



ESG Factsheet FY 2024-25



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Economics

Direct and Indirect Economic Value Generated (INR in Millions) (GRI 201-1,4)

Direct Economic Value Generated (A)	FY 2024-25	FY 2023-24	FY 2022-23	FY 2021-22
Revenue (through core business segments)	119,387.17	98,215.87	83,505.92	57,107.46
Other income (through other sources)	1,381.54	1,280.20	706.17	1,439.55
Total	120,768.71	99,496.07	84,212.09	58,547.01
Economic Value Distributed (B)	FY 2024-25	FY 2023-24	FY 2022-23	FY 2021-22
Operating cost	15,421.74	13,274.89	11,090.91	6,502.81
Personnel expenses (wages + benefits)	86,228.82	71,102.40	60,121.66	42,567.28
Interest charges	671.29	467.27	473.4	118.35
Taxes and royalties (given to various Govt. wherever business units are located) – Taxes expenses	4,221.47	3,541.15	3,197.59	2,338.93
Taxes and royalties (given to various Govt. wherever business units are located) – Dividend tax paid	-	-	-	-
Dividends (payments to capital providers)	4,657.50	4,153.95	2,980.58	1,987.05
Donations (political parties / politicians)	-	-	-	-
Community development / CSR investments	223.78	175.45	117.6	115.78
Total	111,424.60	92,715.11	77,981.74	53,630.20
Economic Value Added (A-B)	9,344.11	6,780.96	6,230.35	4,916.81

Contributions and Other Spending (INR in Millions) (415-1)

Contributions and Other Spending	FY 2024-25	FY 2023-24	FY 2022-23	FY 2021-22
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	2.82	2.53	2.48	2.55
Total contributions and other spending	2.82	2.53	2.48	2.55

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

Environment

Emission

Greenhouse Gas Emissions, Scope 1, Scope 2 and Scope 3 (305-1, 305-2, 305-3)

Greenhouse Gas Emissions (Scope 1, 2 & 3)							Target
	Unit	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2024-25	FY 2025-26
Direct Greenhouse Gas Emissions (Scope 1)							
Total direct GHG emissions	tCO ₂ e	950.10	314.08	1,025.51	274.51	969.52	913.52
Data coverage	%	93%	93%	93%	100%	-	-
Indirect Greenhouse Gas Emissions (Scope 2)							
Location-based	tCO ₂ e	6,597.50	8,047.60	6,492.66	4,541.04	6,138.16	5,783.66
Market-based	tCO ₂ e	3,221.70	5,890.23	0	0	0	0
Data coverage	%	93%	93%	100%	100%	-	-
Total scope 1 & 2 – Market-based	tCO ₂ e	7,547.60	6204.31	1,025.51	274.51	-	-
Indirect Greenhouse Gas Emissions (Scope 3)							
Total Scope 3 emissions	tCO₂e	661.20	4,337.34	9,492.41	3,105.59	13,178.34	12,417.24

- **Scope 1:** Emissions cover global locations; however, we do not have operational control in the rest of the world locations apart from India. Our Scope 1 emissions have been reduced with retrofits for end-of-life HVAC equipment.
- **Scope 2:** Emissions, related to our electricity consumption, has decreased from FY24 but implementation of various energy saving measures as employees have resumed work and new offices have opened during the reporting period. From FY26 all our owned locations in India consumes 100% energy sourced through renewable sources. In FY25 4,541.04 tCO₂e Scope 2 emissions has become Zero emissions with purchase of IREC and use of REC.

Break-up of Greenhouse Gas Emissions, Scope 1, 2 & 3 (305-1, 305-2, 305-3)

Greenhouse Gas Emissions (Scope 1, 2 & 3) – tCO ₂ e					Target
Scope	FY2024-25	Boundary	Emissions Calculation and Inclusion	FY 2024-25	FY 2025-26
Scope 1 ⁽¹⁾	274.51	Global	DEFRA – 2024	969.52	913.52
Scope 2 – Location-based ⁽²⁾	4,541.04	Global	India – CEA USA – EPA ROW – IEA	6,138.16	5,783.66
Scope 2 – Market-based ⁽²⁾	0.00	Global	India – CEA USA – EPA ROW – IEA	-	-
Scope 3 – Category ⁽³⁾		-			
Purchased goods and services	220.32	Global	Vendor specific		
Capital goods	80.23	Global	Vendor specific		
Fuel and energy related activities (not included in Scope 1 or 2)	761.99	WTT – India T&D losses – Global	DEFRA – 2024		
Upstream transportation and distribution	0.74		Vendor specific		
Waste generated in operations	0.92	Global	DEFRA – 2024		
Business travel	1,777.03	Global	DEFRA – 2024		
Employee commuting	264.35	India	DEFRA – 2024		
Total Scope 3 emissions	3,105.59			13,178.34	12,417.24
Total Scope 1, 2 & 3 emission	7,899.89			20,286.02	19,114.44

- **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.

Near Term GHG Emission Reduction Target – Scope 1 & 2

Year	Scope 1	Scope 2	Scope 1 & 2	Reduction Y-o-Y
FY 2023-24	1,025.51	6,492.66	7,518.2	-
FY 2024-25	969.52	6,138.16	7,107.7	5.46%
FY 2025-26	913.53	5,783.66	6,697.2	5.78%
FY 2026-27	857.54	5,429.16	6,286.7	6.13%
FY 2027-28	801.54	5,074.67	5,876.2	6.53%
FY 2028-29	745.55	4,720.17	5,465.7	6.99%
FY 2029-30	689.56	4,365.67	5,055.2	7.51%
FY 2030-31	633.56	4,011.17	4,644.7	8.12%
FY 2031-32	577.57	3,656.67	4,234.2	8.84%
FY 2032-33	521.58	3,302.17	3,823.7	9.69%
FY 2033-34	465.58	2,947.67	3,413.3	10.74%

Near Term GHG Emission Reduction Target – Scope 3

Year	Scope 3	Reduction Y-o-Y
FY 2023-24	13,939.43	-
FY 2024-25	13,178.34	5.46%
FY 2025-26	12,417.24	5.78%
FY 2026-27	11,656.15	6.13%
FY 2027-28	10,895.06	6.53%
FY 2028-29	10,133.97	6.99%
FY 2029-30	9372.87	7.51%
FY 2030-31	8611.78	8.12%

Year	Scope 3	Reduction Y-o-Y
FY 2031-32	7850.69	8.84%
FY 2032-33	7089.59	9.69%
FY 2033-34	6328.5	10.74%

Emissions of Ozone-Depleting Substances (305-6)

Parameter	Unit	Emission in Kg.	CFC-11 Equivalent Kg.
CFC-22	Kg.	27	1.49

CFC-22 1 kg. = CFC 11 0.055 kg.

Other fugitive emissions, such as HFC-R410A and HFC-R407C, have a CFC-11 equivalent of zero and no ozone depleting potential.

Refrigerant Emission

Parameter	Unit	FY 2022-23	FY 2023-24	FY 2024-25
CFC – R22 (Fugitive emission)	Kg.	111	46	27
HFC – R410a (Fugitive emission)	Kg.	85	452	76
HFC – R407c (Fugitive emission)	Kg.	28	3	2

Other than GHG Emissions (305-7)

Parameter	Unit	FY 2022-23	FY 2023-24	FY 2024-25
SOx**	Kg.	18.30	15.16	27.95
NOx**	Kg.	15.9	12.77	31.95
Particulate matter (PM) (PM2.5)	Kg.	45.15	34.18	26.88
Volatile organic compounds (VOC)	-	<50	<50	<50
Particulate matter (PM10)	Kg.	64.50	58.23	45.71

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.

*For FY25 calculation Methodology of ODS has been corrected.

**SOx NOx unit of measurement has been corrected.

Energy Consumption (302-1, 302-2)

Energy Consumption by Source

Total Energy Consumption	Unit	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	Target FY 2025-26
Total non-renewable energy consumption	MWh	4,822.27	8,242.20	10,124.13	7,199.80	6,479.82
Total renewable energy consumption	MWh	4,226.95	5,556.45	6,455.44	9,476.54	10,424.194
Renewable energy	%	46.70%	40.27%	38.94%	56.83%	-
Data coverage	%	93%	100%	100%	100%	-

- Renewable energy target – To source 100% renewable energy across owned locations and 5% increase of total renewable energy.
- Non-renewable energy target – To decrease 5% YoY.

100% Renewable Energy – FY2024-25

Geo Locations	Total Energy Cons. MWh	Renew-able Energy – Solar MWh	Renew-able Energy – Wind MWh	Renew-able Energy – Green Tariff MWh	REC Generated MWh	Energy Attribute Certificate (EAC) – Purchase MWh	Renew-able Energy Source	EAC Certificate Type
India	15,093.25	1,988.63	4,016.49	3,471.42	158.67	5,395.34	Wind	IREC
France	102.93	-	-	-	-	102.93	Wind	IREC
Sri Lanka	85.49	-	-	-	-	85.49	Wind	IREC
Mexico	114.04	-	-	-	-	114.04	Wind	IREC
Germany	247.06	-	-	-	-	247.06	Wind	IREC
Switzerland	110.16	-	-	-	-	110.16	Wind	IREC
UK	30.10	-	-	-	-	30.10	Wind	IREC
USA	810.75	-	-	-	-	810.75	Wind	IREC
Canada	49.59	-	-	-	-	49.59	Wind	IREC
Malaysia	32.98	-	-	-	-	32.98	Wind	IREC
Grand Total	16,676.34	1,988.63	4,016.49	3,471.42	158.67	6,978.43		

On-premises Data Centre Energy Consumption

	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	Target FY 2024-25
Average PUE	-	1.77	1.71	1.76	1.87	2.07	1.70
Total energy used	MWh	1,409.30	1,454.17	1,395.17	1,378.56	1,518.47	1,366.62
Percentage of renewable energy (of total energy)	%	84	81	83	100	100	100

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

Water Consumption

Water Withdrawal, Discharge and Consumption (303-3, 303-4, 303-5)

	Units	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Water withdrawal (A)	Cubic meters	29,625.10	28,061.80	46,376.02	102,895.13	87,333.81
Water discharge (B)	Cubic meters	5,084.00	3,652.00	17,245.04	15,096.32	9,799.99
Total net freshwater consumption (A-B)	Cubic meters	24,541.10	24,409.80	29,131.01	87,798.76	77,533.82
Data coverage	%	93%	93%	93%	93%	93%
Water withdrawal intensity Per FTE	Cubic meters	2.12	1.51	2.03	4.31	3.66

Reduction of Water Consumption Target

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 since we do not have operational control outside India Geo.
- Consumption have marginally increased as employees have resumed work and new offices have opened during the reporting period.

Water withdrawal, consumption, and discharge - water stress (303-3, 303-4, 303-5)

- During FY 2024-25, our offices located in following cities of India fall under water stress zones. These zones have been identified as per the Aqueduct report. Please refer to our water conservation efforts mentioned in the FY 2024-25 ESG Report.
- Persistent offices located in Pune, Nagpur, Ahmedabad, Jaipur, Gurugram, Kochin, Noida, Hyderabad, Indore, Bengaluru

Parameter	Units	FY 2023-24	FY 2024-25
(ii) To Groundwater	Cubic meters	16,924.39	16,671.00
(iii) Third party water	Cubic meters	62,872.38	72,970.27
(v) Others — Packed drinking water	Cubic meters	280.71	13,253.85
Total volume of water withdrawal (ii + iii + v)	Cubic meters	80,077.48	102,895.12
Total volume of water consumption	Cubic meters	70,277.49	87,798.81
Water Consumption intensity (per employee)		3.31	4.32

Waste Generated During Operations

Waste Generation (306-3)

Categories	Generation in Metric Tonnes					
	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	Target FY 2024-25
Plastic waste	0.84	182.80	3.15	22.98	4.58	22.98
E-waste	6.57	8.81	8.4	16.45	8.41	16.45
Construction and demolition waste	-	-	4.6	-	-	-
Other non-hazardous waste	19.40	45.39	46.06	83.12	107.17	78.96
Other hazardous waste	0.602	39.74	0.19	1.34	0.89	1.27
Bio medical waste	-	-	-	-	0.55	1.0
Grand Total	27.41	276.75	62.40	130.17	122.09	123.66

Waste Disposal Methods (306-4, 306-5)

Category	Units	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Total waste recycled	Metric tonnes	276.49	57.8	128.83	121.20
1\ Waste recycled	Metric tonnes	231.10	57.54	99.93	63.45
2\ Waste recovered through other operations – Reused	Metric tonnes	45.39	0.26	28.9	57.75
Total waste disposed	Metric tonnes	0.25	4.79	1.34	0.89
1\ Waste landfilled	Metric tonnes	-	4.6	-	-
2\ Waste incinerated without energy recovery	Metric tonnes	0.25	0.19	1.34	0.89
FY 2023-24 Target for waste disposal				1.5	1.27
Data coverage (as % of denominator)	Percentage	93%	93%	93%	100%

- Data reported is for global location.
- Consumption has decreased through our operational efforts to minimize waste generated in operations.
- We aim to achieve 90% of waste recycling for FY 2025-26 and FY 2026-27.

Intensity

Categories	UOM	Million Dollar USD	Employee FTE
Scope 1 & 2 emissions	tCO ₂ e	3.42	0.196
Energy consumption	MWh	11.84	0.68
Water consumption	Kl	55.03	3.15
Waste generated in operations	Tones	0.087	0.005

Social

Workforce Breakdown (GRI 2-7)

Workforce Breakdown by Employee Category

Employee Category	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Junior	13,262	6,550	19,812	13,210	6,347	19,557	13,015	6,523	19,538
Middle	3,514	753	4,267	3,127	642	3,769	2,436	490	2,926
Senior	477	38	515	486	38	524	396	29	425
Total	17,253	7,341	24,594	16,823	7,027	23,850	15,847	7,042	22,889

Employee Category	FY 2021-22		
	Male	Female	Total
Junior	10,655	5,342	15,997
Middle	1,841	399	2,240
Senior	340	22	362
Total	12,836	5,763	18,599

- Junior: Freshers, Intern, Trainee, Contractor
- Middle: First Level Managers, Middle Management
- Senior: Leadership Team, Decision Maker, Delivery Head

Workforce Breakdown by Employment Type

Employment Type	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Regular / FTE	15,482	6,723	22,205	15,426	6,524	21,950	14,830	6,600	21,430
Contract	1,771	618	2,389	1,397	503	1,900	1,017	442	1,459
Total	17,253	7,341	24,594	16,823	7,027	23,850	15,847	7,042	22,889

Employment Type	FY 2021-22		
	Male	Female	Total
Regular / FTE	11,548	5,112	16,660
Contract	1,288	651	1,939
Total	12,836	5,763	18,599

Workforce Breakdown by Country

Employee Country	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
India	14,660	6,552	21,212	14,421	6,286	20,707	13,831	6,375	20,206
USA	1,918	583	2,501	1,739	524	2,263	1,295	409	1,704
ROW	675	206	881	663	217	880	721	258	979
Total	17,253	7,341	24,594	16,823	7,027	23,850	15,847	7,042	22,889

Employee Country	FY 2021-22		
	Male	Female	Total
India	10,957	5,137	16,094
USA	1,233	403	1,636
ROW	646	223	869
Total	12,836	5,763	18,599

Workforce Breakdown by Age

Age (years)	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Under 30 years	4,694	2,708	7,402	6,151	3,431	9,582	6,957	3,947	10,904
30-50 years	11,925	4,515	16,440	10,137	3,511	13,648	8,425	3,012	11,437
Over 50 years	634	118	752	535	85	620	465	83	548
Total	17,253	7,341	24,594	16,823	7,027	23,850	15,847	7,042	22,889

Age (years)	FY 2021-22		
	Male	Female	Total
Under 30 years old	4,641	2,793	7,434
30-50 years old	7,744	2,894	10,638
Over 50 years old	451	76	527
Total	12,836	5,763	18,599

Average Tenure of Workforce by Gender – Years

Tenure (years)	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Tenure	3.17	3.50	3.27	2.88	3.22	2.98	2.55	2.74	2.61

Tenure (years)	FY 2021-22		
	Male	Female	Total
Tenure	2.36	2.49	2.40

Workforce Breakdown – US Workforce (2-7)

Share in Total Workforce (as % of total workforce)

	US Workforce	Total Workforce	% of Total Workforce
Employee	2,501	24,594	10.17%

Table 17: Share in all Management Positions – US Workforce

By Employee Category	Overall Employees	USA Employees	% of USA Management Workforce
Junior	19,812	1,713	8.65%
Middle	4,267	550	12.89%
Senior	515	238	46.21%
Grand Total	2,4594	2,501	10.17%

Workforce Breakdown: Gender – % of Total Workforce

Diversity Indicator	Percentage			
	FY 2024-25	FY 2023-24	FY 2022-23	FY 2021-22
Total women workforce	29.85%	29.50%	30.80%	31.40%
Manager positions, including junior, middle and top management	26.30%	26.10%	26.40%	26.50%
First level of management – Junior management	30.90%	30.50%	30.50%	30.20%
Leadership team - Two levels away from the CEO	7.41%	7.30%	6.90%	6.10%
Management positions in revenue-generating functions	25.53%	25.00%	25.70%	25.80%
Women in STEM-related positions	29.57%	28.40%	30.10%	30.30%
Target – Achieve 35% women in workforce by FY 2030	30.0%	35%	30.80%	31.40%

Open Positions filled by Internal Candidates

	Units	FY 2024-25	FY 2023-24	FY 2022-23	FY 2021-22	FY 2020-21
Percentage of open positions filled by internal candidates (internal hires)	%	65.00%	77.25%	86.88%	83.50%	82.00%

Trend of Employee Wellbeing, Employee Satisfaction Score

Core Focus	Unit	FY 2024-25	FY 2023-24	FY 2022-23	FY 2021-22	FY 2020-21	Target FY 2026
% of employees with top level of engagement, satisfaction, wellbeing, or employee Net Promoter Score (eNPS)		8.1 / 10 (0.2 above industry benchmark)	8.2 / 10 (0.2 above industry benchmark)	85.90%	-	84%	8.5 / 10
Data coverage	% of employees who responded to the survey	79.00%	72.00%	74.80%	-	79.80%	-

- 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 2025-26: 8.5 / 10.

Employees Receiving Regular Professional and Career Development Reviews (404-3)

Management	Employees Count	%
Junior (%)	15,880	98.36%
Middle (%)	3,815	97.42%
Senior (%)	294	84.48%
Total employee (%)	19,989	97.95%

New Hires (401-1)

Average Hiring Cost

Average Hiring Cost / FTE Currency: INR	FY 2024-25	FY 2023-24	FY 2022-23	FY 2021-22	FY 2020-21
	90,988	97,608	94,743	76,483	56,881

New Hires by Management Category

Employee Category	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Junior	4,770	2,039	6,809	4,751	1,758	6,509	8,341	3,680	12,021
Middle	832	149	981	853	137	990	895	136	1,031
Senior	113	12	125	130	9	139	123	7	130
Total	5,715	2,200	7,915	5,734	1,904	7,638	9,359	3,823	13,182

Employee Category	FY 2021-22		
	Male	Female	Total
Junior	7,589	3,392	10,981
Middle	775	145	920
Senior	103	3	106
Total	8,467	3,540	12,007

New Hires by Region

Region	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
India	4,203	1,744	5,947	4,300	1,434	5,734	7,920	3,327	11,247
USA	1,189	385	1,574	1,138	380	1,518	1,020	381	1,401
Rest of the world	323	71	394	296	90	386	419	115	534
Total	5,715	2,200	7,915	5,734	1,904	7,638	9,359	3,823	13,182

Region	FY 2021-22		
	Male	Female	Total
India	7,050	3,019	10,069
USA	1,025	412	1,437
Rest of the world	392	109	501
Total	8,467	3,540	12,007

New Hires by Age

Age	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Under 30 years old	1,735	985	2,720	2,062	952	3,014	5,553	2,733	8,286
30-50 years old	3,722	1,164	4,886	3,482	923	4,405	3,603	1,055	4,658
Over 50 years old	258	51	309	190	29	219	203	35	238
Total	5,715	2,200	7,915	5,734	1,904	7,638	9,359	3,823	13,182

Age	FY 2021-22		
	Male	Female	Total
Under 30 years old	2,062	2,426	7,360
30-50 years old	3,482	1,092	4,438
Over 50 years old	190	22	209
Total	5,734	3,540	12,007

Turnover Rate (GRI 401-1)

Employee Turnover Rate by Category

Employee Category	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Junior	13.9%	12.2%	13.3%	12.50%	11.80%	12.20%	21.10%	19.40%	20.50%
Middle	11.0%	10.5%	10.9%	8.00%	7.90%	8.00%	15.50%	16.20%	15.60%
Senior	14.3%	26.3%	15.2%	9.80%	9.00%	9.70%	18.10%	7.80%	17.40%
Total	13.3%	12.1%	12.9%	11.60%	11.40%	11.50%	20.10%	19.10%	19.80%

Employee Category	FY 2021-22		
	Male	Female	Total
Junior	29.56%	25.87%	28.30%
Middle	17.03%	16.37%	16.92%
Senior	10.87%	13.33%	11.04%
Total	26.92%	25.08%	26.35%

Employee Turnover by Employment Type

Employee Type	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Full Time Employees	13.3%	12.1%	12.9%	11.60%	11.40%	11.50%	20.10%	19.10%	19.80%
Total	13.3%	12.1%	12.9%	11.60%	11.40%	11.50%	20.10%	19.10%	19.80%

Employee Type	FY 2021-22		
	Male	Female	Total
Full Time Employees	26.92%	25.08%	26.35%
Total	26.92%	25.08%	26.35%

Employee Turnover by Region

Region	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
India	13.2%	11.8%	12.7%	11.30%	11.00%	11.20%	19.60%	19.00%	19.40%
USA	12.8%	14.7%	13.2%	12.20%	8.80%	11.40%	20.60%	18.80%	20.30%
ROW	17.3%	17.6%	17.4%	16.60%	26.80%	19.10%	29.00%	21.60%	27.00%
Total	13.3%	12.1%	12.9%	11.60%	11.40%	11.50%	20.10%	19.10%	19.80%

Region	FY 2021-22		
	Male	Female	Total
India	27.72%	25.23%	26.92%
USA	16.89%	26.67%	18.78%
ROW	25.72%	20.75%	24.39%
Total	26.92%	25.08%	26.35%

Employee Turnover by Age

Age	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Under 30 years old	18.3%	16.3%	17.6%	14.20%	12.80%	13.70%	22.10%	20.30%	21.40%
30-50 years old	11.4%	9.6%	10.9%	10.00%	10.00%	10.00%	18.90%	17.80%	18.60%
Over 50 years old	10.5%	12.3%	10.8%	9.10%	12.90%	9.60%	15.20%	15.30%	15.20%
Total	13.3%	12.1%	12.9%	11.60%	11.40%	11.50%	20.10%	19.10%	19.80%

Age	FY 2021-22		
	Male	Female	Total
Under 30 years old	35.86%	28.90%	33.12%
30-50 years old	24.44%	23.22%	24.10%
Over 50 years old	12.72%	8.19%	12.00%
Total	26.92%	25.08%	26.35%

Remuneration of Women to Men (GRI 405-2)

Employee Level	Average Women (in INR)	Average Men Salary (in INR)
Executive level (base salary only)	22,727,520	22,508,554
Executive level (base salary + other cash incentives)	33,511,559	33,240,460
Management level (base salary only)	11,956,770	12,522,531
Management level (base salary + other cash incentives)	15,702,017	16,642,182
Non-management level (base salary only)	2,131,520	2,187,003
Non-Management level (base salary + other cash incentives)	2,485,932	2,609,383

- Coverage: 100% of FTE's

Employee Benefits (GRI 401-2)

By Employee Category	India		USA		ROW	
	Regular / FTE	Temporary	Regular / FTE	Temporary	Regular / FTE	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)	Yes	No	Yes	No

By Employee Category	India		USA		ROW	
	Regular / FTE	Temporary & intern/s only)	Regular / FTE	Temporary	Regular / FTE	Temporary
Emergency care fund	Yes	No	No	No	Yes (country specific)	No
Retiral benefits (PF + Gratuity + Pension, etc.)	Yes	Yes – PF applicable for trainee & 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

By Employee Category	India		USA		ROW	
	Regular / FTE	Temporary	Regular / FTE	Temporary	Regular / FTE	Temporary
Stock Ownership	Yes (on discretionary basis)	No	Yes (on discretionary basis)	No	Yes (on discretionary basis)	No
Healthy Mind Healthy Body (Wellness Program)	Yes	Yes	Yes	Yes	Yes	Yes
Special Needs Leave	No	No	Yes	No	Yes (Country Specific)	No

Training

Training Cost per FTE

Particulars	FY 2024-25	FY 2023-24	FY 2022-23
Average learning cost per FTE in INR	11,027	11,484	8,953

Training Cost including FTE and Contractors

Particulars	FY 2024-25	FY 2023-24
Average learning cost per FTE and Contractors in INR	9,918	10,329

- Average learning cost per FTE and contractors covers all operations and total workforce.

Average Training Hours by Employee Category – FTE (GRI 404-1)

Category	Employee Count		Total Learning Hours		Average Hours		
	Male	Female	Male	Female	Male	Female	Total Average Hours
Junior	12,317	6,212	1,218,620.13	679,665.77	98.94	109.43	102.45
Middle	3,397	730	115,276.91	25,730.51	33.93	35.24	34.17
Senior	477	36	3,575.69	325.43	8.00	9.04	8.08
Total	16,191	6,978	1,337,472.73	705,721.71	140.87	153.71	144.70

*Total employee count includes only active learners.

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
Regular / FTE	14,927	6,548	1,328,243.28	699,433.63	88.98	106.63	94.42
Contractor	1,234	430	9,229.45	6,288.08	7.48	14.62	9.33
Total	16,161	6,978	1,337,472.73	705,721.71	96.76	121.25	103.75

Human Capital Return on Investment in INR

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Total revenue	35,656,080,000	41,878,880,000	57,107,460,000	83,505,920,000	98,215,870,000	119,387,170,000
Total operating expenses	32,458,430,000	36,862,170,000	49,304,220,000	71,507,020,000	85,020,010,000	102,545,630,000
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	68,737,170,000
Resulting HC ROI (a - (b-c)) / C	1.15	1.20	1.23	1.24	1.22	1.25

Maternity and Paternity Leave (GRI 401-3)

Leave Type	No. of Days
Maternity leave	1\ 182 days in case of 1 st and 2 nd child 2\ 90 days in case of 3 rd child
Miscarriage leave	6 weeks
Paternity leave	5 days
Paid privileged leaves	Paid privileged leaves can be used for any reasons such as sick, dependent care, elderly care, personnel time off and others.
Child adoption leave / Commissioning 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 leave types are applicable to primary and non-primary care givers pertain to India geography (The majority of employees are in this region). For the rest of the countries, we adhere to their respective local laws regarding Parental leaves.

Absenteeism Rate

Absentees Rate	UOM	FY 2024-25	FY 2023-24	FY 2022-23	FY 2021-22	Target FY 2025-26
%	% of total days scheduled	1.58%	1.98%	3.10%	2.00%	1.70%
Data coverage	% of employee	100%	100%	100%	100%	

Governance

Customer Satisfaction Measurement

Satisfaction Measurement	Unit (Please select the unit of measurement)	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	Target for FY 2025
Satisfaction measurement	Satisfaction measurement methodology: (eNPS)	79	80	88	85	59	85
Data coverage: (response rate)	% of Customers	98	100	100	100	81	100

Lobbying and Trade Associations (GRI 2-28)

Sr. 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

Persistent is a proud signatory to the United Nations Global Compact (UNGC), reaffirming its commitment to responsible business practices and sustainable development.

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

Financial Risks of Climate Change (GRI 201-2)

Risks driven by changes in regulation

Brief description of the most significant risk and methods used to manage this risk

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.

Mitigation plan

- Our Climate action goals:
 - Maintain carbon neutrality across Scope 1 and Scope 2 emissions annually.
 - To source 100% of electricity from renewable energy for all owned facilities by FY 2026.
 - Reduce absolute GHG emissions of Scope 1 & 2 by 54.6% and Scope 3 by 54.6% by FY2034 from a FY2024 base year.
- Strategy to ensure carbon neutrality status by adopting innovation and regulatory changes to reduce emission and increase renewable energy consumption.
- Persistent has committed to set near- and long-term company-wide emission reductions in line with science-based net-zero with the SBTi.
- Decarbonization Roadmap with strategies in line with SBTi guidelines enabling to achieve reduction in emissions.
- All owned campuses are enabled with roof top solar generation and 2 windmills connected through open access.
- Technology assessment including potential benefits and energy consumption implications.
- Continuous improvement to monitor and evaluate the environmental performance of new technology, identify areas for improvement and implement corrective measures as a continuous process.
- Green procurement policy enabling buyers to evaluate the suppliers based on emissions from purchase of goods and services.

Estimated financial implications of the risk before taking action

Risk Impact Score is "Medium", thus financial implication is approx. INR 40.69 Cr.

Average estimated time frame (in number of years) for financial implications of this risk

5 years

Estimated costs of these actions

INR 89,990,000

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

Brief description of the most significant risk and methods used to manage this risk	<p>Reducing ground water level, Rain cycle impacts leading to water crisis globally.</p> <p>Mitigation plan</p> <ul style="list-style-type: none"> Water resource analysis performed for all global location and classified accordingly into categories as per 'Aqueduct Water Risk Atlas'. Vulnerability Identification and location level mitigation plans implemented to monitor water consumption. 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. We consider groundwater sources of locations as the last resort. We also conduct frequent awareness sessions on sustainable water management. We are engaged with CSR activities like Integrated watershed development program, open well for drinking to create awareness and community development. <p>Opportunity: 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.</p>
Estimated financial implications of the risk before taking action	Risk Impact Score is "Medium", thus financial implication is approx. INR 40.68 Cr.
Average estimated time frame (in number of years) for financial implications of this risk	5 years
Estimated costs of these actions	INR 89,990,000

Financial Opportunities Arising from Climate Change (GRI 201-2)

Sr. No.	Project Description	Estimate the current annual cost (₹)	Estimate the annual financial positive implications (kWh)	Estimate the annual financial positive implications (₹)
1.	HVAC retrofit at Pune and Goa	52,966,575	57,036	894,482
2.	HVLS Fan installation – HJ	482,400	10,222	115,509
Grand Total		53,448,975	67,258	1,009,991

Human Right Assessment – FY2024-25 (GRI 406-1, 408-1, 409-1)

% 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 ISO 45001:2018 Certificates .
Forced / Involuntary labor	
Sexual harassment	
Discrimination at the workplace	
Wages	
Others – Please specify	

Breach of Code of Conduct and Ethics (GRI 2-26)

Sr. No	Reporting areas of breach	Number of breaches FY2024-25
1.	Corruption or Bribery	Zero
2.	Discrimination or Harassment	Zero
3.	Customer Privacy Data	Zero
4.	Conflicts of Interest	Zero
5.	Money Laundering or Insider Trading	Zero

About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization to businesses across industries. With over 24,500 employees located in 19 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including AI-enabled software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company is part of the MSCI India Index and is included in key indices of the National Stock Exchange of India, including the Nifty Midcap 50, Nifty IT, and Nifty MidCap Liquid 15 as well as several on the BSE such as the S&P BSE 100 and S&P BSE SENSEX Next 50. Persistent is also a constituent of the Dow Jones Sustainability World Index. The Company has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. 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 327% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in the 2024 Brand Finance India 100 Report.

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