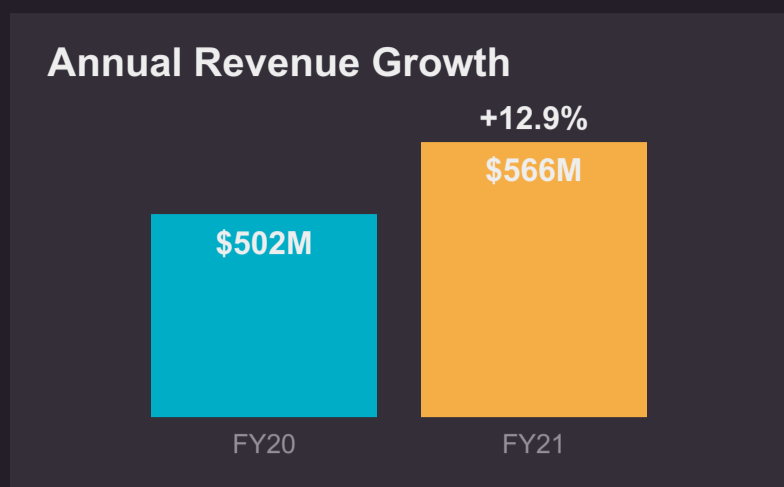
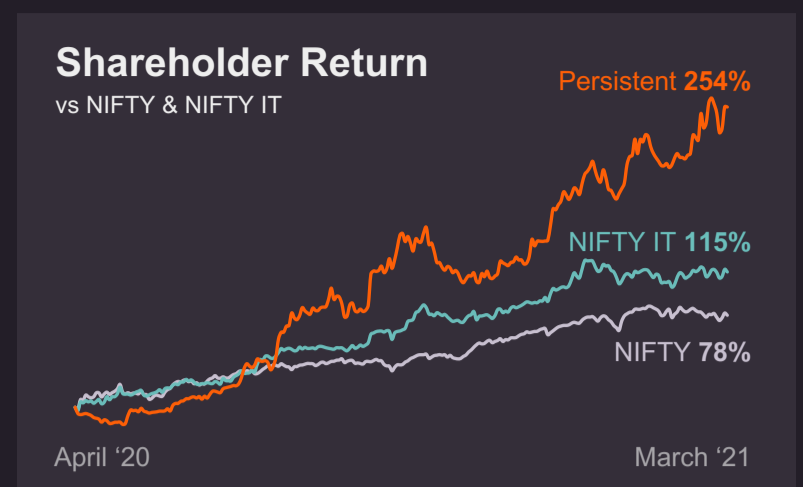


## We delivered strong financial performance and industry recognition



### Ingredients to Our Success

- Digital Engineering Expertise
- Client Centricity
- Employee Resiliency
- Operational Excellence



### Partner Ecosystem Highlights

- NAFCU**: Preferred Partner for Digital Transformation
- FinMkt**: Point of Sale lending for banks & credit unions
- Red Hat**: Modernizing cloud software with AWS ROSA

<b>FORRESTER</b> A Strong Performer in The Forrester Wave™: Digital Process Automation Services Providers, Q3 2020	<b>constellation RESEARCH</b> Shortlist for Innovation Services & Engineering for the 2nd year in a row	<b>Everest Group RESEARCH</b> Major Contender in Salesforce Healthcare Services Star Performer in Software Product Engineering Services	<b>zinnov</b> Leader in 7 categories for ER&D, 8th consecutive year
---	--	---	--

### ISG Star of Excellence Overall Award 2020 Winner

Based on feedback of 100+ of our clients, ISG recognized Persistent as the leader for Customer Excellence across our core service delivery and exceptional culture alignment with our clients' organizations.

ISG Star of Excellence BFSI 2020 Winner	ISG Star of Excellence Healthcare and Life Sciences 2020 Winner	ISG Star of Excellence North America Region 2020 Winner	ISG Star of Excellence APAC Region 2020 Winner
---	---	---	--

## We delivered services for our clients seamlessly, while ensuring employee health and safety

As early as March 2020 during the initial onset of the pandemic, we set up our Business Continuity Planning Response Team as the 'Central Control Center'. The Control Center helped plan and execute the response actions and identify proactive measures to address issues likely to occur in the future. Our BCPRT team along with the HR, Admin and Persistent Foundation teams are driving support initiatives not only for our colleagues and their families, but also for our extended communities.

<h4>Employee Support</h4> <p><b>Reporting Cases</b> Employees are reporting COVID-19 positive case information, for themselves as well as for family members through a central HR Helpdesk.</p> <p><b>Persistent Warriors</b> A team of committed individuals comprising internal teams like HR, Admin and the Persistent Foundation are personally contacting each reported case to assess the gravity of situation and decide the course of action towards employee care.</p> <p><b>Follow-Up</b> Our warriors are keeping in touch with employees who are COVID-19 positive. They call every other day to check their progress, check for any help needed and provide support accordingly.</p> <p><b>On-Ground Support</b> Persistent Warriors are helping employees in medical exigencies to our employees and their family members where needed. This team has helped across a wide range of activities such as sharing information about testing facilities, providing psychological help, tracking availability and sourcing of hospitals, oxygen beds, and ventilators for critically infected employees and family, identifying plasma donors, and in extreme cases, even extending support in case of any fatalities.</p>	<h4>Financial Assistance</h4> <p><b>COVID-19 Insurance</b> COVID-19 specific medical insurance was extended to employees and family members in geographies where basic insurance did not cover COVID impact. This was over and above the regular medical coverage.</p> <p><b>Persistent Employee Benefit Trust (PEBT)</b> Set up to extend zero interest loans during medical emergencies. The benefit is available to employees, family members, parents and in-laws.</p>
<p><b>Work from Anywhere</b> We implemented a 100% remote working policy for all our employees.</p> <p><b>Awareness</b> Periodic email campaigns inform employees of the evolving situation and how to act.</p> <p><b>Preventive Care</b></p>	<p><b>Vaccinations</b> We established tie-ups with hospitals to get employees and their dependents vaccinated.</p> <p><b>Immunity Boosters</b> Employees visiting office are provided with healthy food and immunity boosters such as turmeric milk.</p> <p><b>Annual Health Check-Up</b> We conducted check-up for all employees through hospital tie-ups.</p> <p><b>Promoting Healthy Lifestyle</b> Initiatives to help employees develop a healthy lifestyle as they continue to WFH.</p>

## While keeping ESG at the center of our strategy

<h3>Environment</h3> <p>Conserving our climate</p> <p><b>2 windmills of 2.1 MW each, 1.2 MW solar rooftop campus, reducing ~6K tons of CO2 per year</b></p> <p>Adopted <b>ISO 14064</b> (GHG Emission Monitoring and Reduction/Neutralization)</p> <p><b>27% reduction in carbon footprint</b> over last 5 years vs. set target of 15% (3% YoY vs. base year)</p>	<h3>Social</h3> <p>Nurturing our people, diversity &amp; inclusion</p> <p><b>45 nationalities, 32% women</b></p> <p>Flagship social impact programs, <b>hackathons</b> to drive innovation, <b>trainings</b> to nurture talent</p> <p>Giving back to our community</p> <p><b>\$3.3M (~\$300 per employee)</b> in COVID-19 contributions globally</p>	<h3>Governance</h3> <p>Leading with integrity</p> <p>2020 Award for "Excellence in Corporate Governance"</p> <p><b>Holding the bar high</b></p> <p><b>Strong Code of Conduct, tight adherence</b></p> <p><b>60% independent directors on board</b></p>
---	--	--

# See Beyond, Rise Above

[www.persistent.com](http://www.persistent.com)