	**90.7**	**72.8**	**104.5**	**68.96**	**35.55**	**62.96**	**58.5**	**4.46**

Waste data covers our delivery centers in India and Manila, which together account for a majority of waste generated across our operations. Data from smaller sales office and remote locations has been excluded where waste management is controlled by landlords or where volumes are immaterial and reliable data collection isn't feasible.

Waste quantities are reported based on records maintained by facility management teams and authorized waste handling vendors. Diversion from disposal includes waste streams sent for recycling, recovery, reuse or authorized treatment, while disposal reflects waste directed to landfills, incineration, or other final disposable methods.

Through continued focus on waste reduction, responsible recycling and stakeholder awareness, we remain committed to improving resource efficiency and advancing circular economy principles across our global operations.

Water Stewardship

Water stewardship is a fundamental and critical aspect of our environmental management approach. We are committed to promoting the efficient use of water resources, reducing consumption where feasible and ensuring responsible management of wastewater across our operations.

As a predominantly office-based organization operating from leased facilities, our focus is on monitoring water consumption, engaging with facility operators and supporting water conservation practices. We continue to assess opportunities to improve water-use efficiency while maintaining compliance with local regulatory requirements.

Water Withdrawal	FY 2025-26 (in kiloliters)	FY 2024-25 (in kiloliters)	FY 2023-24 (in kiloliters)
(i) Surface water	0	0	0
(ii) Ground water	0	0	0
(iii) Third party water	108,174	94,566	47,508
(iv) Seawater / desalinated water	0	0	0
(v) Others	0	0	0
Total Volume of Water Withdrawal (in kiloliters)	108,174	94,566	47,508
Total Water Discharge (Sent to Third party for treatment)	100,640	83,357	45,291
Total Volume of Water Consumption (in kiloliters)	**108,174**	**94,566**	**47,508**

The scope of water reporting encompasses all eClerx offices in India and Manila. Water data is compiled from utility records and information provided by landlords and facility operators at our leased locations.

All water withdrawn during the reporting period was sourced from third-party suppliers, including municipal authorities and building management providers. We do not withdraw water directly from surface water bodies, groundwater sources, or desalination facilities.

All Indian operating locations are situated in areas classified as water-stressed. Consequently, responsible water use and engagement with facility partners remain important elements of our environmental management approach.

Wastewater generated through our operations is transferred to landlords or authorized third parties for treatment and recycling in accordance with local regulatory requirements. This approach supports responsible water resource management and contributes to the efficient reuse of water within the broader communities in which we operate.

eClerx

Social

Creating Sustainable Impact

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Social

At eClerx, our people are central to how we create long-term value. We are committed to fostering an inclusive, safe and empowering workplace while upholding human rights and responsible employee and labor practices across our operations and value chain.

Our approach is underpinned by internationally recognized standards, including SA8000 Social Accountability Certification, making eClerx one of the very few IT/ITeS organizations in India, and among the earliest in the sector, to achieve this globally recognzsed benchmark for human rights, fair labor practices, workplace safety, and ethical employment.

Through our focus on employee well-being, talent development, diversity, and community impact, we continue to build a resilient workforce capable of supporting sustainable business growth.

After Parental Leave	Male	Female
Return to work rate	100%	94%
Retention rate	81%	64%

People at a Glance (FY2025-26)

Total global headcount
22,639

Women employees (%)
39%

Voluntary turnover rate of permanent employees
19.6%

Total turnover rate for permanent employees
37.8%

Employees who received workplace health and safety training
92%

Maternity leave
182 calendar days

Paternity leave
10 working days

Human Rights Commitment

Respect for human rights is fundamental to our values and operations. Guided by our Human Rights Policy, Employee Relations Framework, and SA8000 certified management system, we maintain a zero-tolerance approach towards discrimination, child labor, forced labor, human trafficking, harassment, freedom of association and retaliation.

Our commitments include:

- Equal opportunity and non-discrimination
- Fair wages and responsible working conditions
- Freedom of association and collective bargaining
- Prevention of child labor and forced labor
- Protection of employee health, safety and well-being
- Human rights due diligence across our value chain

These principles extend beyond our direct workforce through supplier engagement, contractual requirements, risk assessments and ongoing monitoring.

Social

Equal Opportunity and Inclusive Excellence

We are committed to creating a workplace where individuals can realize their full potential irrespective of gender, age, race, religion, ethnicity, pregnancy, sexual orientation, disability, or any other characteristic.

Our Equal Employment Opportunity Policy and Prevention of Sexual Harassment (POSH) Policy establish clear standards for fair treatment, merit-based advancement, and a respectful workplace culture with zero-tolerance stance toward misconduct.

During FY 2025-26:

- Equal Opportunity and Anti-Discrimination training achieved 72% completion
- Dedicated workshops were conducted for recruitment teams to support unbiased hiring practices
- Diversity-focused hiring programs continued across key talent pipelines
- In FY2025-26, campus recruitments achieved 38% targeted hiring, reflecting the impact of strategic investments in inclusive excellence on building a diverse talent pipeline.

Female representation at organizational level

32%	Junior Management
19%	Middle Management
18%	Top/Senior Management
39%	Below Management




Women@eClerx

The Women@eClerx (W@E) program supports the advancement and retention of women through targeted leadership development, mentoring, coaching and technical capability-building initiatives.

The program also provides structured support for employees returning from maternity or extended leave, including:

- Return-to-work transition plans
- Skills refresh and technical upskilling
- Mentoring and networking opportunities
- Well-being, stress management and career coaching support

Through these initiatives, we aim to strengthen gender representation across leadership and specialized technical roles.

Social

Talent Management

Continuous learning and internal mobility are central to our human capital strategy. We invest in capability building, leadership development, succession planning and emerging technology skills to ensure our workforce remains future-ready.

	Male	Female
Total number of new hires	6,911	4,119
Number of open positions filled by internal candidates (internal hires)	54	26

Career Odyssey

Our Career Odyssey program provides cross-functional job rotations to accelerate career development and leadership readiness. Employees with at least 12 months of service may undertake rotational assignments lasting 12-18 months, enabling broader business exposure and enhanced career mobility.

Internal Job Postings

Our Internal Job Posting (IJP) program is a strategic driver advancing our human capital, economic efficiency, and operational agility. By prioritizing internal talent mobility, we secure long-term employee retention and provide equitable career progression while retaining critical institutional knowledge.

Economically, this internal-first approach optimizes fiscal resources by compressing onboarding timelines and eliminating external recruitment costs. Operationally, the fluid movement of talent across diverse departments dismantles business silos, fosters cross-functional knowledge sharing, and builds a highly adaptable, multi-skilled workforce prepared for complex future challenges.

Performance Review

Our Performance Management framework operates through a bi-annual review process aligned to business objectives and assessed through our 5Ps framework:

- Performance
- People
- Partnership
- Priority
- Profit

The process incorporates team-based performance appraisal & 360-degree feedback measuring essential competencies, manager assessments with respect to predefined Key Responsibility Areas (KRAs), team feedback, and career development discussions to support both individual growth and organizational effectiveness.

During FY 2025-26, 86% of employees in India participated in formal performance and career development reviews, with the remaining employees—primarily recent hires—slated for eligibility in the subsequent reporting period.

Social

Training & Capacity Building

Developing future-ready talent remains a strategic priority. Through our learning ecosystem, employees gain access to technical, leadership and professional development opportunities delivered in collaboration with leading academic institutions and subject matter experts.

Skill of the Year

Our annual Skill of the Year program provides structured learning pathways and industry-recognised certifications across strategic capability areas.

Building on our focus on digital transformation, we significantly expanded our Generative AI learning program during FY 2025-26.

Developed in collaboration with the Technical University of Munich (TUM) and led by Prof. Dr. Stephan Krusche, the programme enabled:

7,911 employees certified in Generative AI

35% of global workforce participation

The programme is strengthening advanced AI capabilities, accelerating innovation, and enhancing our ability to deliver AI-enabled solutions to clients globally.

Bridge Training

To foster leadership continuity and long-term organizational resilience, we launched the Bridge Training program that supports newly promoted managers through development modules covering:

- Leadership effectiveness
- Client management
- Operations management
- Quality management
- Information security
- Talent development

The program strengthens leadership capability and succession readiness across the organization. Tailored to the dynamic demands of the IT services sector, the program accelerates the transition of high-potential talent into strategic leadership roles. This structured initiative equips emerging leaders with the critical competencies required to navigate their expanded responsibilities successfully. By investing in this tailored learning framework, we ensure our leadership pipeline is fully prepared to drive operational excellence, elevate client satisfaction, and cultivate high-performing teams that support our sustainable business growth.

Training Program Participation

Number of Participants	Female	Male
Skill of the Year	3,181	4,565
Management Development Program (MDP)	714	1,312
Talent Lift	158	298
Bridge Training	24	32

Training Program	% of FTEs Participating in the Program	Net Promoter Score (NPS)
Skill of the Year	35%	93%
MDP / iLead	11%	-
Talent Lift	3%	-
Bridge Training	0.31%	80%

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Employee Health & Wellbeing

Employee well-being is a fundamental component of our people strategy and a core requirement of our SA8000-certified management system.

We provide a holistic well-being framework that supports both physical and mental health through:

- Employee Assistance Program (EAP)
- 24/7 health support services
- Annual health check-ups
- Mental health resources
- Health risk assessments
- Life, accident and medical insurance coverage

Employee benefits available to eligible full-time employees include:

- Group Mediclaim Insurance
- Group Term Life Insurance
- Group Personal Accident Insurance
- Provident Fund
- Gratuity
- Annual Health Check-up
- 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 our well-being initiatives, employee absenteeism in India, representing approximately 80% of our workforce, remained low at **2.47%** during FY 2025-26.

Occupational Health and Safety (OHS)

Providing a safe workplace is fundamental to our commitment to responsible employment and SA8000 compliance.

Our OHS framework focuses on:

- Risk assessment, hazard identification and mitigation
- Root cause analysis & corrective actions
- Employee participation and consultation
- Emergency preparedness and response
- Incident reporting and investigation
- Continuous improvement through audits and reviews

During FY 2025-26:

- 92% of employees received workplace health and safety training
- Regular fire drills, alarm testing, mock drills and emergency preparedness exercises were conducted
- Third-party audits and workplace inspections were undertaken
- OHS requirements continued to be embedded within supplier and contractor management processes

This systematic approach helps maintain safe working conditions across our operations and value chain.

Social

Child & Forced Labor

Consistent with SA8000 requirements, International Labor Organization (ILO) conventions and applicable laws, eClerx strictly prohibits child labor, forced labor, bonded labor and all forms of exploitation.

This commitment is reinforced through:

- Supplier due diligence
- Periodic audits
- Contractual compliance requirements
- Employee awareness programs
- Escalation and remediation mechanisms

Our human rights management system is designed to identify, prevent and address employee and labor-related risks before they occur.

Fair Pay & Equal Remuneration

eClerx is committed to providing fair and equitable compensation based on role, performance and market benchmarks.

Regular gender pay analyses are conducted to identify and address disparities and support our commitment to equal remuneration.

During FY 2025-26:

Median Gender Pay Gap: 17.2%

Mean Gender Pay Gap: 27.2%

Mean Gender Pay Gap by Position

Position	Mean Gender Pay Gap
Principal & Associate Principal	13%
Program Manager	1%
Associate Program Manager	6%
Senior Process Manager	1%
Process Manager	2%
Associate Process Manager	6%
Senior Analyst	6%
Analyst	0.2%
Other	0.1%

** Data represents the pay gap metrics for our Indian offices, representing more than 80% of our global headcount.*

Freedom of Association

eClerx respects employees' rights to freely associate, form or join organisations of their choice, and engage in collective dialogue in accordance with local laws and international labour standards.

While no employees were covered by collective bargaining agreements during FY 2025-26, mechanisms for employee consultation, feedback and open communication remain integral to our culture and are reinforced through our SA8000 framework.

Employees covered by collective bargaining agreements: 0

Human Rights Due Diligence & Assessment

Respect for human rights is fundamental to how we operate, grow, and create long-term value. Our approach is underpinned by a robust human rights due diligence framework designed to identify, prevent, mitigate, and monitor actual or potential human rights impacts across our operations and value chain, guaranteeing strict alignment with international human rights standards.

This ethical framework is strengthened by a proactive approach to risk identification within business operations, supplier engagement processes, strategic decision-making, business expansion activities, and new commercial relationships (mergers, acquisitions, and joint ventures), where human rights impacts are evaluated during the due diligence phase. To ensure ongoing vigilance, the organization conducts a systematic periodic review of risk mapping to identify, assess, and mitigate potential issues before they materialize.

eClerx is proud to be among the pioneers in the Indian IT/ITeS sector to achieve SA8000 certification, reinforcing our commitment to international standards governing human rights, labor practices, occupational health and safety, freedom of association, non-discrimination, and ethical business conduct.

Human Rights Risk Assessment

Human rights risk assessments are conducted through a structured and ongoing process that combines periodic risk mapping, stakeholder engagement, internal reviews, and independent assessments. This evaluation extends across our operations and value chain and forms an integral part of the due diligence process for significant business activities, including mergers, acquisitions, partnerships, and joint ventures.

Our assessments focus on the following priority areas:

- **Labor Rights:** Prevention of forced labor, child labor, discrimination, harassment, and other labor rights violations.
- **Pay Equity:** Promotion of fair and equitable remuneration across all employee groups.
- **Freedom of Association:** Protection of employees' rights to freely associate and engage in collective dialogue in accordance with local laws.
- **Health and Safety:** Identification and mitigation of workplace health and safety risks, particularly in higher-risk or under-regulated environments.
- **Working Conditions:** Ensuring fair treatment, dignified work, and responsible employment practices throughout our operations and supply chain.

To strengthen oversight, we engage regularly with employees, suppliers, contractors, and external experts to identify emerging social risks and assess the effectiveness of mitigation measures. This multi-stakeholder approach enables early risk identification while ensuring alignment with evolving international human rights expectations.

Stakeholder Groups Assessed for Potential Human Rights Risks

Our risk assessment framework pays particular attention to groups that may be more vulnerable to human rights impacts:

Our Employees
Protecting workplace rights, well-being, dignity, and equal opportunity

Women
Addressing risks related to discrimination, pay equity, representation, and career progression

Children
Maintaining strict safeguards to prevent child labor across operations and supply chains

Vulnerable Labor
Addressing risks associated with forced labor, migrant labor, and other vulnerable worker groups

Third-Party Personnel
Assessing supplier and contractor compliance with our human rights and labor standards

Mitigation, Monitoring and Continuous Improvement

Where risks are identified, eClerx implements timely corrective and preventive actions to address underlying causes and minimise potential impacts. These measures may include enhanced supplier engagement, contractual remediation, policy enhancements, targeted training programmes, corrective action plans, and collaboration with external specialists where necessary.

The effectiveness of these actions is monitored through ongoing reviews, internal audits, management oversight, and independent third-party assessments, including audits conducted as part of our SA8000 certification requirements. This continuous improvement cycle helps ensure that identified risks are effectively managed and that corrective measures remain sustainable over time.

By embedding human rights due diligence into our governance framework and maintaining an independently verified SA8000-certified management system, we reinforce our commitment to protecting the rights, dignity, and well-being of all stakeholders while fostering a responsible, inclusive, and resilient business ecosystem.

Social

Grievance Redressal

We are committed to maintaining a workplace founded on respect, dignity, fairness, and accountability. As part of our SA8000-certified Social Accountability Management System, employees and other stakeholders are provided with accessible and confidential mechanisms to raise concerns relating to workplace conduct, discrimination, harassment, labour practices, human rights, health and safety, or other ethical matters.

Concerns may be reported through multiple channels, including line management, Human Resources, designated committees, or the dedicated grievance desk. There is also a Social Performance Team (SPT) created to facilitate open dialogue between the employees and the management on different human rights related issues.

Employees may write to grievance@eclerx.com or reach out to the Social Performance Team at CoreSPTeam@eclerx.com to report any such issues. Separate mechanisms are also available for reporting cases related to sexual harassment at the workplace, such as ashc@eclerx.com. All complaints are treated seriously and investigated promptly, objectively, and confidentially through a structured review process involving relevant stakeholders and evidence-based assessments.

Where concerns are substantiated, corrective and preventive actions are implemented to address root causes and mitigate recurrence. Depending on the nature of the issue, these measures may include training, counselling, process enhancements, remedial support, formal warnings, or other disciplinary actions. In cases involving discrimination, harassment, or human rights concerns, appropriate support mechanisms may include counselling services, workplace accommodations, additional leave, or team reassignment, where necessary.

For serious or repeated violations, disciplinary action may extend to suspension, demotion, or termination of employment. Both complainants and respondents have access to an appeal process, ensuring procedural fairness and transparency. Through continuous monitoring and management oversight, our grievance mechanisms support a culture of trust, accountability, and respect across the organisation.

Employee & Community Engagement

Employee engagement is a critical indicator of organisational health and a key component of our human capital strategy. We regularly seek employee feedback through structured engagement surveys that assess employee experiences across leadership effectiveness, career development, workplace culture, well-being, recognition, inclusion, collaboration, and work-life integration.

These surveys provide valuable insights into employee sentiment, helping us identify strengths, address areas for improvement, and develop targeted actions that enhance the employee experience. The findings also support our broader commitment to human rights, employee well-being, and responsible workplace practices under our SA8000-certified management framework.

Employee Engagement Survey Results

We gauge employee sentiment through structured surveys targeting career satisfaction, personal significance, emotional well-being, and mental fatigue. This approach benchmarks external and internal motivational drivers to ensure our workforce feels valued, fulfilled, and strategically aligned.

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

The results demonstrate a highly engaged workforce, with 78% of employees classified as actively engaged. Insights generated from the survey are incorporated into leadership action plans, employee well-being initiatives, workplace culture programs, mitigate operational risks, and talent development strategies, ensuring continuous improvement and an inclusive, safe, and high-performing work environment across our global operations.

Our strong employee engagement outcomes, combined with our SA8000-certified approach to human rights, labor practices, workplace safety, and employee well-being, reinforce our commitment to building a responsible workplace where people can thrive, contribute, and grow.

Social

eClerx Cares

At eClerx, we believe that sustainable growth must create value not only for our business, but also for the communities in which we operate. Through eClerx Cares, our CSR platform, we focus on advancing education, employability, environmental stewardship, and community development, with a particular emphasis on empowering underserved and vulnerable populations.

During FY 2025-26, our CSR initiatives positively impacted thousands of individuals across India through programs designed to improve access to quality education, strengthen livelihood opportunities, promote environmental sustainability, and foster inclusive community development.

Education and employability remain central pillars of our social impact strategy.

Through the Social Action for Manpower Creation (SAMPARC) project, we supported approximately 2,500 beneficiaries across the education continuum, from early childhood learning to higher education. These initiatives aim to improve educational outcomes and expand opportunities for children and young adults from underserved communities. To support the next generation of technology leaders, eClerx launched the eClerx Future Leaders Scholarship Program in partnership with the Reimagining Higher Education Foundation (RHEF), the social impact arm of Plaksha University. The program provides scholarships in future-focused disciplines, including:

- Robotics and Cyber-Physical Systems
- Computer Science and Artificial Intelligence
- Biological Systems Engineering
- Data Science, Economics and Business

As eClerx continues to expand its capabilities in Artificial Intelligence, advanced analytics, and digital transformation, these scholarships help build a future-ready talent pipeline while increasing access to high-quality education for aspiring students.

Our employability initiatives empowered over 2,000 urban youth from underserved communities through vocational training, life skills development, and employment-linked program, enabling participants to secure sustainable livelihoods and enhance their long-term socio-economic resilience.

Community Development

Through our broader stakeholder engagement initiatives, we supported students, women, farmers, Persons with Disabilities (PwDs), and disaster-affected communities through programs focused on education, skills development, livelihood enhancement, and social inclusion.

During the reporting period:

- Over 14,000 individuals benefited from education-focused initiatives.
- Approximately 15,000 individuals were reached through environmental programs.
- More than 8,000 additional beneficiaries were supported through community development and livelihood interventions.

These programs contribute to creating more resilient communities while addressing local social and economic priorities.

Environmental Initiatives

Our environmental initiatives focus on promoting sustainable practices, ecological restoration, and environmental awareness.

Key programs during FY 2025-26 included:

- Project LAJJA, which promoted menstrual health, hygiene awareness, and sustainable menstrual practices through the distribution of reusable cloth sanitary napkins.
- The Greensole Project, where upcycled educational kits helped prevent an estimated 41 tons of CO_2 emissions, while improving access to educational resources for students.
- Plantation and maintenance of approximately 10,000 saplings, supporting biodiversity enhancement, green cover development, and long-term environmental sustainability.

Social

Employee Volunteering and Community Engagement

Employee participation remains a cornerstone of the eClerx Cares programme. Through a range of volunteering opportunities, employees actively contribute their time, skills, and resources to support community development initiatives.

Key engagement activities included:

- Collection drives for used apparel and footwear
- Notebook upcycling initiatives
- Tote bag making and sustainability workshops
- Seed-ball preparation and tree plantation activities
- Eco-friendly Ganesha idol creation workshops
- Career readiness sessions covering communication skills, résumé writing, and interview preparation
- Participation in Run-In-Sync alongside persons with disabilities, promoting inclusion and equal opportunity
- About 2,800 employees also contributed through a payroll giving program, providing ongoing support for selected social causes like Mid-day-meal by Akshaya Patra, supporting girls' education by Nanhi Kali, and plantation of fruit bearing species to create livelihood for farmers with Sankalptaru.

Collectively, employee volunteering and giving initiatives positively impacted more than 20,000 lives during FY 2025-26, reflecting our commitment to shared responsibility and inclusive development.

To further strengthen the culture of volunteering, eClerx celebrated its inaugural International Volunteering Day, where senior leadership, including the Co-founder, CHRO, CTO and other CXOs, recognised employee volunteers for their contributions and encouraged broader participation in social impact initiatives.

Today, approximately 25% of our global workforce participates in volunteering activities and payroll giving programs, demonstrating a strong culture of community engagement and a shared commitment to creating meaningful, long-term social impact.

FY 2025-26 Impact at a Glance

Impact Area	FY 2025-26 Highlights
Employability Programs	2,000+ youth empowered
Education Initiatives	14,000+ beneficiaries
Environmental Initiatives	~15,000 beneficiaries
Community Development Initiatives	8,000+ beneficiaries
Saplings Planted & Maintained	~10,000
CO_2 Emissions Avoided through Greensole	~41 tons
Employee-led Initiatives Impact	20,000+ lives
Workforce Participation in Volunteering & Payroll Giving	~25%

Through eClerx Cares, we continue to create meaningful and measurable social impact by investing in people, strengthening communities, and supporting a more inclusive and sustainable future.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Flagship programs

Education

1 Social Action for Manpower Creation (SAMPARC)

As one of our longest-standing and flagship CSR initiatives, this program supports children from underserved rural and tribal communities through their entire educational journey, from elementary schooling to higher education and employment. By providing access to quality education, reducing dropout rates, and enabling holistic development, the program empowers students to pursue higher studies up to the postgraduate level and achieve long-term financial independence. During FY 2025-26, the initiative positively impacted approximately 2,450 beneficiaries across its education programs in Pune, Maharashtra, helping create sustainable pathways to brighter futures.

2 Lighthouse Communities Foundation (LCF)

The Lighthouse Sustainable Livelihood Program empowered 2,000 urban disadvantaged youth from low-income communities in Pune and Mumbai by building employability skills, confidence, and overall well-being. Focused on unemployed youth, informal workers, and school dropouts aged 18-35 years (and women up to 40 years), the program created pathways to sustainable livelihoods. During FY 2025-26, 2,000 participants completed the foundation course, 1,800 progressed to advanced skilling initiatives, nearly 1,000 enrolled in vocational training programs, and 760 successfully secured employment, enabling greater economic independence and long-term socio-economic resilience.

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

The project provided multiple interventions like infrastructure and quality higher education scholarship support at undergraduate level. 33 students 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 and hailing from tier 2 and tier 3 cities, were given the opportunity to pursue a transformative, interdisciplinary education at Plaksha University, an institution renowned for promoting innovation, entrepreneurship, and real-world problem-solving.

Other Stakeholder Projects

1 Seva Sadan Society

This initiative provided quality education to approximately 200 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 approximately 73% average scores of students in overall academics, 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, Karnataka for underprivileged girls, by providing access to educational support, along with accommodation, meals, and healthcare for 41 students aged 6 to 18 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 Bangaluru Rural District, aimed at reducing educational disparities among rural students. The project focused on enhancing spoken English, life skills, and digital literacy, reaching approximately 1,600 students across 13 government schools.

3 Manzil Welfare Society

eClerx supported approximately 1,170 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.

4 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, 10 farmers from Rajasthan and Uttarakhand were provided with approximately 3,300 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.

5 Making the Difference Charitable Trust

Under Project LAJJA, implemented by Making The Difference, around 1,000 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 well-being, thereby empowering them to make informed health choices. As part of the intervention, 1,000 reusable cloth pad kits were distributed, promoting sustainable menstrual practices and significantly reducing sanitary waste. This initiative not only advanced community health but also contributed to environmental sustainability.

6 Goonj

eClerx, in collaboration with Goonj, supported approximately 700 families in Punjab and 850 families in West Bengal and Assam through the distribution of Rahat Family Kits containing essential, need-based materials. These families were among the survivors of the severe 2025 floods that impacted multiple districts due to intense rainfall and the overflow of rivers.

Other Stakeholder Projects (Contd.)

7 Nanhi Kali

Project Nanhi Kali supported the empowerment of approximately 130 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 99%, with participants demonstrating a 30% improvement in learning levels.

8 GreenSole Foundation

The project positively impacted approximately 5,400 school children through the distribution of upcycled educational aid, with a focus on promoting education and environmental sustainability. By repurposing discarded shoes, the initiative prevented thousands of pairs 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 41 tons of CO_2 emissions were successfully prevented, reinforcing our commitment to climate action and sustainable development.

9 Adventures Beyond Barriers Foundation

Through this initiative, approximately 30 Persons with Disabilities (PwDs) were provided with 42 prosthetics and orthotic devices and 120 PwDs were engaged in Run-In-Sync 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.

10 Open Eyes Foundation Manimajra Chandigarh

Through Mission Literacy and the Gyaan Ka Safar Mobile Library program, we supported approximately 3,900 beneficiaries by improving access to quality educational resources in underserved communities. Mission Literacy reached around 900 students from government schools and NGO-supported institutions across Chandigarh and Mohali, while the Mobile Library program benefited nearly 3,000 learners through free access to books in schools, community spaces, and rural areas. Together, these initiatives helped bridge learning gaps, promote literacy, and foster a culture of lifelong learning among underserved children and young adults.

11 Siruthuli

As part of our commitment to environmental stewardship, we planted 5,500 saplings in collaboration with the Agricultural Engineering Department in Coimbatore, Tamil Nadu, contributing to ecosystem restoration, increased green cover, and improved climate resilience. The initiative is expected to benefit approximately 15,000 residents by enhancing local biodiversity, supporting groundwater recharge, and strengthening sustainable water management. In addition, we continued the maintenance of the 1,000 trees planted in the previous financial year, ensuring their long-term survival and environmental impact.

12 Fundacja Aravindam Social Development

eClerx Group, in collaboration with the implementing agency Fundacja Aravindam Social Development, supported underprivileged children in Gurugram, Haryana, by providing access to quality education and basic medical aids. Through this intervention, approximately 388 beneficiaries received support, contributing towards creating a stronger foundation for their growth and development.

13 R N Malhotra & Anna R Malhotra Charitable Trust

In partnership with R N Malhotra & Anna R Malhotra Charitable Trust, eClerx supported 310 underprivileged students from government and government-aided schools in Faridabad, Haryana, through targeted academic interventions in English and Mathematics for Classes IV and V. By strengthening foundational learning outcomes during critical early-school years, the progra helped enhance educational attainment, build student confidence, and create stronger pathways for future academic success.

eClerx

Governance

Creating Sustainable Impact

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Governance

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Corporate Governance

A robust corporate governance framework anchors stakeholder trust and secures long-term value creation. eClerx implements global governance best practices to ensure our commercial performance is driven entirely by our 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-CENTRIC
Make clients the focus of what we do

Our corporate governance framework serves as a strategic pillar for maintaining stakeholder trust and driving sustainable business practices. We look past basic legal compliance to enforce rigorous internal oversight, transparent disclosures, and ethical workplace behavior. This commitment guarantees operational fairness for our clients, vendors, and communities alike—reinforcing the transparency and corporate accountability essential for long-term, equitable growth.

Key Management Personnel

PD Mundhra
Executive Director - Promoter

Kapil jain
CEO & Managing Director

Srinivasan Nadadhur
Chief Financial Officer

Pratik Bhanushali
Company Secretary

Board of Directors

PD Mundhra
Executive Director - Promoter

Anjan Malik
Co-founder and Director

Kapil Jain
CEO & Managing Director

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

Independent Directors comprise 66% of our Board of Directors representing 6 out of 9 total board members.

Governance

Board Committees

The Board of Directors provides independent strategic supervision and monitors management performance on behalf of all stakeholders, ensuring strict adherence to corporate governance and transparency standards. To optimize oversight, the Board discharges key duties directly while delegating specialized functions to mandatory Board Committees formed under the provisions of the Companies Act 2013 and Listing Regulations. Each Committee operates under a clearly defined, formal charter to execute final decision-making or deliver structured recommendations to the Board. Exercising independent judgement across all corporate affairs, the Board maintains high engagement levels, strictly satisfying the Companies Act 2013 mandate requiring a minimum attendance of 25% by all directors for Board meetings during the financial year.

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 reviewing 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 recorded 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.

The Company conducts familiarization program for Independent Directors to enable them to get a clear understanding about the business of the Company, organizational set-up, functioning of various verticals/departments, industry scenario, changes in the regulatory framework and its impact on the business of the Company.

In addition to this, periodic familiarization programs are conducted for the Directors about the business operations, industry overview, threats, opportunities and challenges in respective verticals. Furthermore, detailed business presentations are made at quarterly meetings of Board of Directors. The details of familiarization programs/training imparted to Independent Directors have been hosted on the Company's website at **(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 management to seek any additional information, clarification and details as may be required. In terms of the Listing Regulations, the standard letter of appointment of Independent Directors of the Company containing the requisite familiarization details has been hosted on the Company's website at **(Link)**

Governance

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Board Skills and Performance

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, Stakeholder 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 tanalyze which skills need to be replaced sooner than others.

Directors	Years Left to Serve (as applicable)	Core Skills
Kapil Jain CEO & Managing Director	NA	
PD Mundhra Executive Director – Promoter	NA	
Anjan Malik Non-Executive Director – Promoter	NA	
Bala Deshpande Non-Executive Independent Director	2 (1st Term)	
Shailesh Kekre Non-Executive Independent Director – Chairperson	1 (2nd Term)	
Srinjay Sengupta* Non-Executive Independent Director	5 (2st Term)	
Naresh Chand Gupta Non-Executive Independent Director	2 (1st Term)	
Naval Bir Kumar Non-Executive Independent Director	2 (1st Term)	
Amit Majmudar Non-Executive Independent Director	3 (1st Term)	

** Re-oppointed as Independent Director w.e.f January 28, 2026*

Performance Evaluation of the Board

The Board of Directors of the Company had appointed an external agency for conducting evaluation of the performance of the Chairman, Board, individual Directors including peer review and self-assessment and of the Committees of the Board. The report of the performance evaluation of the individual Directors were 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 taking appropriate action on the basis of the findings in the performance evaluation report.

The said evaluation for the Board and individual Directors was carried out, based on 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 and the report on his performance evaluation was placed before the separate meeting of the Independent Directors for review.

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 **(link)** in the "Resources" tab under the Policies drop-down.

Governance

Responsible Business – Code of Conduct

Our Business Code of Conduct serves as the institutional cornerstone of ethical behavior and sound decision-making across all operational touchpoints. This comprehensive framework sets forth the core principles that employees, management, and partners must uphold regarding legal compliance, anti-corruption, workplace respect, and data confidentiality. Pursuant to Regulation 17 of the Listing Regulations, the Board has instituted a specialized Code of Conduct for Board Members and Senior Management Personnel to enforce absolute integrity in workplace and business practices. For FY 2026, all Board Members and Senior Management Personnel—including the Chief Financial Officer and Company Secretary—have formally affirmed full compliance with this Code. Furthermore, the organization recorded zero material financial or commercial transactions during the year involving personal interests that could present a potential conflict of interest between senior leadership and the Company. The aforesaid code has also been hosted on the Company's website at **this link.**

Nomination and Remuneration Policy

The Company's Nomination and Remuneration Policy functions to attract and retain high-performing leadership. It aligns the compensation of Directors, Key Managerial Personnel, and Senior Management with organizational objectives through a balanced mix of fixed and performance-linked incentive pay. Structured by the Nomination and Remuneration Committee and approved by the Board pursuant to Section 178 of the Act and Listing Regulations, the policy maintains competitive remuneration standards. It provides the governing framework for determining qualifications, positive attributes, and independence of Directors, alongside managing the appointment, performance evaluation, and removal of all employees. The policy is published 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)

To mitigate systemic operational risks, eClerx utilizes a rigorous Business Continuity Management (BCM) Policy designed to safeguard value-chain stability and ensure uninterrupted service delivery. This policy operationalizes localized response protocols and recovery strategies to eliminate single points of failure during disruptive events. To anchor our resilience metrics in international benchmarks, our framework is fully certified under the ISO 22301 standard for Business Continuity Management Systems. This proactive governance model directly reduces corporate vulnerability, strengthens operational reliability, and preserves stakeholder trust. The core objectives driving our BCM architecture 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, ethical conduct and integrity are fundamental to our governance framework. Our global Anti-Bribery and Anti-Corruption (ABAC) Policy establishes a zero-tolerance approach to bribery, corruption, fraud, and unethical business practices, and applies to all employees, directors, consultants, contractors, and affiliates. The policy is reviewed periodically through a risk-based approach by the Compliance and HR teams, with any substantive amendments requiring Board approval. To promote awareness and accountability, 57% of our global workforce completed ABAC training during FY 2025-26, while 100% of new employees are required to successfully complete a policy assessment within 15 days of joining.

Key highlights of our ABAC program include:

- Zero-tolerance approach to bribery, corruption, fraud, and unethical business conduct.
- Periodic risk-based policy reviews with Board oversight.
- Formal investigation and disciplinary procedures for policy violations.
- Comprehensive whistleblower protection and strict non-retaliation safeguards.

All allegations of misconduct are investigated confidentially, objectively, and fairly. eClerx maintains a structured disciplinary framework under which willful ignorance of suspected corruption is treated as active complicity. Depending on the severity of the violation, corrective actions may range from warnings and probation to employment termination, vendor blacklisting, contract termination, financial recovery measures, and civil or criminal legal proceedings. Through these measures, we foster a culture of transparency, accountability, and responsible business conduct across our operations and value chain.

Governance

Whistleblower Policy

The Company enforces a strict zero-tolerance policy against any form of unethical behavior, supported by a robust Whistleblower Policy structured in alignment with the Companies Act and regional Listing Regulations. This core vigil mechanism cultivates a transparent corporate ecosystem, encouraging both internal employees and external stakeholders to flag misconduct that could impact our customers, shareholders, investors, or the general public. All protected disclosures undergo a fair, structured, and strictly confidential review process. This comprehensive policy explicitly mandates formalized procedures for:

i. 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.

The aforesaid policy has also been hosted on the Company's website at **this link.** The same is reviewed by the Audit Committee from time to time.

Grievance Redressal

To protect worker rights and maintain fair labor practices, eClerx governs workplace conflict through a structured, four-stage Grievance Redressal Policy published on our internal intranet. This accountability mechanism begins with formal Submission, requiring employees to report factual, evidence-backed concerns to their manager or Human Resources Business Partner (HRBP). The subsequent Investigation phase mandates a fair and neutral hearing for all parties.

At Closure, the HRBP coordinates the implementation of disciplinary recommendations within one working day of final approval. Employees retain the right to enter the Appeal phase, enabling escalation to the delivery lead or HR head within a three-working-day timeline. This framework enforces high ethical standards; if a review proves a grievance was fabricated with malicious intent, the company enforces strict disciplinary actions authorized directly by the HR and delivery leads.

Anti-Competitive Behavior

To ensure ethical market behavior, eClerx enforces comprehensive compliance frameworks that require our workforce and supply chain to respect global competition and antitrust laws. Our governance policies strictly outlaw collaborative market distortions, ensuring complete independence in pricing and market strategies.

We respect intellectual property and competitive boundaries, acquiring operational data through transparent, legal channels without deception. This proactive compliance model protects our corporate reputation and market standing; consequently, the company reports zero instances of pending or finalized litigation regarding anti-competitive conduct or antitrust violations for the fiscal period.

Data Security

Cybersecurity and Data Privacy is one of eClerx's most material topics, reflecting the critical role that trust, confidentiality, and information security play in our business. As a global IT-enabled services provider handling sensitive client and business information, safeguarding data is fundamental to maintaining operational resilience, regulatory compliance, and stakeholder confidence.

Our Information Security Management System (ISMS) is certified to ISO/IEC 27001, demonstrating our commitment to globally recognised information security standards. Oversight of cybersecurity is provided by the Information Security Management Team (ISMT), led by a senior executive equivalent to a Chief Technology Officer (CTO) or Chief Information Officer (CIO), who reports directly to Executive Management. This governance structure ensures robust oversight of cyber risks, regulatory compliance, and the continuous enhancement of our security capabilities.

Our information security framework spans people, processes, and technology, with controls designed to protect the confidentiality, integrity, authenticity, and availability of information assets. We maintain strict safeguards to prevent unauthorized access, modification, disclosure, destruction, or misuse of data, while ensuring the secure handling, processing, storage, and transfer of information throughout its lifecycle.

Our approach to data privacy is guided by the following key 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

These principles are embedded through policies, procedures, organizational controls, and technology safeguards that are regularly reviewed and strengthened. All employees, contractors, vendors, suppliers, and third parties handling personal or confidential information are required to comply with our information security and privacy requirements, including contractual confidentiality obligations. To reinforce a strong security culture, approximately 92% of employees received information security training during FY 2025-26.

Incident Management

All employees and third-party personnel are required to promptly report any actual or suspected information security weaknesses to their managers and the Information Security (IS) team, supported by relevant evidence. Information security events are continuously monitored and assessed by the Incident Manager, with incidents escalated and managed in accordance with established Incident Management Procedures. Evidence is maintained in compliance with applicable legal requirements, and lessons learned from incidents are used to strengthen preventive controls and drive continual improvement. During FY 2025-26, no substantiated complaints related to customer privacy breaches were received from external parties or regulatory authorities, and no incidents involving the leakage, theft, or loss of customer data were reported.

Data Retention

eClerx maintains full compliance with applicable legal, regulatory, contractual, and business requirements governing data retention and disposal. Internal data is managed in accordance with defined retention schedules, while client and third-party information is retained based on contractual obligations, client requirements, or regulatory standards, applying the most stringent requirement where applicable. These practices are governed by our Data Backup Retention and Disposal Management Policy. Upon contract expiry or termination, and where requested, personal data is returned to clients within 90 days and securely deleted or destroyed using approved methods. Any personal data breaches are managed through established incident management procedures and client-specific protocols. Through these controls, eClerx ensures robust data protection and compliance with applicable privacy regulations across all jurisdictions in which we operate.

Sustainable Procurement

eClerx is committed to building a resilient, ethical, and sustainable supply chain by partnering with suppliers that uphold high standards of governance, social responsibility, and environmental stewardship. Through our Supplier Code of Conduct and Sustainable Sourcing Policy, we integrate sustainability considerations across supplier selection, onboarding, and performance management processes. All suppliers are required to comply with our Supplier Code of Conduct, maintain appropriate management systems and controls, and implement effective anti-corruption, anti-fraud, and anti-bribery measures. ESG performance is assessed through comprehensive supplier questionnaires during onboarding, while suppliers are expected to align with our principles on environmental responsibility, workplace health and safety, business ethics, data privacy and security, legal compliance, and respect for human rights. Our Sustainable Supply Chain Management (SSCM) Code of Conduct currently covers 100% of suppliers. Additionally, during FY 2025-26,

- **41% of value chain partners (by spend) were covered under supplier awareness programs,**
- **65% of critical suppliers (41 of 75) signed compliance certificates incorporating social and environmental requirements, and**
- **100% of new suppliers (332) completed ESG assessments,** reinforcing our commitment to responsible sourcing and long-term value creation.

Our Commitment Towards Sustainable Sourcing

We aim to build a responsible and resilient supply chain by partnering with suppliers who share our commitment to ethical, social, and environmental standards. Guided by our SSCM Supplier Code of Conduct, we assess suppliers on sustainability, governance, compliance, and responsible business practices, with enhanced due diligence conducted for high-spend suppliers. Through our SSCM Questionnaire and supplier engagement programs, we encourage efficient resource management, continuous improvement, and the delivery of sustainable products and services. Sustainability considerations are integrated into supplier selection and evaluation processes, while audits and third-party verification mechanisms help ensure compliance, transparency, and the integrity of supplier information. We also support the inclusion of SMEs and local suppliers that meet our sourcing requirements, fostering a diverse and responsible supply ecosystem.

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

	FY2025-26	FY2024-25	FY2023-24
Directly sourced from MSMEs/small producers	21%	16%	15%
Directly sourced from within India (locally)	95%	97%	95%

Stakeholder Engagement

At eClerx, we engage regularly with key stakeholders through structured and ongoing dialogue to understand their expectations, gather feedback, and strengthen decision-making. Stakeholders are identified and prioritized based on their relevance to our business and sustainability agenda, with oversight provided by the Stakeholder Relationship Committee. These engagements help inform our material topics, while providing valuable insights into emerging risks, opportunities, and long-term value creation.

Stakeholder Group	**Whether identified as Vulnerable & Marginalized Group** (Yes/No)	**Channels of communication** (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	**Frequency of engagement** (Annually/ Half yearly/ Quarterly / others – please specify)	**Purpose and scope of engagement including key topics and concerns raised during such engagement**
Employees	No	Company website, Intranet portal, Emails, Meetings, Newsletters, Townhalls, Roadshows, Instant messages, Notice board, posters	Real-time, on a regular basis	Company updates, policies, initiatives, compensation, career & skill development, performance reviews, employee benefits
Customers	No	Client engagement meetings, Business review meetings, Website, Reports, Emails, Newsletters	On a regular basis	Company updates, policies, initiatives, project updates, challenges, feedback, new business opportunities
Suppliers & Vendors	No	Vendor meetings, Sustainable procurement trainings, Vendor portal, Emails, Website	On a regular basis	Sustainability awareness, compliance requirements, supply schedule
Suppliers & Vendors	No	Vendor meetings, Sustainable procurement trainings, Vendor portal, Emails, Website	On a regular basis	Sustainability awareness, compliance requirements, supply schedule
Shareholders & Investors	No	Annual General Meeting; Annual Report; BRSR; Press releases; Investor conferences; Earnings calls, Website	On a regular basis, Quarterly and Annually	Company updates, financial performance, ESG performance, future growth plans
Regulators & Industry Associations	No	Quarterly filings, Seminars, Meetings, Website, Reports	Quarterly, on a requirement basis	Benchmarking, capabilities expansion, credit-worthiness, financial performance, ethics and fair business practices

Opportunities, Threats, Risk And Concerns

Risk management is central to how the Company operates. This document sets out the key risks and uncertainties that could adversely affect the Company's operations, financial performance, managerial effectiveness, and long-term sustainability. To address this, the Company maintains a robust Risk Management system for identifying, assessing, measuring, and mitigating risks across the business. This system is governed by the Risk Management Policy and overseen by the Risk Management Committee. While the discussion below focuses on potential adverse outcomes, several of these same factors could also translate into opportunities should outcomes turn out favorably.

Risks	Magnitude	Description	Likelihood
Competition risk	Low to Medium	The industry in which we operate is highly competitive and continues to evolve rapidly, driven by changing client expectations, new entrants, technology disruption, and pricing pressure. Our ability to retain and grow market share depends on staying competitive on service quality, pricing, innovation, and talent. Low barriers to entry in certain segments allow new entrants — including well-funded technology-first players — to disrupt traditional service models, particularly in areas susceptible to automation or platform-based delivery.	Possible
Technological risk	Low	Rapid advances in automation, AI, and digital tools are reshaping client expectations and service delivery models. Competitors that adopt new technologies faster, or clients that adopt in-house automation, could reduce demand for traditional service offerings, eroding our competitive positioning if we do not keep pace with innovation. To mitigate this risk, we continue to invest in automation, AI/ML capabilities, and proprietary tools to enhance service differentiation and operational efficiency.	Unlikely
Business disruption due to IT system failure risk	Low to Medium	Our operations and service delivery depend heavily on the availability, stability, and performance of IT systems, applications, networks, and infrastructure. Any significant failure of these systems — arising from technical, infrastructural, or human-error causes— could disrupt business operations, affect service delivery to clients, and impact financial performance and reputation. Failure of critical hardware components — servers, storage systems, network equipment, or data center infrastructure — can cause unplanned downtime. Disruption to network connectivity, whether at our facilities, client sites, or through telecom/ISP providers, can prevent access to critical systems and interrupt service delivery, particularly for operations reliant on real-time connectivity.	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. Legislation such as the GDPR in Europe, the UK GDPR, U.S. state privacy laws, India's Digital Personal Data Protection Act and other applicable privacy and AI governance laws carry significant consequences for non-compliance or breach. Failure to comply with current and/or emerging regulatory requirements, inadequacy of privacy policies and procedures, could result in substantial liabilities, penalties, and reputational harm.	Unlikely

Emerging Risks

Navigating a continuously changing business landscape requires us to maintain strict vigilance in identifying and evaluating emerging risks that threaten our strategic objectives, operations, or stakeholder interests. The following section details the new and evolving threats projected to alter our risk profile over the near to medium term. Mitigating these challenges through proactive risk management remains fundamental to preserving organizational resilience and driving 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.
Generative AI Disruption & Structural Model Shifts	The accelerating proliferation of advanced GenAI, multiagent systems, and automated coding threatens traditional IT outsourcing and legacy software delivery models. Failure to swiftly adapt our service offerings, upskill our workforce, or monetize AI-native platforms could impact our competitive positioning and revenue sustainability.	**Strategic:** Accelerated obsolescence of core service offerings and decreased competitiveness in securing large enterprise digital transformation bids. **Operational:** Severe skill gaps within the current workforce, leading to delayed project timelines or a decline in delivery quality for complex AI integrations.	**Workforce Upskilling Programs:** Mandate comprehensive engineering training on GenAI pairs, automated code generation, and agentic workflows to convert existing talent into AI-orchestrators. **Proprietary Co-Pilot Solutions:** Build and deploy secure, in-house AI-assisted software engineering platforms to maximize internal productivity and protect client intellectual property. **Strategic R&D Investment:** Expand the capabilities of the specialized AI Center of Excellence (CoE) to co-innovate alongside key enterprise clients on custom enterprise LLM and agent deployment solutions.
ESG Compliance, Transatlantic Regulatory Divergence, and Supply Chain Exclusion	Our business face significant material risks from the evolving, complex regulatory landscapes, alongside shifting sustainability mandates from global clients. Failure to meet stringent ESG expectations, maintain robust data privacy frameworks, and accurately report greenhouse gas (GHG) footprints can result in immediate commercial exclusion, financial penalties, and reputational damage.	Non-compliance with evolving ESG regulations directly threatens our revenue stability, market share, and client retention. As clients enforce strict sustainability criteria, failure to meet their specific ESG benchmarks or provide transparent GHG emissions data will lead to disqualification from high-value Requests for Proposals (RFPs) and potential contract terminations. Operationally, reconciling divergent global reporting frameworks and climate rules—escalates compliance costs and strains administrative resources. Furthermore, any gaps in human capital management, data privacy, or algorithmic governance risk damaging our brand reputation, increasing the cost of capital from ESG-conscious investors, and hindering our ability to recruit top-tier technical talent in a highly competitive market.	To counter these risks, we are systematically integrating sustainability into our core business strategy and operational frameworks. We have established a dedicated ESG Core Team to centrally manage compliance, streamline disclosures across frameworks like GRI, SASB, and CSRD, and oversee the third-party assurance of our ESG data to guarantee absolute reporting integrity. To address client decarbonization targets, we are accelerating the transition of our delivery centers to renewable energy sources, directly lowering our operational footprint and our clients' Scope 3 emissions. Furthermore, we are strengthening our social and technological guardrails by securing SA8000 certification for our own operations to ensure fair labor practices, alongside adopting the ISO 42001 Standard for Artificial Intelligence to enforce strict ethical AI governance and manage algorithmic risks proactively.

GRI Content Index

Statement of Use

eClerx Services Ltd. has reported the information cited in this GRI content index for the period April 1, 2025 to March 31, 2026 with reference to the GRI Standards.

GRI Used

GRI 1: Foundation 2021

Scope of Report

eClerx Services Ltd. and its global subsidiary companies.

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	2-3 Reporting period, frequency and contact point	Sustainability Report	9
	2-5 External assurance	Sustainability Report	58
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	3-2 List of material topics	Sustainability Report	14
	3-3 Management of material topics	Sustainability Report	14
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report	10-11
	201-3 Defined benefit plan obligations and other retirement plans	Annual Report	66-67
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Sustainability Report	46
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Sustainability Report	43
	205-3 Confirmed incidents of corruption and actions taken	Annual Report	63-64
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Annual Report	86
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Sustainability Report	18
	302-2 Energy consumption outside of the organization	Sustainability Report	18
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GRI 303: Water and Effluents 2018	303-3 Water withdrawal	Sustainability Report	20
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GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Sustainability Report	17
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	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Annual Report	79
GRI 306: Waste 2020	306-3 Waste generated	Sustainability Report	19
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GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Sustainability Report	46

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	401-3 Parental leave	Sustainability Report	22
		Annual Report	68
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Sustainability Report	25
	404-2 Programs for upgrading employee skills and transition assistance programs	Sustainability Report	25
		Annual Report	69
	404-3 Percentage of employees receiving regular performance and career development reviews	Sustainability Report	24
		Annual Report	69
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Sustainability Report	37
		Annual Report	55
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Annual Report	75-76
	406-2 Ratio of basic salary and remuneration of women to men	Sustainability Report	27
GRI 408: Child Labour	408-1 Operations and suppliers at significant risk for incidents of child labor	Sustainability Report	27
GRI 409: Forced or Compulsory Labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Sustainability Report	27
GRI 410: Security Practices	Disclosure 410-1 Security personnel trained in human rights policies or procedures	Sustainability Report	28-29
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	89

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	45
	Description of policies and practices relating to collection, usage, and retention of customer information	Sustainability Report	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	18, 19
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	22
	Employee engagement as a percentage [3]	Sustainability Report	30
Professional Integrity	Description of approach to ensuring professional integrity	Sustainability Report	39, 42
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity [4]	Annual Report	63

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

Assurance Statement

Assurance statement on third-party verification of sustainability information

Unique identification no.: **3153281814**

TÜV SÜD South Asia Pvt. Ltd. (hereinafter TÜV SÜD) has been engaged by **eClerx Services Limited, 4th Floor, Express Towers, Nariman Point, Mumbai – 400021** to perform an independent assurance of disclosure of sustainability information in the Integrated Report by **eClerx Services Limited** (hereinafter "Company") for the period from 01 April 2025 to 31 March 2026. 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 Sustainability Reporting Standards of the Global Reporting Initiative 2021 version (hereinafter "Reporting Criteria").

The following selected disclosures are included in the scope of the assurance engagement for reporting year 01 April 2025 to 31 March 2026 the disclosures of following sustainability indicators in the Integrated Report, published at **eClerx Services Limited** Website.

- GRI 2: General Disclosure
- GRI 3: Materiality Assessment – 3-1, 3-2,
- GRI 201: Economic Performance - 201-1, 201-3
- GRI 204: Procurement Practices – 204-1
- GRI 203: Indirect Economic Impacts - 203-1,203-2
- GRI 205: Anti-corruption – 205-1
- GRI 206: Anti-competitive behaviour - 206-1
- GRI 302: Energy - 302-1, 302-2, 302-3, 302-4
- GRI 303: Water - 303-3, 303-4, 303-5
- GRI 305: Emission - 305-1, 305-2, 305-3, 305-4, 305-5, 305-7
- GRI 306: Waste - 306-3, 306-4, 306-5
- GRI 307: 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 Labor – 408-1
- GRI 409: Forced or Compulsory Labor – 409-1

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- GRI 410: Security Practices - 410-1
- GRI 413: Local Communities - 413-1

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, 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, along with control mechanisms, through offsite verification and onsite survey at selected multiple sites: Below sites were selected for onsite/offsite review:

Sl. No.	Company Name	Site Address
1	eClerx Services Limited	**Onsite Review** 4th Floor, Quadron Business Park, Block 01, Wing A - LG, 1st, 2nd and 3rd and Wing A & B, Hinjawadi Phase 2 Rd, Hinjawadi Rajiv Pune, Maharashtra, India
2		**Offsite Review** Consolidated off site data verification of remaining sites including corporate and registered office

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Conclusion

On the basis of the assessment procedures carried out from 01-07-2026 to 28-07-2026, 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.

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.

Mumbai, 29 July 2026

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

Ms Brototi Das
Verification Team Leader, TÜV SÜD Management System Assurance

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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 (contd.)

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

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We welcome your views

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

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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 2025-26
Business Responsibility and Sustainability Report 2025-26