



# **ESG Factsheet**

## **FY 2023-24**



## Economics

**Table 1: Direct and Indirect Economic Value Generated (INR in Millions)**

Direct Economic Value Generated (A)	FY 2023-24	FY 2022-23	FY 2021-22	FY 2020-21
Revenue (through core business segments)	98,215.87	83,505.92	57,107.46	41,878.88
Other Income (through other sources)	1,280.20	706.17	1,439.55	1,077.72
<b>Total</b>	<b>99,496.07</b>	<b>84,212.09</b>	<b>58,547.01</b>	<b>42,956.60</b>
Economic Value Distributed (B)	FY 2023-24	FY 2022-23	FY 2021-22	FY 2020-21
Operating cost	13,274.89	11,090.91	6,502.81	5,878.51
Personnel expenses (wages + benefits)	71,102.40	60,121.66	42,567.28	30,721.67
Interest charges	467.27	473.40	118.35	57.94
Taxes and royalties (given to various Govt. wherever business units are located) – Taxes expenses	3,541.15	3,197.59	2,338.93	1,587.66
Taxes and royalties (given to various Govt. wherever business units are located) – Dividend tax paid	-	-	-	-
Dividends (payments to capital providers)	4,153.95	2,980.58	1,987.05	1,069.96
Donations (political parties / politicians)	-	-	-	-
Community development / CSR investments	175.45	117.60	115.78	204.05
<b>Total</b>	<b>92,715.11</b>	<b>77,981.74</b>	<b>53,630.20</b>	<b>39,519.79</b>
<b>Economic Value Added (A-B)</b>	<b>6,780.96</b>	<b>6,230.35</b>	<b>4,916.81</b>	<b>3,436.81</b>

**Table 1.1 Contributions & Other Spending (INR in Millions)**

Contributions & Other Spending	FY 2023-24	FY 2022-23	FY 2021-22	FY 2020-21
Lobbying, interest representation or similar	-	-	-	-
Donations (political parties / politicians) and lobbying activities				
Local, regional or national political campaigns / organizations / candidates	-	-	-	-
Trade associations or tax-exempt groups	2.53	2.48	2.55	1.99
Total contributions and other spending	2.53	2.48	2.55	1.99

- The above table is reported on consolidated basis.
- We did not make any contributions to and spending for political campaigns, Political organizations, Lobbyists or lobbying organizations.

## Environment

### Emission

**Table 2: Greenhouse Gas Emissions, Scope 1, Scope 2 and Scope 3**

Greenhouse Gas Emissions (Scope 1, 2 & 3)							Target	
	Unit	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2023-24	FY 2024-25
<b>Direct Greenhouse Gas Emissions (Scope 1)</b>								
Total direct GHG emissions	tCO <sub>2</sub> e	111.20	1,403.10	950.10	314.08	1,025.51	1,080.00	920.00
Data coverage	%	93%	93%	93%	93%	93%		
<b>Indirect Greenhouse Gas Emissions (Scope 2)</b>								
Location-based	tCO <sub>2</sub> e	11,974.50	7,487.50	6,597.50	8,047.60	6,492.66	6,820.00	5,840.00
Market-based	tCO <sub>2</sub> e	7,220.83	4,249.29	3,221.70	5,890.23	0	0	0
Data coverage	%	93%	93%	93%	93%	100%		
Total scope 1 & 2 – Market-based	tCO <sub>2</sub> e	12,085.70	8,890.60	7,547.60	6204.31	7,518.20		
<b>Indirect Greenhouse Gas Emissions (Scope 3)</b>								
Total scope 3 emissions	tCO <sub>2</sub> e	3,323.6	182.30	661.20	4,337.34	9,492.41	9,970.00	8,540.00

- **Scope 1:** Emissions have increased due to a breakdown of ageing assets and the release of refrigerant gases at our operational control sites.
- **Scope 2:** Emissions, related to our electricity consumption, have also increased as employees have resumed work and new offices have opened during the reporting period. We are monitoring the situation and taking necessary steps to address this increase 6492.66 tCO<sub>2</sub>e Scope 2 emissions has become Zero emissions with purchase of IREC and use of REC.

**Table 3: Break-up of Greenhouse Gas Emissions, Scope 1, 2 & 3**

Greenhouse Gas Emissions (Scope 1, 2 & 3) – tCO <sub>2</sub> e				Target	
Scope	FY2023-24	Boundary	Emissions calculation and inclusion	FY 2023-24	FY 2024-25
Scope 1 <sup>(1)</sup>	1,025.51	India	DEFRA – 2023	1,080.00	920.00
Scope 2 – Location-based <sup>(2)</sup>	6,492.66	Global	India – CEA USA – EPA ROW – IEA	6,820.00	5,840.00
Scope 2 – Market-based <sup>(2)</sup>	0	Global	India – CEA USA – EPA ROW – IEA	0	0
Scope 3 – Category <sup>(3)</sup>		-			
Purchased goods and services	5,153.63	Global	EEIO Factor		
Capital goods	1,102.04	Global	EEIO Factor		
Fuel and energy related activities (not included in Scope 1 or 2)	1,079.86	WTT – India T&D loses – Global	DEFRA – 2023		
Upstream transportation and distribution	47.12		EEIO factor		
Waste generated in operations	2.42	India locations with operational control	DEFRA – 2023		
Business travel	2,056.77	Global	DEFRA – 2023		
Employee commuting	50.58	India	DEFRA – 2023		
Total Scope 3 emissions	9,492.41			9,970.00	8,540.00
<b>Total Scope 1, 2 &amp; 3 Emission</b>	<b>17,010.6</b>			<b>17,870.00</b>	<b>15,300.00</b>

- 1\ **Scope 1:** Emissions cover all owned offices in India.
- 2\ **Scope 2:** (Market-based) emissions include India and other significant overseas locations. With purchase of IREC and use of REC our Scope 2 emissions has become Zero.
- 3\ **Scope 3:** Emissions – Additional categories of Scope 3 reported in FY24 compared to FY23 disclosure.

**Table 4: Other than GHG Emissions**

Parameter	Unit	FY 2022-23	FY 2023-24
Ozone-Depleting Substances (ODS)	Kg	224	501
CFC – R22	Kg	111	46
HFC – R410a	Kg	85	452
HFC – R407a	Kg	28	3
SOx	micro gram / m3	18.30	15.16
NOx	micro gram / m3	15.9	12.77
Particulate matter (PM) (PM2.5)	micro gram / m3	45.15	34.18
Volatile organic compounds (VOC)		<50	<50
Particulate matter (PM10)	micro gram / m3	64.50	58.23

GHG emissions come from our operational control sites. Additionally, there are no continuous air emissions from our DG sets present in our owned locations in India. The DG sets are only operated during power outages and while testing BCP scenarios.

## Energy Consumption

**Table 5: Energy Consumption by Source**

Total Energy Consumption	Unit	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Target FY 2023-24
Total non-renewable energy consumption	MWh	8,556.44	5,667.77	4,822.27	8,242.20	10,124.13	10,630
Total renewable energy consumption	MWh	5,659.13	4,375.96	4,226.95	5,556.45	6,455.44	
Renewable energy	%	39.8%	43.6%	46.7%	40.3%	39.0%	
Data coverage	%	93%	93%	93%	100%	100%	

- Electricity consumption have increased as employees have resumed work and new offices have opened during the reporting period.
- We are monitoring the situation and taking necessary steps to address these increases.
- FY 2024-25 target – 9,100 MWh.
- We are targeting our non-renewable energy consumption for FY24-25, at 9100 MWh through energy efficiency measures and increasing renewable energy by 10%.

**Table 6: 100% Renewable Energy – FY2023-24**

Geo Locations	Total Energy Consumption MWh	Renewable Energy On site MWh	Renewable Energy Offsite MWh	REC Generated MWh	Energy Attribute Certificate (EAC) – Purchase MWh	Renewable Energy Source	EAC Certificate Type
India	14,626.66	1,893.17	4,562.27	2,600.25	5,519.00	Wind, Solar, Large Hydro	IREC
France	142.25	0.00	0.00	-	142.25	Large Hydro	IREC
Sri Lanka	171.39	0.00	0.00	-	171.39	Large Hydro	IREC
Mexico	110.31	0.00	0.00	-	110.31	Large Hydro	IREC

Germany	239.00	0.00	0.00	-	239.00	Large Hydro	IREC
Switzerland	106.56	0.00	0.00	-	36.00	Large Hydro	IREC
UK	29.12	0.00	0.00	-	29.12	Large Hydro	IREC
USA	985.60	0.00	0.00	-	985.60	Large Hydro	IREC
Canada	112.69	0.00	0.00	-	112.69	Large Hydro	IREC
Malaysia	55.99	0.00	0.00	-	55.99	Large Hydro	IREC
<b>Grand Total</b>	<b>16,579.56</b>	<b>1,893.17</b>	<b>4,562.27</b>	<b>2,600.25</b>	<b>7,401.34</b>		

**Table 7: On-premises Data Centre Energy Consumption**

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

- PUE: Power Usage Effectiveness
- Coverage (100 % of total ICT population – On-premises Data Centre)

## Water Consumption

**Table 8: Water Withdrawal, Discharge and Consumption**

	Units	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Water withdrawal (A)	Cubic meters	29,625.10	28,061.80	46,376.02	102,895.13
Water discharge (B)	Cubic meters	5,084.00	3,652.00	17,245.04	15,096.32
Total net freshwater consumption (A-B)	Cubic meters	24,541.10	24,409.80	29,131.01	87,798.76



Data coverage	%	93%	93%	93%	93%
Target for FY 2024					1,00,000
Water withdrawal intensity Per FTE	Cubic meters	2.12	1.51	2.03	4.31
<b>Reduction of Water Consumption Target</b>					
	Units	FY 2024-25	FY 2025-26		FY 2026-27
	Cubic meters	83,408.1	79,237.7		75,275.81

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

## Waste Generated During Operations

**Table 9: Waste Generation**

Categories	Generation in Metric Tonnes				
	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Target FY 2023-24
Plastic waste	0.84	182.80	3.15	22.98	25.28
E-waste	6.57	8.81	8.4	16.45	18.10
Construction and demolition waste	-	-	4.6	-	10.00
Other non-hazardous waste	19.40	45.39	46.06	83.12	91.43
Other hazardous waste	0.602	39.74	0.19	1.34	1.474
<b>Grand Total</b>	<b>27.41</b>	<b>276.75</b>	<b>62.40</b>	<b>130.17</b>	<b>146.28</b>

**Table 10: Waste Disposal Methods**

Category	Units	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
<b>Total waste recycled</b>	<b>Metric tonnes</b>	<b>26.8</b>	<b>276.49</b>	<b>57.8</b>	<b>128.83</b>
1\ Waste recycled	Metric tonnes	7.40	231.10	57.54	99.93
2\ Waste recovered through other operations – Reused	Metric tonnes	19.40	45.39	0.26	28.9
<b>Total waste disposed</b>	<b>Metric tonnes</b>	<b>0.60</b>	<b>0.25</b>	<b>4.79</b>	<b>1.34</b>
1\ Waste landfilled	Metric tonnes	-	-	4.6	-
2\ Waste incinerated without energy recovery	Metric tonnes	0.60	0.25	0.19	1.34
FY 2023 – 24 Target for waste disposal					1.5
Data coverage (as % of denominator)	Percentage	93%	93%	93%	93%

- Data reported is specific to India location.
- Consumption have increased as employees have resumed work and new offices have opened during the reporting period.
- We aim to achieve 95% of waste recycling for FY2024-25, FY2025-26 and FY2026-27.

## Social

### Workforce Breakdown

**Table 11: Workforce Breakdown by Employee Category**

By Employee Category	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
Junior management	13,210	6,347	19,557	13,015	6,523	19,538
Middle management	3,127	642	3,769	2,436	490	2,926
Senior management	486	38	524	396	29	425
<b>Total</b>	<b>16,823</b>	<b>7,027</b>	<b>23,850</b>	<b>15,847</b>	<b>7,042</b>	<b>22,889</b>

By Employee Category	FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total
Junior management	10,655	5,342	15,997	7,609	4,063	11,672
Middle management	1,841	399	2,240	1,428	287	1,715
Senior management	340	22	362	270	23	293
<b>Total</b>	<b>12,836</b>	<b>5,763</b>	<b>18,599</b>	<b>9,307</b>	<b>4,373</b>	<b>13,680</b>

**Table 12: Workforce Breakdown by Employment Type**

By Employment Type	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
Permanent	15,426	6,524	21,950	14,830	6,600	21,430
Contract	1,397	503	1,900	1,017	442	1,459
<b>Total</b>	<b>16,823</b>	<b>7,027</b>	<b>23,850</b>	<b>15,847</b>	<b>7,042</b>	<b>22,889</b>

By Employment Type	FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total
Permanent	11,548	5,112	16,660	8,300	3,884	12,184
Contract	1,288	651	1,939	1,007	489	1,496
<b>Total</b>	<b>12,836</b>	<b>5,763</b>	<b>18,599</b>	<b>9,307</b>	<b>4,373</b>	<b>13,680</b>

**Table 13: Workforce Breakdown by Country**

By Country	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
India	14,421	6,286	20,707	13,831	6,373	20,206
USA	1,739	524	2,263	1,295	409	1,704
ROW	663	217	880	721	258	979
<b>Total</b>	<b>16,823</b>	<b>7,027</b>	<b>23,850</b>	<b>15,847</b>	<b>7,042</b>	<b>22,889</b>

By Country	FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total
India	10,957	5,137	16,094	7,979	3,964	11,943
USA	1,233	403	1,636	882	246	1,128
ROW	646	223	869	446	163	609
<b>Total</b>	<b>12,836</b>	<b>5,763</b>	<b>18,599</b>	<b>9,307</b>	<b>4,373</b>	<b>13,680</b>

**Table 14: Workforce Breakdown by Age**

By Age	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
Under 30 years old	6,151	3,431	9,582	6,957	3,947	10,904
30-50 years old	10,137	3,511	13,648	8,425	3,012	11,437
Over 50 years old	535	85	620	465	83	548
<b>Total</b>	<b>16,823</b>	<b>7,027</b>	<b>23,850</b>	<b>15,847</b>	<b>7,042</b>	<b>22,889</b>

By Age	FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total
Under 30 years old	4,641	2,793	7,434	2,679	1,830	4,509
30-50 years old	7,744	2,894	10,638	6,215	2,464	8,679
Over 50 years old	451	76	527	413	79	492
<b>Total</b>	<b>12,836</b>	<b>5,763</b>	<b>18,599</b>	<b>9,307</b>	<b>4,373</b>	<b>13,680</b>

**Table 14.a : Average Tenure of Workforce by Gender - Years**

By Tenure	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
	<b>2.88</b>	<b>3.22</b>	<b>2.98</b>	<b>2.55</b>	<b>2.74</b>	<b>2.61</b>

By Tenure	FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total
	<b>2.36</b>	<b>2.49</b>	<b>2.40</b>	<b>3.46</b>	<b>3.66</b>	<b>3.53</b>

## Workforce Breakdown – US Workforce

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

	US Workforce	Total Workforce	% of Total Workforce
Employee	2,263	23,850	<b>9.49%</b>

**Table 16: Share in all Management Positions – US Workforce**

ss	Overall Employees	USA Employees	% of USA Management workforce
Junior Management	19,557	1,531	7.83%
Middle Management	3,769	507	13.45%
Senior Management	524	225	42.94%
<b>Grand Total</b>	<b>23,850</b>	<b>2,263</b>	<b>9.49%</b>

**Table 17: Workforce Breakdown: Gender – % of Total Workforce**

Diversity Indicator	Percentage			
	FY 2023-24	FY 2022-23	FY 2021-22	FY 2020-19
Total women workforce	29.5%	30.80%	31.40%	31.40%
Manager positions, including junior, middle and top management	26.1%	26.40%	26.50%	25.70%
First level of management – Junior management	30.5%	30.50%	30.20%	29.70%
Leadership team - Two levels away from the CEO	7.3%	6.90%	6.10%	7.90%
Management positions in revenue-generating functions	25.0%	25.70%	25.80%	24.30%
Women in STEM-related positions	28.4%	30.10%	30.30%	31.70%
Target: Achieve 35% women in workforce by FY 2028	35%	30.80%	31.40%	31.40%

**Table 18: Trend of Employee Wellbeing, Employee Satisfaction Score**

Core Focus	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Target FY 2025
	% of employees with top level of engagement, satisfaction, wellbeing, or employee Net Promoter Score (eNPS)	84%	-	85.9%	8.2 / 10 (0.2 above industry benchmark)	8.5 / 10
Data coverage	% of employees who responded to the survey	79.8%	-	74.8%	72%	

- FY 2021 was a gap year and Persistent conducted internal pulse survey during this timeframe.
- Till FY 2022, Persistent was following percentage completion approach later moved 10-point scale.
- eNPS target FY 2023-24: 8.0 / 10

**Table 19: Employees Receiving Regular Professional and Career Development Reviews**

Management	Employees Count	%
Junior management (%)	15,982	81.88%
Middle management (%)	3,231	16.55%
Senior management (%)	306	1.57%

## New Hires

**Table 20: Average Hiring Cost**

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

**Table 21: New Hires by Management Category**

By Employee Category	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
Junior management	4,751	1,758	6,509	8,341	3,680	12,021
Middle management	853	137	990	895	136	1,031
Senior management	130	9	139	123	7	130
<b>Total</b>	<b>5,734</b>	<b>1,904</b>	<b>7,638</b>	<b>9,359</b>	<b>3,823</b>	<b>13,182</b>

By Employee Category	FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total
Junior management	7,589	3,392	10,981	4,736	2,035	6,771
Middle management	775	145	920	466	64	530
Senior management	103	3	106	58	1	59
<b>Total</b>	<b>8,467</b>	<b>3,540</b>	<b>12,007</b>	<b>5,260</b>	<b>2,100</b>	<b>7,360</b>

**Table 22: New Hires by Region**

By Region	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
India	4,300	1,434	5,734	7,920	3,327	11,247
USA	1,138	380	1,518	1,020	381	1,401
Rest of the world	296	90	386	419	115	534
<b>Total</b>	<b>5,734</b>	<b>1,904</b>	<b>7,638</b>	<b>9,359</b>	<b>3,823</b>	<b>13,182</b>



By Region	FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total
India	7,050	3,019	10,069	4,505	1,863	6,368
USA	1,025	412	1,437	571	184	755
Rest of the world	392	109	501	184	53	237
<b>Total</b>	<b>8,467</b>	<b>3,540</b>	<b>12,007</b>	<b>5,260</b>	<b>2,100</b>	<b>7,360</b>

**Table 23: New hires by Age**

By Age	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
Under 30 years old	2,062	952	3,014	5,553	2,733	8,286
30-50 years old	3,482	923	4,405	3,603	1,055	4,658
Over 50 years old	190	29	219	203	35	238
<b>Total</b>	<b>5,734</b>	<b>1,904</b>	<b>7,638</b>	<b>9,359</b>	<b>3,823</b>	<b>13,182</b>

By Age	FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total
Under 30 years old	4,934	2,426	7,360	2,653	1,337	3,990
30-50 years old	3,346	1,092	4,438	2,460	745	3,205
Over 50 years old	187	22	209	147	18	165
<b>Total</b>	<b>8,467</b>	<b>3,540</b>	<b>12,007</b>	<b>5,260</b>	<b>2,100</b>	<b>7,360</b>

## Turnover Rate

**Table 24: Employee Turnover Rate by Category**

By Employee Category	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
Junior management	12.50%	11.80%	12.20%	21.10%	19.40%	20.50%
Middle management	8.00%	7.90%	8.00%	15.50%	16.20%	15.60%
Senior management	9.80%	9.00%	9.70%	18.10%	7.80%	17.40%
<b>Total</b>	<b>11.60%</b>	<b>11.40%</b>	<b>11.50%</b>	<b>20.10%</b>	<b>19.10%</b>	<b>19.80%</b>

By Employee Category	FY 2021-22			FY 2021-22		
	Male	Female	Total	Male	Female	Total
Junior management	29.56%	25.87%	28.30%	13.19%	10.49%	12.22%
Middle management	17.03%	16.37%	16.92%	8.01%	8.12%	8.03%
Senior management	10.87%	13.33%	11.04%	9.06%	13.33%	9.40%
<b>Total</b>	<b>26.92%</b>	<b>25.08%</b>	<b>26.35%</b>	<b>8.96%</b>	<b>10.32%</b>	<b>11.56%</b>

**Table 25: Employee Turnover by Employment Type**

By Employee Type	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
Full Time Employees	11.60%	11.40%	11.50%	20.10%	19.10%	19.80%
<b>Total</b>	<b>11.60%</b>	<b>11.40%</b>	<b>11.50%</b>	<b>20.10%</b>	<b>19.10%</b>	<b>19.80%</b>

By Employee Type	FY 2021-22			FY 2021-22		
	Male	Female	Total	Male	Female	Total
Full Time Employees	26.92%	25.08%	26.35%	8.96%	10.32%	11.56%
<b>Total</b>	<b>26.92%</b>	<b>25.08%</b>	<b>26.35%</b>	<b>8.96%</b>	<b>10.32%</b>	<b>11.56%</b>

**Table 26: Employee Turnover by Region**

By Region	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
India	11.30%	11.00%	11.20%	19.60%	19.00%	19.40%
USA	12.20%	8.80%	11.40%	20.60%	18.80%	20.30%
ROW	16.60%	26.80%	19.10%	29.00%	21.60%	27.00%
<b>Total</b>	<b>11.60%</b>	<b>11.40%</b>	<b>11.50%</b>	<b>20.10%</b>	<b>19.10%</b>	<b>19.80%</b>

By Region	FY 2021-22			FY 2021-22		
	Male	Female	Total	Male	Female	Total
India	27.72%	25.23%	26.92%	12.06%	10.09%	11.39%
USA	16.89%	26.67%	18.78%	13.96%	12.35%	13.65%
ROW	25.72%	20.75%	24.39%	11.30%	13.89%	12.00%
<b>Total</b>	<b>26.92%</b>	<b>25.08%</b>	<b>26.35%</b>	<b>8.96%</b>	<b>10.32%</b>	<b>11.56%</b>

**Table 27: Employee Turnover by Age**

By Age	FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total
Under 30 years old	14.20%	12.80%	13.70%	22.10%	20.30%	21.40%
30-50 years old	10.00%	10.00%	10.00%	18.90%	17.80%	18.60%
Over 50 years old	9.10%	12.90%	9.60%	15.20%	15.30%	15.20%
<b>Total</b>	<b>11.60%</b>	<b>11.40%</b>	<b>11.50%</b>	<b>20.10%</b>	<b>19.10%</b>	<b>19.80%</b>

By Age	FY 2021-22			FY 2021-22		
	Male	Female	Total	Male	Female	Total
Under 30 years old	35.86%	28.90%	33.12%	16.85%	12.26%	14.85%
30-50 years old	24.44%	23.22%	24.10%	11.31%	9.50%	10.76%
Over 50 years old	12.72%	8.19%	12.00%	7.86%	9.04%	8.06%
<b>Total</b>	<b>26.92%</b>	<b>25.08%</b>	<b>26.35%</b>	<b>8.96%</b>	<b>10.32%</b>	<b>11.56%</b>

**Table 28: Remuneration of Women to Men**

Employee Level	Average Women Salary (in INR)	Average Men Salary (in INR)
Executive level (base salary only)	20,283,277	20,382,230
Executive level (base salary + other cash incentives)	29,608,078	29,703,955
Management level (base salary only)	10,055,008	10,926,627
Management level (base salary + other cash incentives)	13,526,343	14,931,966
Non-management level (base salary only)	1,939,058	1,997,892
Average Salary across all grades (base salary + other cash incentives)	2,577,977	2,748,880

Coverage: 100% of FTE's

**Table 29: Employee Benefits**

By Employee Category	India		USA		ROW	
	Permanent	Temporary	Permanent	Temporary	Permanent	Temporary
Health – Medical insurance	Yes (including parents)	No	Yes	No	Yes	No
Group term life insurance	Yes	No	Yes	No	Yes	No
Critical illness insurance	Yes	No	No	No	Yes (country specific)	No
Personal accident insurance	Yes	No	Yes	No	Yes (country specific)	No
Dental & vision cover	Yes	No	Yes	No	Yes	No
Disability & income protection	Yes	No	Yes	No	Yes (country specific)	No
Add on coverages (Top Up + Critical Illness + OPD + Pet insurance + Super top Up + Life / Disability etc.	Yes	Yes (specific add-ons only)	Yes (specific add-ons only)	No	Yes (specific to country & add-ons)	No
Health & wellbeing	Yes	Yes	Yes	Yes	Yes	Yes
Long service award	Yes	No	Yes	No	Yes	No
Project party	Yes	Yes (for trainee & intern / s only)	Yes	No	Yes	No
Emergency care fund	Yes	No	No	No	Yes (country specific)	No

Retiral benefits (PF + Gratuity + Pension etc.)	Yes	Yes – PF applicable for trainee and intern / s)	Yes	No	Yes	No
Flexible working hours	Yes	Yes	Yes	Yes – For Most of the contractors	Yes	Yes – For Most of the contractors
Reward & recognition	Yes	Yes	Yes	Yes	Yes	Yes
Transfer or relocation	Yes	No	Yes	No	Yes	No
Annual paid leave	Yes	No	Yes	No	Yes	No
Sabbatical	Yes	No	Yes	No	Yes	No
Life event leaves (Maternity, Paternity, Child Adoption)	Yes	No	Yes	No	Yes	No
Meal vouchers / Canteen Facility / Office Pantry	Yes	Yes	Yes	Yes	Yes (country specific)	Yes
Loans and advances (House, car, salary advance)	Yes	No	Yes	No	Yes (country specific)	No

## Training

**Table 30: Training Cost per FTE**

Particulars	FY 2023-24	FY 2022-23
Average learning cost per FTE in INR	11,484	8,953

**Table 30.a: Training Cost including FTE and Contractors**

Particulars	FY 2023-24
Average learning cost per FTE and Contractors in INR	10,329
- Average learning cost per FTE and contractors covers all operations & total workforce	

**Table 31: Average Training Hours by Employee Category - FTE**

Category	Employee count		Total Learning Hours		Average Hours		
	Male	Female	Male	Female	Male	Female	Total Average Hours
Junior management	11,753	5,882	971,506	459,925	82.98	78.33	81.17
Middle management	2,777	573	147,124	27,240	52.99	47.52	52.05
Senior management	436	31	7,935	757	18.18	24.09	18.61
	<b>14,966</b>	<b>6,486</b>	<b>1,126,565</b>	<b>487,922</b>			<b>72.26</b>

**Table 31.a : Average Training Hours by Employee Category - FTE and Contractors**

Category	Employee count		Total Learning Hours		Average Hours		
	Male	Female	Male	Female	Male	Female	Total Average Hours
Junior management	11,753	5,882	971,506	459,925	82.98	78.33	75.34
Middle management	4,192	1,058	152,449	29,063	56.46	48.71	56.51
Senior management	436	31	7,935	757	18.18	24.09	18.58
	<b>16,381</b>	<b>6,971</b>	<b>1,131,890</b>	<b>489,745</b>			<b>69.44</b>

**Table 32: Human Capital Return on Investment in INR**

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
1\ Total revenue	35,656,080,000	41,878,880,000	57,107,460,000	83,505,920,000	98,215,870,000
2\ Total operating expenses	32,458,430,000	36,862,170,000	49,304,220,000	71,507,020,000	85,020,010,000
3\ Total employee-related expenses (salaries + benefits)	21,556,400,000	25,157,990,000	34,593,100,000	49,695,650,000	59,609,700,000
<b>Resulting HC ROI (a - (b-c)) / C</b>	<b>1.15</b>	<b>1.20</b>	<b>1.23</b>	<b>1.24</b>	<b>1.22</b>

**Table 33: Maternity and Paternity Leave**

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

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



**Table 34: Absenteeism Rate**

Absentees Rate	UOM	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
%	% of total days scheduled	0.22%	2.00%	3.10%	1.98%
Data coverage	% of employee	100%	100%	100%	100%

## Governance

**Table 35: Customer Satisfaction Measurement**

Satisfaction Measurement	Unit (Please select the unit of measurement)	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Target for FY 2024?
Satisfaction measurement	Satisfaction measurement methodology: (eNPS)	79	80	88	85	75
Data coverage: (response rate)	% of Customers	98	100	100	100	100

**Table 36: Lobbying and Trade Associations**

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

**Table 37: Climate-Related Management Incentives**

ESG KPI's are linked to Individual Performance bonus, monetary benefits and Recognition

Entitled to incentive	Incentivized KPIs
Chief operating officer (COO)	Achievement of ESG goals eg., Carbon Neutrality, Net-Zero Commitment, Diversity and Inclusion target
	Company ESG performance against leading Sustainability / ESG indices
	Robust governance practices to enhance ESG governance
Head – Environmental Social Governance (ESG)	Stakeholder Engagement and identifying material issues and topics
	Achievement of ESG goals eg., Carbon Neutrality, Net-Zero Commitment, Diversity and Inclusion target
	Increased Gender diversity and enhancing inclusive work environment
	Value chain engagement with including customers and suppliers for responsible sourcing
	Implementation of employee awareness campaign or training program on climate-related and Human rights issues
Head – Administration	Company performance against sustainability / ESG indices
	Environmental, Health and safety, supplier training to enhance EHS & ESG awareness for employees and supply chain partners.
	Energy reduction – Increased share of renewable and low-carbon energy
	Emission reduction and improve efficiency through Resource conservation – Energy and Water
	Waste circularity – Reduce, Reuse and Recycle
Head – Enterprise Risk Management (ERM)	Implementation of Environmental, Health and Safety management system (ISO 14001 and ISO 45001)
	Review of risk exposure and Audit of risk management processes
	Promotion of an effective risk culture
	<ul style="list-style-type: none"> <li>○ Regular risk management education for non-executive directors</li> <li>○ Providing training to all employees on Risk management principles</li> <li>○ Considering risk factors when developing new services</li> </ul>

**Table 38: Financial Risks of Climate Change**

Risks driven by changes in regulation

<p>Brief description of the most significant risk and methods used to manage this risk</p>	<p>With adoption of new emerging technologies, The level of energy consumption may increase leading to increase in carbon emissions and thus impacting sustainability goals of the organization.</p>
	<p><b>Mitigation plan</b></p> <p>Our Climate action goals:</p> <ul style="list-style-type: none"> <li>○ Achieve Carbon Neutrality for Scope 1 and Scope 2 emissions by 2025.</li> <li>○ To source 100% energy from Renewable energy sources by 2025.</li> <li>○ 30% reduction of Scope 3 emissions by 2028.</li> <li>○ Strategy to ensure carbon neutrality status by adopting innovation and regulatory changes to reduce emission and increase Renewable energy consumption.</li> <li>○ Persistent has committed to set near- and long-term company-wide emission reductions in line with science-based net-zero with the SBTi.</li> <li>○ Decarbonization Roadmap with strategies in line with SBTi guidelines enabling to achieve reduction in emissions.</li> <li>○ All owned campuses are enabled with roof top solar generation and 2 windmills connected through open access.</li> <li>○ Technology Assessment including potential benefits and energy consumption implications.</li> <li>○ Continuous improvement to monitor and evaluate the environmental performance of new technology, identify areas for improvement and implement corrective measures as a continuous process.</li> <li>○ Green procurement policy enabling buyers to evaluate the suppliers based on emissions from Purchase of goods and services.</li> </ul>
<p>Estimated financial implications of the risk before taking action</p>	<p>Risk Impact Score is “Medium”, thus financial implication is approx. INR 40.347 Cr</p>
<p>Average estimated time frame (in number of years) for financial implications of this risk</p>	<p>5 years</p>
<p>Estimated costs of these actions</p>	<p>INR 156,901,964</p>

Risks driven by change in physical climate parameters or other climate-change related developments

<p>Brief description of the most significant risk and methods used to manage this risk</p>	<p>Reducing ground water level, Rain cycle impacts leading to water crisis globally</p> <p><b>Mitigation plan</b></p> <ul style="list-style-type: none"> <li>○ Water Resource analysis performed for all global location and classified accordingly into categories as per ‘Aqueduct Water Risk Atlas’.</li> <li>○ Vulnerability Identification and location level mitigation plans implemented to monitor water consumption.</li> <li>○ Conservation and efficiency measures through operational control and continuous awareness sessions with employees to ensure efficiency in water consumption. All our owned facilities are equipped with Rainwater recharging facility enabling to recharge groundwater.</li> <li>○ We consider groundwater sources of locations as the last resort.</li> <li>○ We also conduct frequent awareness sessions on sustainable water management.</li> <li>○ We are engaged with CSR activities like Integrated watershed development program, open well for drinking to create awareness and community development.</li> </ul> <p><b>Opportunity:</b></p> <ul style="list-style-type: none"> <li>○ Proactive ESG measures and CSR initiatives taken by Persistent strengthens its brand, thus making it attractive to organizations seeking an IT Services partner with a shared vision. Additionally, it also helps attract and retain younger talent.</li> </ul>
<p>Estimated financial implications of the risk before taking action</p>	<p>Risk Impact Score is “Medium”, thus financial implication is approx. INR 40.347 Cr</p>
<p>Average estimated time frame (in number of years) for financial implications of this risk</p>	<p>5 years</p>
<p>Estimated costs of these actions</p>	<p>INR 10,594,888</p>

**Table 38.1: Financial Opportunities Arising from Climate Change**

Sr. No.	Project Description	Estimate the current annual cost (₹)	Estimated time frame (Years)	Estimate the annual financial positive implications (kWh)	Estimate the annual financial positive implications (₹)
1	Installation of the additional solar power plant at PSL Nagpur	9,677,750	5.4	150,380	1,778,995
2	LED light fixture installation report Pritech Park SEZ – Bellandur	1,811,450	3.4	46,625	536,186
<b>Grand Total</b>		<b>11,489,200</b>	<b>4.4</b>	<b>197,005</b>	<b>2,315,181</b>

**Table 39: Human Right Assessment – FY2023-24**

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)

Child labor	Our India operations have been assessed by Persistent Internal Audit Team and are also 100% ISO 14001:2015 and ISO 45001:2018 certified. At our overseas locations, we have implemented processes aligned with legal requirements and ensure compliance across our global operations. Refer to <a href="#">ISO 45001:2018 Certificates</a>
Forced / Involuntary labor	
Sexual harassment	
Discrimination at the workplace	
Wages	
Others – please specify	

## About Persistent

With over 23,000 employees located in 21 countries, Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization. As a participant of the United Nations Global Compact, Persistent is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 268% growth since 2020, Persistent is the fastest-growing Indian IT Services brand according to Brand Finance.

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

### USA

Persistent Systems, Inc.  
2055 Laurelwood Road, Suite 210  
Santa Clara, CA 95054  
Tel: +1(408) 216 7010  
Fax: +1(408) 451 9177  
Email: [Info@persistent.com](mailto:Info@persistent.com)

### India

Persistent Systems Limited  
Bhageerath,402  
Senapati Bapat Road  
Pune 411016  
Tel: +91(20) 6703 0000  
Fax: +91(20) 6703 0008

