



Business Responsibility and Sustainability Report

FY2024-25

Business Responsibility and Sustainability Report FY 2024-25

Section A: General Disclosures

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity: L72300PN1990PLC056696
2. Name of the Listed Entity: Persistent Systems Limited
3. Year of incorporation: 1990
4. Registered office address: ‘Bhageerath’, 402 Senapati Bapat Road, Pune, Maharashtra 411 016
5. Corporate address: ‘Bhageerath’, 402 Senapati Bapat Road, Pune, Maharashtra 411 016
6. E-mail: corpsec@persistent.com
7. Telephone: +91 (20) 6703 5555
8. Website: www.persistent.com
9. Financial year for which reporting is being done: FY 2024-25 i.e, April 1, 2024, to March 31, 2025
10. Name of the Stock Exchange(s) where shares are listed:
BSE Limited (BSE) | National Stock Exchange of India Limited (NSE)
11. Paid-up Capital as on March 31, 2025 is INR 77,92,50,000
The Paid-up equity share capital as on March 31, 2025 is INR 77,92,50,000 comprising 155,850,000 Equity Shares of face value of INR 5 each
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report
Name: Mr. Amit Atre, Company Secretary & Ms. Chitra Byregowda, Head ESG
Telephone: +91 (20) 6703 5555
E-mail: investors@persistent.com or companysecretary@persistent.com
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).
The BRSR report is prepared on a consolidated basis unless otherwise specified in the respective indicator. ESG indicators are disclosed based on the operational control approach, as specified in the boundaries, and in accordance with SEBI BRSR Annexure 1 and Annexure 2 guidelines.
14. Name of assurance provider: DNV Business Assurance India Private Limited (‘DNV’).
15. Type of assurance obtained
 - Reasonable Level of assurance for BRSR 9 Core Attributes (Ref: Annexure I of SEBI circular)
 - Limited Level of assurance for BRSR Comprehensive indicators (Ref: Annexure II of SEBI circular)Refer to the [Independent Assurance Statement](#)

II. Products / Services

16. Details of business activities (accounting for 90% of the turnover):

Persistent Systems Limited is a trusted Digital Engineering and Enterprise Modernization partner, combining deep technical expertise and industry experience to help our clients anticipate what’s next, and answer questions before they’re asked. Our offerings and proven solutions create a unique competitive advantage for our clients by giving them the power to see beyond and rise above.
Please refer to the [Financial Performance](#) Section in the Annual report.

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Software and IT consulting (GICS classification – Information Technology – Software and Services)	Software enabled product engineering and designing and R&D services	95%
2	IP products (IP LED Services)	AMC, Royalty, License sale (Owned & Third party), any customization work on owned products, etc.	5%

17. Products / Services sold by the entity (accounting for 90% of the entity’s Turnover)

Click for more details <https://www.persistent.com/services/>

S. No.	Products / Services	NIC Code	% of total Turnover contribute
1	Software enabled product engineering and designing and R&D services	620	95%
2	IP products	620	5%

III. Operations

18. Number of locations where plants and / or operations / offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	Not applicable	23	23
International	Not applicable	46	46

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	12
International (No. of Countries)	18

b. What is the contribution of exports as a percentage of the total turnover of the entity?
91%

c. A brief on types of customers

Persistent Systems Limited (BSE Script Code: 533179, NSE Symbol: 533179) is a global services and solutions Company delivering Digital Engineering and Enterprise Modernization to businesses across industries. With over 24,594 employees located in 18 countries, the Company is committed to innovation and client success. Persistent Systems Limited serves enterprise customers across various domains, including Healthcare & Life Sciences (HLS), Banking, Financial Services & Insurance (BFSI), Communications, Media & Technology (CMT), and more. The Company offers a comprehensive suite of services, including AI-enabled software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. Please refer to details provided in the customer segments of the Annual Report. [Click here](#) for more details.

IV. Employees

20. Details as at the end of Financial Year:
a. Employees and workers (including differently abled):

Employees and workers						
Employees						
S. No.	Particulars		Male		Female	
		Total (A)	No. (B)	% (B / A)	No. (C)	% (C / A)
1	Permanent (D)	22,205	15,482	69.7%	6,723	30.3%
2	Other than Permanent (E)	2,389	1,771	74.1%	618	25.9%
3	Total employees (D + E)	24,594	17,253	70.2%	7,341	29.8%
Workers - Not Applicable						

Total employee count includes full-time employees (FTE), contractors, and consultants. We categorize the entire workforce under “Employees” and none as “workers.” Therefore, any information required in sections pertaining to the “Workers” category is not applicable to us.
Gender disclosure is voluntary, based on self-declaration by employees.

b. Differently abled Employees and workers:

Differently Abled Employees						
S. No.	Particulars		Male		Female	
		Total (A)	No. (B)	% (B / A)	No. (C)	% (C / A)
1	Permanent (D)	51	39	76.5%	12	23.5%
2	Other than Permanent (E)	0	0	0%	0	0%
3	Total employees (D + E)	51	39	76.5%	12	23.5%
Differently Abled Workers - Not Applicable						

The numbers above are based on employees’ voluntary disclosures.

21. Participation / Inclusion / Representation of women

No. and percentage of Females			
	Total (A)	No. (B)	% (B / A)
Board of Directors	9 *	2	22.22%
Key Managerial Personnel	4	0	0%

Key Managerial Personnel (KMP) includes Chairman, Chief Executive Officer (CEO), Chief Financial Officer (CFO) and Company Secretary (CS).

* Sunil Sapre served as CFO until May 15, 2024. Vinit Teredesai was appointed as CFO on May 15, 2024.

22. Turnover rate for permanent employees and workers

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.3%	12.10%	12.9%	11.6%	11.4%	11.5%	20.7%	19.06%	19.76%

Turnover rate for permanent employees includes voluntary attrition.

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes / No)
1	Persistent India Foundation, India	Subsidiary Company	100%	Yes
2	Capiot Software Private Limited, India	Subsidiary Company	100%	Yes
3	MediaAgility India Private Limited, India	Subsidiary Company	100%	Yes
4	Persistent Systems UK Limited, UK	Subsidiary Company	100%	Yes
5	Arrka Infosec Private Limited, India	Subsidiary Company	100%	Yes
6	Persistent Systems Malaysia Sdn. Bhd., Malaysia	Subsidiary Company	100%	Yes
7	Persistent Systems Pte. Ltd., Singapore	Subsidiary Company	100%	Yes
8	Persistent Systems France S.A.S., France	Subsidiary Company	100%	Yes
9	Persistent Systems Germany GmbH, Germany	Subsidiary Company	100%	Yes
10	Persistent Systems Switzerland AG, Switzerland^	Subsidiary Company^	100%	Yes
11	Persistent Systems Costa Rica Limitada^	Subsidiary Company^	100%	Yes
12	Persistent Systems S.r.l., Romania^	Subsidiary Company	100%	Yes
13	Persistent Systems Inc.,z USA	Subsidiary Company	100%	Yes
14	Aepona Group Limited, Ireland*	Subsidiary Company*	100%	Yes
15	Persistent Systems Lanka (Private) Limited, Sri Lanka~	Subsidiary Company~	100%	Yes
16	Persistent Systems Poland spolka z.o.o., Poland*	Subsidiary Company*	100%	Yes
17	Starfish Associates, LLC, USA*	Subsidiary Company*	100%	Yes
18	Persistent Systems Israel Ltd., Israel*	Subsidiary Company*	100%	Yes
19	Persistent Systems Mexico S.A. de C.V., Mexico*	Subsidiary Company*	100%	Yes
20	Persistent Systems Australia Pty. Ltd., Australia*	Subsidiary Company*	100%	Yes
21	Persistent Telecom Solutions Inc., USA*	Subsidiary Company*	100%	Yes
22	MediaAgility Inc., USA*	Subsidiary Company*	100%	Yes
23	MediaAgility Pte. Ltd., Singapore**	Subsidiary Company**	100%	Yes
24	MediaAgility UK Ltd., UK**	Subsidiary Company**	100%	Yes
25	Digitalagility S de RL de CV, Mexico**	Subsidiary Company**	100%	Yes

(*) Subsidiary of Persistent Systems, Inc. and Step-down subsidiary of Persistent Systems Limited, India.

(^) Subsidiary of Persistent Systems Germany GmbH, Germany and Step-down subsidiary of Persistent Systems Limited, India.

(~) Subsidiary of Aepona Group Limited, Ireland and Step-down subsidiary of Persistent Systems Limited, India.

(**) A subsidiary of MediaAgility Inc. USA, Step down subsidiary of Persistent Systems Inc., and Ultimate Parent Company being Persistent Systems Limited.

Refer to <https://www.persistent.com/investors/corporate-governance/subsidiaries/>

VI. CSR Details

24. i. Whether CSR is applicable as per section 135 of Companies Act, 2013:
Yes
ii. Turnover in INR 117,280.21 Million
iii. Net worth in INR 59,740.08 Million

VII. Transparency and Disclosures Compliances

25. Complaints / Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

		FY 2024-25			FY 2023-24		
Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes / No) (If yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, The Company has a strong Whistleblower Policy in place and has also established a Toll-free Whistleblower Helpline Numbers: India: 18002100165 USA: 18336058476 Online Complaints may be sent to the Whistleblower Administrator on the following E-mail ID: whistleblower@persistent.com. The Whistleblower policy is available at: Whistleblower Policy Persistent Systems. The CSR team also engages with beneficiaries through stakeholder mechanisms to address issues on an ongoing basis.	0	0	None	0	0	All stakeholders of the Company are encouraged to report either orally or in writing to the Whistleblower Administrator, evidence(s) the Company, departments or Employee(s) that may constitute Improper Activities affecting the business or reputation of the Company. Corporate Governance Report contains details of Investor Complaints. Please refer to the 'Investors' Grievances' section of the Corporate Governance Report
Investors (other than shareholders)	Yes, Investors can raise grievances through the whistleblower system mentioned above and write to investor@persistent.com	0	0		0	0	
Shareholders*	Yes, Shareholders can raise grievances through the whistleblower system mentioned above	2	0		1	0	

		FY 2024-25			FY 2023-24		
Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes / No) (If yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	Yes, Employees can raise grievances internally through the Global Help Desk, as well as through the whistleblower system mentioned above	37	0		33**	0	
Customers	Yes, Customers can raise grievances through the whistleblower system mentioned above	0	0		0	0	
Value Chain Partners	Yes, Value Chain partners can raise grievances through the whistleblower system mentioned above	5	0		0	0	
Other (please specify)	Not applicable	Not applicable			Not applicable	Not applicable	

*During FY 2024-25, we received a total of 91 other requests from shareholders, while during FY 2023-24, we received a total of 67 other requests. All the requests were resolved. Refer to the [Corporate Governance section of Annual Report](#).

** Revising FY 2023-24 numbers due to previous year's reporting error.

26. Overview of the entity’s material responsible business conduct issues

We have integrated our materiality assessment into the Enterprise Risk Management (ERM) process to identify, assess, and mitigate ESG-related risks and opportunities. This strengthens our commitment to sustainable and responsible business practices.

S. No.	Material issue identified	Rationale for identifying the risk / opportunity	Indicate whether risk or opportunity (R / O)	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Cyber-Attack and Hacking Risk	<ul style="list-style-type: none">External attacks, malware, compromised credentials, Business email compromise via. phishing and other cyber security risks may result in data loss and loss of reputation	Risk	<ul style="list-style-type: none">Robust Information Security Management System (ISMS) centered around comprehensive Information Security policies based on industry best practices and leading security frameworks, with a continuous reinforcement of security controls to ensure the confidentiality, integrity, and availability of information assetsMulti-layered governance process with executive and Board oversightCertifications such as ISO 27001, ISO 27017, ISO 27018, ISO 27701, and SOC 2 Type II attestations to demonstrate our commitment to cybersecurityContinued investment and deployment of state-of-the-art technologies such as Zero Trust, Advanced endpoint protection solution, Dark / Deep web monitoring, etc., to secure corporate infra, data & applicationsAccess controls including Multi Factor Authentication for secure access to enterprise applications / network, special handling of privileged administrator accounts, rigorous access management on all cloud deploymentsMandatory training and adequate awareness measures across employee life cycle ensure a strong human firewallImplementation of enhanced Data Leakage prevention platform to protect critical dataEncryption of data, data back-up and recovery mechanisms for ensuring business continuity aligned to ISO 22301:2019Established threat intelligence, security monitoring and incident response processes to detect and respond to cybersecurity threats and incidents coordinated through a 24x7 Security Operations CenterInternal and external audits and red teaming to validate effectiveness of controls	Negative

S. No.	Material issue identified	Rationale for identifying the risk / opportunity	Indicate whether risk or opportunity (R / O)	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2.	Data Privacy Risk	<ul style="list-style-type: none">Persistent Systems Limited operates globally, hence needs to be compliant with the data privacy laws across countries where we operateUnauthorized use or disclosure of employee or Company or customer data may lead to either breach of customer contract or fines / penalties from regulators and / or damage to the company’s reputation	Risk	<ul style="list-style-type: none">Robust Privacy Information Management System (PIMS) to safeguard personal data and ensure compliance with applicable legal, regulatory, and contractual obligations pertaining to data privacy and protectionGlobal privacy policy covering all geographies, all areas of operations, and stakeholdersData Loss Protection (DLP), Data Classification and Data Encryption technologies are deployed to protect personal informationAccess controls including Multi Factor Authentication, Privileged administrator account management tools are deployed. All access provisioning is on a need-to-know basis and access reviews are performed on a regular basisDedicated Data Protection Officer and Privacy TeamContinuous strengthening of global privacy program through monitoring of regulatory mandates, revalidation of existing frameworks, policies and processes and ensuring applicability to customer contractsTechnical and organization measures such as PII Inventories, Privacy Impact Assessment, Incident Management Procedures and Systems, Breach Notification Management, Data Subject Rights Request Management, etc.Development of products & applications, including change in processing of personal data go through appropriate privacy assessments and approvalVendors and third parties subjected to due diligence, contracted with appropriate privacy obligationsMandatory training on data protection, Privacy by Design, and global privacy regulations. Continuous awareness campaigns through blog posts, email broadcasts, and online eventsPeriodic reviews and audits by an independent audit firm to verify compliance to obligations in addition to internal audits across the ecosystemCertified under ISO 27701:2019 – Privacy Information Management System, ISO 27018:2014 – Securing Personal Data in Cloud and SOC 2 Type 2 Attestation	Negative

S. No.	Material issue identified	Rationale for identifying the risk / opportunity	Indicate whether risk or opportunity (R / O)	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Foreign Exchange Risk	<ul style="list-style-type: none">The Company operates in the global environment and has maximum business from US geography hence Currency fluctuation is a major risk.	Risk	<ul style="list-style-type: none">Net foreign exchange earnings are hedged on 12 months rolling basis to cover 45% to 70% of net open positionsGuidance from the Board members is obtained every quarter regarding hedging quantumClose monitoring of exchange rate movement is done	Negative
4.	Geo-Political and Macro-Economic Risk	<ul style="list-style-type: none">Changing geo-political landscape in multiple regions (war scenarios in Middle-East and Ukraine / Russia), Macronomic uncertainty around interest rate cuts may impact customer discretionary spends, leading to potential impact on opportunities.	Risk	<ul style="list-style-type: none">Conduct “Country Risk Assessments” based on PESTEL FrameworkEngaged with geo-political consultants to get insights on the changing geopolitical landscapeMonitoring and reporting of geo-political risks to the RMC of the BoardGeo-Diversification for growth planned via Europe and other geographiesEnhanced focus on customer connects and relationshipsPersistent Systems Limited is ISO 22301 certified and regular BCP testing is performed	Negative
5.	Credit Risk	<ul style="list-style-type: none">Delay in collection of customer dues as a result of the global economic situation	Risk	<ul style="list-style-type: none">The Company has adopted an effective receivables management system to monitor and control the outstanding receivablesCredit Risk is managed through policies, procedures, and controls as a part of customer credit risk assessmentThe Company has adopted an expected credit loss model, based on the profile of the customer and aging pattern to assess the impairment loss or gain on trade receivables	Negative

S. No.	Material issue identified	Rationale for identifying the risk / opportunity	Indicate whether risk or opportunity (R / O)	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6.	Talent Demand and Employee Attrition Risk	<ul style="list-style-type: none">Market forces – After the great resignation phase post-COVID, the talent market has stabilized over the past year. However, there is a slight uptick in voluntary attrition. The demand for emerging technologies remains high, with AI reshaping the talent landscape. Specialized digital skills command substantially higher, differentiated compensation, impacting talent hiring and retention. Our high-demand skill capabilities make our trained talent pool susceptible to headhunting and competitive offersEmployee preferences – Hybrid working seems to be the employee’s preference.	Risk	<ul style="list-style-type: none">Employee Grooming and Upskilling – Focus on employee development and upskilling, enabling them to build their careers has been a part of the ‘Persistent way’ of working. Persistent University offers an excellent platform for employee to acquire skills, stay relevant and enhance their skills and competencies. Persistent Systems Limited invests in up-skilling of its associates in new age digital technologies and runs Persistent’s Digital Engineering Academy (PDEA). PDEA runs upskilling programs in Cloud, Data, Gen AI, etc.Employee engagement and all-round wellbeing – All-round wellbeing of our employee has been central to our employee engagement approach, which covers physical, financial, and psychological wellbeing. We conduct regular surveys to seek input from the employees on various aspects of their work to understand their engagement and expectations. Input thus received is processed to make necessary improvements in processes and policiesEmployee Experience - We will continue to focus on elevating employee experience through a ‘Do It Yourself’ approach through simplified processes and tools. This will help to enhance employee engagement awa employee productivityPersistent brand – our consistent growth over the last several quarters, scale of operations, geographical presence, and initiatives such as GWR (Guinness World Records) has been helping us continue to position Persistent Systems Limited as a leading brand in the industry. We continue to invest in branding initiativesInclusive Workplace - Persistent Systems Limited provides a diverse and inclusive workplace which promotes creativity, diversity, inclusivity, and enhanced work culture	Negative

S. No.	Material issue identified	Rationale for identifying the risk / opportunity	Indicate whether risk or opportunity (R / O)	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7.	Global Regulatory Risk (Emerging Risk)	<ul style="list-style-type: none">Risk of non-compliance with existing statutory regulations, new regulations, or amendments to existing regulations (e.g., immigration, payroll and social security, taxation, employment laws, data privacy laws, etc.) where the Company operates globally, may have an impact.Persistent Systems Limited operates globally in major markets and industries. There is an inherent risk of non-compliance with the ever-evolving legal landscape resulting in frequent legal updates and changes in regulatory requirements / disclosures (including regulations related to ESG, ethical, and hygiene practices) that are applicable to our business.	Risk	<ul style="list-style-type: none">The Company uses a professional Compliance Manager Tool to report and monitor the regulatory compliances applicable to the CompanyThe Company also updates the Tool on ongoing basis with the amendments in the existing regulations and inclusion of newly introduced legislations, if anyA framework is in place to assess the correctness of the compliances which have been reported in the ToolThe Compliance status is placed before the Audit Committee of the Board of Directors and the Board of Directors of the Company in their meetings at frequent intervalsThe Company has also appointed the local consultants in various geographies to advise and help the Company to the ensure the compliances in respective geographiesThe Company has a dedicated ESG function for the oversight of any ESG related regulatory compliance changesCompany has been certified in ISO 14001:2015 Environmental Management System and ISO 45001:2018 Occupational Health and Safety Management System	Negative
			Opportunity	<ul style="list-style-type: none">Provide services to customers to enable them to meet their ESG related requirements	Positive

S. No.	Material issue identified	Rationale for identifying the risk / opportunity	Indicate whether risk or opportunity (R / O)	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8.	GenAI Risk (Emerging Risk)	<ul style="list-style-type: none">PSL recognizes the risks associated with GenAI, which includes potential data privacy and cyber security vulnerabilities, intellectual property challenges related to AI-generated content, biased outputs, accuracy, and reliability concerns with AI-generated information, the evolving regulatory landscape adds a risk of non-compliance	Risk	<ul style="list-style-type: none">Emphasizing self-regulation and adherence to Responsible AI principlesRisk-based approach for reducing risks associated with usage, and build an effective policy over time to govern the usage of AIResponsible AI Council to oversee and direct usage normsKeeping a human-in-the-loop system to review AI generated dataEnsuring clarity on the terms of use and liability in AI deployment policiesContinue to provide a secured private instance and safe environments for accessing Generative AI applicationsRaise awareness among employees in responsible use of GenAI tools, from validation of outputs to refraining from using materials that could be subject to copyrightOngoing monitoring of regulatory changesDevelopment of AI management system leading to ISO 42001 certification in FY26 to manage associated risks and entire lifecycle of AI	Negative
			Opportunity	<ul style="list-style-type: none">AI for Tech: Launch of a fully integrated end-to-end solution (SASVA 2.0) from ideation to post-deployment operations for businesses across industries to drive innovation, enhance customer experiences and productivity gainsAI for Business: Engaged with multiple customers on GenAI opportunities	Positive

S. No.	Material issue identified	Rationale for identifying the risk / opportunity	Indicate whether risk or opportunity (R / O)	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9.	Sustainability Risk - Climate change	<ul style="list-style-type: none">Climate change is affecting the frequency and severity of certain extreme weather events, including heat waves, cold waves, tornadoes, tropical cyclones, floods, seasonal diseases, epidemics, and pandemics.Extreme weather events can pose risks to human safety and business operations.Customers appreciate vendors committed to helping them achieve sustainability goalsIgnoring environmental regulations can lead to legal issues and hinder best practices.	Risk	<ul style="list-style-type: none">The Company's facilities across India are ISO 14001:2015 certified by external third partiesThe Company has distributed operations, enabled remote working, focused on agile delivery, and periodically tested business continuity plansDelivery centres are designed to withstand extreme weather eventsEmployee awareness around conservation of resources is built to strengthen business resilience and align resources with the CompanyThe CISO of the Company and the team ensures implementation of business continuity at project, customer, region, location, function level and run internal audit checks to verify the implementation of the controlsPersistent Systems Limited is certified- ISO 27001 for information security and ISO 22301 for business continuityWe continuously invest in R&D to enhance existing and develop new solutions that boost our clients' efficiency, generating positive environmental and social impactRecognizing the growing importance of ESG goals, we're actively exploring ways to integrate them even deeper into our future offeringsOur climate action goals include:<ul style="list-style-type: none">* Maintain Carbon Neutrality for Scope 1 and Scope 2 emissions every year* Sourcing of 100% Renewable energy across owned locations by FY2026* Achieve Net-zero greenhouse gas emissions across the value chain by FY2050The progress on above goals is shared biannually with the SRC and ESG committee of the Board for review and guidanceThe organization focuses on reducing its carbon footprint by promoting environmental sustainability. Its initiatives include tree planting, which contributes to carbon sequestration and air quality improvement effortsPersistent Systems Limited is committed to driving renewable energy adoption, optimizing energy use, and working with communities to address climate changePublishing the ESG and BRSR annual report fulfils regulatory reporting requirements and transparently communicates our progress on ESG goals to our stakeholdersCrisis Management framework development in FY26 which includes Early Warning Systems for efficient monitoring and communications	Negative
			Opportunity	<ul style="list-style-type: none">Proactive Climate risk assessment ensures we are equipped to deal with adversitiesFocus on using technology that supports low carbon emissions and reduce carbon footprint	Positive

S. No.	Material issue identified	Rationale for identifying the risk / opportunity	Indicate whether risk or opportunity (R / O)	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10.	Water Scarcity Risk	<ul style="list-style-type: none">Water conservation is essential for the sustainability of our planet. Declining groundwater levels and altered rainfall patterns pose significant risks, potentially leading to a global water crisis.	Risk	<ul style="list-style-type: none">Water resource analysis has been conducted for all global locations and categorized according to the 'Aqueduct Water Risk Atlas'Vulnerability identification and location-specific mitigation plans have been implemented to monitor water consumptionConservation and efficiency measures are enforced through operational control and all owned facilities are equipped with rainwater harvesting systems to recharge groundwaterGroundwater sources are considered a last resortFrequent awareness sessions on sustainable water management are conductedWe engage in CSR activities, such as integrated watershed development programs and the provision of open wells for drinking water, to raise awareness and support community development	Negative
			Opportunity	<ul style="list-style-type: none">Proactive ESG measures and CSR initiatives taken by Persistent Systems Limited strengthen 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	Positive

S. No.	Material issue identified	Rationale for identifying the risk / opportunity	Indicate whether risk or opportunity (R / O)	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
11.	Energy Demand Risk (Emerging Risk)	<ul style="list-style-type: none"> The development of emerging technologies and AI may result in increased global energy consumption, which could lead to higher carbon emissions. 	Risk	<ul style="list-style-type: none"> Our climate action goals include: <ul style="list-style-type: none"> * Maintain Carbon Neutrality for Scope 1 and Scope 2 emissions every year * Sourcing of 100% Renewable energy across owned locations by FY2026 * Achieve Net-zero greenhouse gas emissions across the value chain by FY2050 The Company has made significant strides in renewable energy adoption and resource management by enhancing energy efficiency through investments in renewable energy and the development of energy-efficient infrastructure, certified by the Indian Green Building Council (IGBC) and Leadership in Energy and Environmental Design (LEED) Decarbonization roadmap with strategies aligned with SBTi guidelines to achieve emission reductions All owned campuses are equipped with rooftop solar generation and connected to 2 windmills via open access, additionally the Company purchases renewable energy through Green Tariff's from DISCOM's Continuous improvement to monitor and evaluate the environmental performance of new technology, identify areas for enhancement, and implement corrective measures as part of an ongoing process Green procurement policy enabling buyers to evaluate the suppliers based on emissions from Purchase of goods and services 	Negative
			Opportunity	<ul style="list-style-type: none"> As corporations strive to reduce carbon footprints and focus on environment friendly products and services, it also opens up new business opportunities for Persistent Systems Limited to provide technology-led solutions and services to these organizations We help our customers to migrate their workloads from data centres to the cloud, thus reducing their carbon footprints 	Positive

Please refer to [Risk Management section of Annual Report](#) for further information related to Risk Management

Section B: Management and Process Disclosures

Principle	Description
Principle 1	Business should conduct and govern themselves with Ethics, Transparency and Accountability.
Principle 2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
Principle 3	Businesses should promote the wellbeing of all employees.
Principle 4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.
Principle 5	Businesses should respect and promote human rights.
Principle 6	Business should respect, protect, and make efforts to restore the environment.
Principle 7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

Sr. No.	Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Policy and management processes a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	Refer to our Code of Conduct Ethics Policy Whistleblower Policy Anti-Corruption & Anti-Bribery Group Tax Policy	Refer to our Vendor Code of Conduct EHS policy Code of Conduct ESG Policy	Refer to our EHS policy Anti-Harassment Policy Anti-Human Trafficking policy ESG Policy Human Rights Policy Code of Conduct	Refer to our CSR Policy Related Party Transactions Policy Policy for Determination of Materiality of Event / Information Dividend distribution Policy Fair disclosure code Code of Conduct Whistleblower Policy Vendor Code of Conduct Diversity and Inclusion Policy	Refer to our Anti-Human Trafficking policy Diversity and Inclusion Policy Human Rights Policy	Refer to our EHS policy ESG Policy Vendor Code of Conduct	Refer to our Code of Conduct Anti-Corruption & Antibribery Policy Lobbying Policy	Refer to our CSR Policy Vendor Code of Conduct ESG Policy	Refer to our Code of Conduct Privacy Policy Information Security Policy Anti-Corruption & Antibribery Policy
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	Name of the national and international codes / certifications / labels / standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	GRI standard, UNGC, principles, UN SDGs Principles of Corporate Governance	GRI standard, ISO 45001:2018, ISO 14001:2015, ISO 9001:2015, ISO 13485:2016, CMMI for Dev2.0 Maturity Level 5	GRI standard, UNGC principles ISO 9001:2015	GRI standard, ISO 9001:2015	GRI standard, Principles of Corporate Governance ILO, UNGC principles	ISO 14001:2015, ISO 45001:2018, Carbon Neutrality certification ISO14068, ISO 14068-1:2023, LEED certification, SBTi Net Zero commitment, UNGC principles	Principles of Corporate Governance, UNGC principles	GRI standard, CSR disclosures pursuant to Section 135 of the Companies Act, 2013, UN SDGs	GRI Standards, ISO 27001

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.

Our ESG vision is guided by structured goals, actionable targets, and defined timelines that demonstrate our commitment to driving sustainable and responsible impact aligned with Persistent Systems Limited global objectives.

Environmental Goals

Climate Action

- 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
- Achieve Net-zero greenhouse gas emissions across the value chain by FY 2050

Water Stewardship

- Reduce 5% freshwater consumption and achieve 100% wastewater recycling in owned campuses Year on Year (YoY)

Waste Management

- Reduce waste sent to landfill at owned campuses and achieve a 90% recycling Year on Year (YoY)

Social Goals

Inclusive Workforce

- Aim for 35% gender diversity by FY2030
- Include people of all genders, ethnicities, sexual preferences, religions and specially abled persons in our diverse workplaces.
- Maintain zero workplace accident Year on Year (YoY)

Employee Health and Safety

- Ensure work-life harmony to achieve professional and personal goals

- Implement holistic well-being initiatives focusing on physical, social, financial, and emotional health

Value Chain Sustainability

- Value chain disclosure for partners constituting 2% or more of purchases and sales (up to a total of 75%) by FY2026

Sustainable Livelihood

- Touch 55,000 plus lives to deliver high-impact programs in Education, Health care, Community Development and Preservation of heritage and wildlife by FY2026

Attract and Nurture Talent

- Achieve learning coverage of 92% Year on Year (YoY)
- Nurture long-term employees to get them ready for senior management roles
- Ensure a healthy mix of internal and external talent

Governance Goals:

- 100% Training in Code of Conduct
- Zero tolerance for unethical and non-compliant behavior
- To be recognized as industry leader in information security and cloud practices
- Use information governance to effectively manage data privacy and security-related risks
- Protect Human rights of all employees across all locations Practice “One Persistent, One Family”

6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same.

We are steadily advancing toward our ESG goals, guided by a clear vision and measurable actions. Our progress reflects our commitment to creating long-term value for all stakeholders—people, planet, and partners.

ESG Goals	Progress FY 2024-25	
Environmental Goals		
Climate Action Goals		
Maintain carbon neutrality across Scope 1 and Scope 2 emissions annually	Achieved Carbon Neutrality across Scope 1 and Scope 2 emissions	
To source 100% of electricity from renewable energy for all owned facilities by FY 2026	<ul style="list-style-type: none">62.79% Renewable energy consumed within our owned facilities in India56.83% Renewable energy consumed across Global locations	
Reduce absolute scope 1 and 2, 3 emissions by 54.6% by FY2034 from a FY2024 base year (as per SBTi approved targets)	<ul style="list-style-type: none">53.4% of Scope 1, 2 & 3 emissions reduced from FY202435,795 tress planted, 156,830 Cumulative total trees	
Achieve Net-zero greenhouse gas emissions across the value chain by FY 2050	Net-Zero Targets approved by SBTi in Dec 2024	
Water Stewardship Goals		
Reduce 5% freshwater consumption and achieve 100% wastewater recycling in owned campuses Year on Year (YoY)	<ul style="list-style-type: none">11.69% of water consumption reduced from FY2024 baseline35% of treated wastewater in owned campuses is used within our facilities100% Wastewater recycling in owned campuses (India locations)	
Waste Management Goals		
Reduce waste sent to landfill at owned campuses and achieve a 90% recycling Year on Year (YoY)	99% recycling of waste	
Social Goals		
Inclusive workforce		
Aim for 35% gender diversity by FY2030	<ul style="list-style-type: none">29.85% Women in workforce2.74% Women in leadership roles	
Include people of all genders, ethnicities, sexual preferences, religions and specially abled persons in our diverse workplaces	<ul style="list-style-type: none">51 Specially abled people59 Nationalities	
Employee Health and Safety		
Maintain zero workplace accidents Year on Year (YoY)	Zero Accidents	
Ensure work-life harmony to achieve professional and personal goals	461 Events around fitness, health, women in tech and work-life balance	
Implement holistic well-being initiatives focusing on physical, social, financial, and emotional health	98,116 participants took part in Well-being initiatives	
Value Chain Sustainability		
Value chain disclosure for partners constituting 2% or more of purchases and sales (up to a total of 75%) by FY2026	The value chain reporting process has been established	
Sustainable Livelihood		
Touch 55,000 plus lives to deliver high-impact programs in Education, Health care, Community Development and Preservation of heritage and wildlife by FY2026	<ul style="list-style-type: none">52,451 Lives impacted through CSR programs9,577 Volunteers participated in ISR activities11,507 Hours of volunteering in ISR activities	
Attract and Nurture Talent		
Achieve learning coverage of 92% Year on Year (YoY)	94.2% Learning coverage	
Nurture long-term employees to get them ready for senior management roles	63% positions for leadership roles fulfilled internally	
Ensure a healthy mix of internal and external talent		

ESG Goals	Progress FY 2024-25
Governance Goals	
100% Training in Code of Conduct	97% Code of Conduct training
Zero tolerance for unethical and non-compliant behavior	
To be recognized as industry leader in information security and cloud practices	<ul style="list-style-type: none">A (9.8) Risk Recon790 (Advanced) BitsightA (99) Security ScorecardISO 27001 & SOC2 Type II Certifications
Use information governance to effectively manage data privacy and security-related risks	Zero data breaches reported
Protect Human rights of all employees across all locations Practice “One Persistent, One Family”	Ethical practices, policies, systems, and procedures audited

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements.
[FY 2024-25 ESG Report](#) - Page number 12 to 21 Chairman and CEO Message, and leadership statements highlighting ESG targets and progress.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).
Name of highest authority Dr. Anand Suresh Deshpande
Designation Chairman and Managing Director
DIN 00005721
9. Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.
Yes, [The Stakeholder relationship and ESG Committee of the Board](#) oversees our commitment to environmental sustainability, social responsibility, and strong governance practices.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against the above policies and follow up action	Yes, Key functional heads and senior management evaluate policies annually. Once approved by the Board of Directors, the revised policies are communicated to relevant stakeholders through various channels. The following committees reviews the performance against the policies mentioned in Section B. <ul style="list-style-type: none">Stakeholders Relationship and ESG CommitteeRisk Management CommitteeCSR CommitteeAudit Committee								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	We comply with all applicable laws of the land at every location where we are present. Refer to Corporate Governance Report .								

Subject for Review	Frequency (Annually / Half yearly / Quarterly / Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Quarterly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Quarterly								

11. Has the entity carried out independent assessment / evaluation of the working of its policies by an external agency? (Yes / No). If yes, provide name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes, independent assessment of our policies has been carried out by an external agency, Ernst and Young LLP. Additionally, external third parties review and audit all Company policies during management systems audits such as <ul style="list-style-type: none">ISO 14001ISO 45001ISO14068ISO 27001ISO 9001SOC2BRSR assuranceLEED certificationCyber Security and Data privacy audits Throughout the audit or assessment process, the auditing team evaluates the effectiveness of the company’s relevant policies by reviewing our components, procedures, action plans, and related elements.								

12.If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated.

	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not applicable, as our policies comprehensively address all the relevant principles								
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programs on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmed
Board of Directors	1	Annual code of conduct declaration by BOD and KMP: The <u>Code of Conduct (COC)</u> is a Policy of the Company which is circulated annually to all Directors and Employees as an annual declaration taken from the Directors	100%
Key Managerial Personnel	3	Familiarization programs: Every Quarter, the Board receives familiarization programs on topics like Risk management, Geo-Political risks, Various amendments to the Companies Act, 2013 and Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015	100%
Employees other than BoD and KMPs	4	Annual Code of Conduct modules Annual Policies Compliance: The Persistent Systems Limited group is committed to following the highest standards of business conduct, integrity, responsibility, and ethics across its global locations. As a part of the compliance and awareness program at Persistent Systems Limited, all employees are required to go through the online module on the following and provide a sign off: <ul style="list-style-type: none">Code of ConductModern Slavery & Human traffickingSafe WorkplaceHuman Rights including Health and Safety	97%*

*Our goal is to achieve 100% Code of Conduct training coverage. We are implementing several system-level checks to ensure a higher completion rate.

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators / law enforcement agencies / judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):

None, we comply with all applicable laws of the land we operate in.

During FY2024-25, the Company, including its Directors and Key Managerial Personnel (KMPs), did not incur any monetary or non-monetary fines, penalties, punishments, awards, compounding fees, or settlement amounts in any proceedings with regulators, law enforcement agencies, or judicial bodies for violations of the NGRBC principles.

Monetary					
NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Penalty/Fine		Nil			
Settlement		Nil			
Compounding fee		Nil			
Imprisonment		Nil			
Punishment		Nil			

3. Of the instances disclosed in Question 2 above, details of the Appeal / Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/enforcement agencies / judicial institutions
Not Applicable	

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, The Persistent Systems Limited Group is committed to the prevention of corrupt business practices such as fraud and bribery. This is in alignment with Persistent Group’s principles to conduct its business activities with honesty, integrity and with the highest ethical standards across its global locations. It also enforces its business practice, of not engaging / being part of or supporting corrupt business practices in any form. Please refer to [Anti-Corruption & Anti-bribery Policy](#)

5. Number of Directors / KMPs / employees / workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery / corruption:

	FY 2024-25	FY 2023-24
Directors	0	0
KMP’s	0	0
Employees	0	0

No disciplinary action has been taken by any law enforcement agency for charges of bribery or corruption against directors, KMP, employees, or workers that have come to our attention.

6. Details of complaints with regard to conflict of interest:

No Complaints received during the FY 2024-25

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Nil	0	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	Nil	0	Nil

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest

Not Applicable - No Complaints received during the FY 2024-25

8. Number of days of accounts payables (Accounts payable *365) / Cost of goods / services procured) in the following format:

	FY 2024-25	FY 2023-24
Number of days of accounts payables	32 days	36 days

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	None	None
	b. Number of trading houses where purchases are made from	None	None
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	None	None
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	None	None
	b. Number of dealers / distributors to whom sales are made	None	None
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	None	None
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	None	None
	b. Sales (Sales to related parties / Total Sales)	None	None
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	None	None
	d. Investments (Investments in related parties / Total Investments made)	None	None

The details in the above table has been computed based on consolidated financial statements of the Company.

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
6	1. ESG Overview 2. BRSR Core requirements for value chain reporting 3. Carbon accounting and Scope1, 2 and 3 Reporting 4. Responsible supply chain 5. Environmental, Social and Governance principles such as Ethics and compliance 6. Environmental, health and safety topics	Supply chain partners who contribute to 75% of Persistent Systems Limited spending were covered under the ESG awareness programs conducted once in 2 years.

2. Does the entity have processes in place to avoid / manage conflict of interests involving members of the Board?

(Yes / No) If yes, provide details of the same.

Yes

The Company receives an annual declaration (or as per the frequency defined) from its Board members.

Refer to [Corporate Governance](#) section within the Annual Report.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe.

We firmly believe in conducting affairs with the highest level of integrity and fairness. Our Vendor Code of Conduct ensures all Persistent Systems Limited Vendors shall conduct their business activities in full compliance with the applicable laws and regulations of their respective countries and in respect of their transactions while conducting business.

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	We continuously invest in R&D to enhance existing and develop new solutions that boost our clients' efficiency, generating positive environmental and social impact Recognizing the growing importance of ESG goals, we're actively exploring ways to integrate them even deeper into our future offerings		
Capex	2.54%	1.64%	Capital investments in LEED infrastructure, renewable energy, LED light fixtures, air conditioning equipment, energy efficiency upgrades, UPS enhancements, water-saving devices, and purchase of Electrical Vehicles all contribute to reducing CO2e emissions from our operations.

2. Details on Sustainable Sourcing

a. Does the entity have procedures in place for sustainable sourcing?

Yes, at Persistent Systems Limited, we are committed to green procurement, integrating environmental sustainability into our supply chain practices. We prioritize sourcing materials, products, and services that minimize environmental impact, enhance resource efficiency, and align with sustainable development goals. We encourage our vendors to adopt eco-friendly practices, including responsible sourcing, waste reduction, and energy efficient operations. Before the award of contracts we access Environmental & Social impacts of the product and services procured at Persistent Systems Limited. Our contracts with suppliers include the integration of social and environmental clauses. Beyond sustainability, we recognize the importance of supporting local economies and fostering inclusive growth through responsible procurement. We actively engage with local suppliers, including Micro, Small, and Medium Enterprises (MSMEs), across key operational locations, ensuring a significant portion of our procurement budget is directed toward locally sourced products and services.

By fostering partnerships with regional vendors and MSMEs, we contribute to economic stability, job creation, and industrial development, strengthening community relations while enhancing supply chain resilience. Our procurement strategy emphasizes sustainability, ethical business practices, and equitable opportunities for small businesses, reinforcing our commitment to long-term regional growth. Through transparent reporting and adherence to global standards, we continuously assess and optimize our spending on local and MSME suppliers to maximize positive economic and social impact

b. If yes, what percentage of inputs were sourced sustainably?

We collaborate with suppliers to source 100% eco-certified furniture for new projects, ensuring green purchasing options. Refer [Vendor code of conduct policy](#).

3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging), (b) E-waste, (c) Hazardous waste, and (d) other waste.

Persistent Systems Limited is a software and IT consulting organization that does not manufacture any products. The waste generated from our facility operations is meticulously recycled and disposed of in compliance with applicable laws and regulations.

Refer to Waste management initiatives detailed in [FY 2024-25 ESG Report](#)

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable

Persistent Systems Limited is a software and IT consulting organization that does not manufacture any products.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format.

NIC Code	Name of Product / Service	% Of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes / No)	Results communicated in public (Yes / No)
Not Applicable					

2. If there are any significant social or environmental concerns and / or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product / Service	Description of the risk/concern	Action Taken
Not Applicable		

Persistent Systems Limited is a software and IT consulting organization that does not manufacture any products. Life Cycle Assessments (LCA) do not apply to our services. Our service offerings pose no social or environmental risks.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Recycled or re-used input material to total material		
Indicate input material	FY2024-25 Current Financial Year	FY2023-24 Previous Financial Year
	Not Applicable	Not Applicable

Persistent Systems Limited is a software and IT consulting organization that does not manufacture any products. The waste generated from our facility operations is meticulously recycled and disposed of in compliance with applicable laws and regulations. All electronic waste is recycled through an approved pollution control board recycler, and we recycle 100% of e-waste.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tones) reused, recycled, and safely disposed, as per the following format:

	FY2024-25 Current Financial Year			FY2023-24 Previous Financial Year		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable			Not Applicable		
E – waste						
Hazardous waste						
Other waste						

Persistent Systems Limited is a software and IT consulting organization that does not manufacture any products. The waste generated from our facility operations is meticulously recycled and disposed of in compliance with applicable laws and regulations.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Applicable.	
Persistent Systems Limited is a software and IT consulting organization that does not manufacture any products.	

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.

We prioritize our people’s well-being by providing a safe, secure, and healthy workplace. Our Environmental Health & Safety (EHS) Policy ensures regular safety training and necessary support. We aim to nurture physical and mental well-being, ensuring the health and safety of our associates while protecting community interests.

Essential Indicators

1. a. Details of measures for the well-being of employees:

% of employees covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities**	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees*											
Male	15,482	15,482	100%	15,482	100%	NA	NA	15,482	100%	15,482	100%
Female	6,723	6,723	100%	6,723	100%	6,723	100%	NA	NA	6,723	100%
Total	22,205	22,205	100%	22,205	100%	6,723	100%	15,482	100%	22,205	100%

Other than Permanent employees. Our contractor employees are governed by their respective direct employers and are required to adhere to the necessary statutory compliance. Persistent Systems continuously monitors and tracks the adherence of our contractors to applicable local laws. We ensure that our contractors comply with all statutory requirements in the locations where they operate.

- * The above table includes benefits offered to Permanent employees across global location
- In few countries, accident insurance is a voluntary cover or part of social security.
 - In countries where group insurance cover is not applicable, reimbursement model applies.

** Persistent Systems Limited has location-wise tie-ups with third-party day care centres that all employees can avail. We provide a hybrid work environment to help employees with childcare.

b.Details of measures for the well-being of workers:

Not Applicable

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Indicate input material	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	1.72% *	1.91%

*The year on year decrease in well-being spend between FY 2023-24 and FY 2024-25 is primarily due to a one-time gift issued in the previous year, which led to a higher baseline.

2. Details of retirement benefits, for Current Financial Year and Previous Financial Year.

	FY 2024-25			FY 2023-24		
Benefits	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y / N / NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	Not Applicable	Yes	99.64%	Not Applicable	Yes
Gratuity	100 %		Yes	100%		Yes
ESI	0.72%		Yes	0.45%		Yes
Superannuation	3.46%		Yes	3.90%		Yes
National Pension Scheme	4.54%		Yes	3.40%		Yes

- Above table is specific to India Locations
- ESI is provided to non-permanent employees. 100% eligible employees are being covered under the ESI scheme.

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, Accessibility is a fundamental aspect of our infrastructure at Persistent Systems Limited. Our offices are designed to accommodate the needs of specially abled individuals, aligning with the 2016 Harmonized Guidelines for the Rights of Persons with Disabilities (RPWD Act 2016). We promote inclusivity by offering accessible parking spaces, ramps at entry points, and disabled-friendly restrooms. Our workstations are thoughtfully designed with height adjustable options to support wheelchair users. In the digital space, we adhere to Web Content Accessibility Guidelines (WCAG 2.0) to ensure our online platforms are accessible to all. We integrate assistive technologies as needed and continuously strive to enhance accessibility for individuals requiring additional support. Through regular audits and necessary infrastructure upgrades, we reinforce our commitment to ensuring that people of all abilities can seamlessly navigate and engage with our physical and digital environments. Across all our leased facilities we ensure that the premises are accessible to Persons with Disabilities.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?

If so, provide a web-link to the policy.

Yes, At Persistent Systems Limited, we are committed to creating an inclusive and diverse workplace where everyone feels valued and empowered. We maintain a safe and supportive environment tailored to the needs of all employees, including those with disabilities in accordance with the Rights of Persons with Disabilities Act (RPwD Act, 2016) and the Rights of Persons with Disabilities Rules, 2017 (" RPwD Rules, 2017"). We believe that embracing diversity and inclusion is key to driving innovation and fostering a thriving workplace. Persistent Systems Limited is committed to promote diverse views and perspectives and does not discriminate based on age, race, national origin, ethnicity, cultural and geographical background, gender, sexual orientation, religion, marital status, any medical conditions, or any other personal or physical aspect.

Refer Equal Employment Opportunity Policy For Persons with Disability, Diversity and Inclusion Policy

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Permanent employees		
Gender	Return to work rate	Retention rate
Male	100%	91.86%
Female	100%	90.76%
Total	100%	91.44%

The above data is for India Location.

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

(If yes, then give details of the mechanism in brief)	
Permanent Employees	Yes, The Company has a strong Whistleblower policy in place and has also established a Toll-free Whistleblower Helpline Numbers: India:18002100165 USA:18336058476.
Other than Permanent Employees	Employees, contractors and stakeholders have access to multiple channels to report concerns, ensuring transparency and accountability. Our Whistleblower channel is open to both internal and external stakeholders, including employees, customers, suppliers, communities, NGOs and other third parties. The Individual Investigation team address the concerns raised on the Whistleblower channels. The investigation team follows standard procedures and framework approved by the Board. Also, post investigation completion, the Investigation report, reviewed by the Ethics Committee for approval on the recommendation for execution of the recommendation. These reporting mechanisms are actively communicated through internal platforms for all employees and to our stakeholders through website, emails & contractual agreements. All employees and other stakeholders of the Company are encouraged to report either orally or in writing to the Whistleblower Administrator on the following E-mail ID: whistleblower@persistent.com. Please refer to Whistleblower Policy Upon receipt of complaints, the Whistleblower administrators office shall ensure further investigation as per the Company's investigation framework.

7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

Category	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	%(D / C)
Total Permanent Employees	24,594	0	0%	23,850	0	0%
Male	17,253	0	0%	15,426	0	0%
Female	7,341	0	0%	6,524	0	0%

Total Permanent Workers Not Applicable

Persistent Systems Limited upholds the right to freedom of association, ensuring that employees can freely choose to join, form, or refrain from joining labour unions without fear of intimidation or harassment. We maintain transparent communication with legally recognized employee representatives and remain committed to good-faith bargaining where applicable. In compliance with regional laws, we recognize independent trade unions, work councils (WCs), and collective bargaining agreements (CBAs) in locations where they are established. While participation in such structures is voluntary, we foster open dialogue through policies, forums, and support groups to address concerns fairly and transparently. Our Human Rights Policy and Supplier Code of Conduct extend these commitments across our supply chain, ensuring that freedom of association and collective bargaining rights are upheld consistently. Currently we don't have any trade unions or collective bargaining agreements.

This space is intentionally kept blank.

8. Details of training given to employees and workers:

Category	FY 2024-25 Current Financial Year					FY 2023-24 Previous Financial Year			
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation
	No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employee									
Male	17,253	13,827	80.14%	16,161	93.67%	Training coverage: 90% includes all technical and non- technical offerings.			
Female	7,341	5,878	80.07%	6,978	95.06%				
Total	24,594	19,705	80.12%	23,139	94.08%				
Workers — Not Applicable									

The above data represents average learning coverage across all employees. Training coverage includes all technical, non-technical offerings and mandatory trainings.

9. Details of performance and career development reviews of employees and workers:

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	14,110	13,809	97.87%	14,115	13,582	96%
Female	6,298	6,180	98.13%	6,091	5,937	97%
Total	20,408	19,989	97.95%	20,206	19,519	97%
Workers — Not Applicable						

The above data includes 100% of permanent employees who were eligible for annual performance review.

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity?
(Yes / No). If yes, the coverage of such system?
Our India operations are 100% ISO 14001:2015 and ISO 45001:2018 certified, and our global operations are assessed based on local compliances. Our EHS management system covers all our locations in India, representing 93% of our global facility area, and assessments are conducted by a third-party with a certificate of conformance issued. ESG and EHS policy is applicable to all Persistent Systems Limited and its subsidiaries.
At our overseas locations, we have implemented our own internal Environmental Health and Safety programs aligned with legal requirements and ensure compliance across our global operations.
Refer [EHS policy, ESG Policy](#)
Refer to [ISO 45001:2018 certificates](#)

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
Occupational Health and Safety (OHS) programs are essential for identifying and mitigating risks that could cause harm in the workplace. This involves thorough risk and hazard assessments to detect potential hazards such as unsafe equipment, hazardous substances, and unsafe practices. By systematically evaluating the workplace environment, we implement measures to prevent accidents and illnesses, ensuring the safety and well-being of all employees. We use a comprehensive Risk Identification and Hazard Assessment Matrix to systematically detect and address risks across various categories, including biomechanical, psychosocial, biological, unsafe conditions, and natural phenomena. This framework encompasses all operational aspects, covering both routine and non-routine activities, unsafe conditions, and unsafe acts. Each department establishes clear environmental and safety objectives, ensuring a proactive approach to risk management.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y / N)
Yes, A proactive incident management system is implemented to maintain a safety culture. Employees are instructed to report any safety-related issues, near-misses, including workplace hazards, illnesses, and injuries, unsafe acts and conditions, The incident investigation procedure aims to investigate work-related injuries, ill health, diseases, and incidents. Each report is analyzed thoroughly to identify patterns and develop preventive measures.
The EHS Officer manages the location incident register and monitors daily operations involving employees, contractors, and vendors. Incident reporting is available to everyone on-site. EHS Officers investigate incidents and implement corrective actions to prevent future hazards. Reporting awareness programs are included in the induction manual. OHS **Target:** Maintain zero workplace accidents Year on Year (YoY)
Performance FY 2024-25: Zero Accident at workplace.

- d. Do the employees / workers of the entity have access to non-occupational medical and healthcare services? (Yes / No)
Yes, Persistent Systems Limited employees are covered under the Group Personal Accidental (GPA) insurance policy, which includes all types of accidents. The “My Life At Persistent” initiative promotes a balanced work-life and employee well-being. We provide physical and mental well-being programs, occupational health centres, gyms, and recreational facilities. Employees can access visiting doctors, online consultations, and master health check-ups. Additionally, we organize Persistent Run events globally to enhance physical well-being.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.
We prioritize the well-being of our people by providing a safe, secure and healthy workplace. Our Environmental Health & Safety (EHS) Policy underlines our dedication to creating a safe environment, encompassing regular safety trainings and equipping our workforce with the necessary protective gear. With utmost empathy, we strive to foster a work culture that nurtures the physical and mental well-being of each individual. We are committed to fostering a safe and healthy work environment through comprehensive safety training initiatives. Our programs cover essential areas such as emergency planning, first aid, evacuation procedures, and emergency drills. These sessions empower employees to recognize and mitigate potential hazards effectively. By conducting regular training, we cultivate a shared culture of responsibility where every individual plays a role in maintaining workplace safety.
Our top priority at Persistent Systems Limited has always been to ensure the health and safety of our associates while safeguarding the interests of the communities in which we operate.
- The EHS policy is followed in letter and spirit by every individual including our partners and supply chain.

Our Environmental health and management system adheres to ISO 14001:2015 and ISO 45001:2018 standards, covering all our locations in India.

Overseas, we have implemented processes aligned with legal requirements and ensure compliance across our global operations.

We conduct comprehensive environmental, health, and safety impact assessments for our business activities and incorporate OHS considerations into our business decisions.

- Our people participate in various committees and hobby clubs under My Life at Persistent. Through these committees our people consult with the committee members to discuss well-being, fitness, health & safety, food, health benefits and other related matters.
- We consult our stakeholders to provide necessary inputs to manage and mitigate EHS risks.
- Hazard identification, risk assessment, and incident investigation process help us to identify work-related hazards, and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimize risks.
- EHS trainings are provided to build awareness on environmental conservation, climate action and Health and safety aspects such as first-aid, fire safety, office safety, reporting of near-miss, accident and incidents are provided as and when necessary.
- Job-specific training is regularly conducted for contractual staff during induction and later through refresher courses.

Refer [EHS Policy](#)

13. Number of Complaints on the following made by employees and workers:

Category	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working conditions	0	0		0	0	
Health and safety	0	0		0	0	

During FY 2024-25, zero complaints have been registered.

The employee engagement survey allows employees to share their opinions on health and safety issues and working conditions.

14. Assessments for the year:

Assessments for the year:	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% Our India operations are 100% ISO 14001:2015 and ISO 45001:2018 certified, and our global operations are assessed based on local compliances. Our EHS management system covers all our locations in India, representing 93% of our global facility area, and assessments are conducted by a third-party with a certificate of conformance issued. Our EHS team evaluates health and safety practices, including working conditions in all facilities, in line with ISO 45001:2018 standards.
Working conditions	Refer EHS Policy , ESG Policy Refer to ISO 45001:2018 certificates

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

During the year, no safety-related incidents were reported. Post assessments following mitigation practices have been implemented to address significant risks.

- High volume low speed (HVLS) fans were installed in the atrium of Pune locations to prevent trip hazards from pedestal fans.
- All HIRA, AIS are revisited and updated.
- Organized First aid training for employees & their family members.
- All entry/exit of the major campuses have been modernized to enable smooth entry/exit of PWDs (People with Disability).

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y / N); (B) Workers (Y / N).

Employees	Yes
Workers	Not applicable

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

We conduct quarterly vendor audits for manpower supply to ensure statutory dues are accurately deducted and deposited by the vendors.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

None.

Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
		FY 2024-25	FY 2023-24
Employees	0	0	0

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

Persistent Systems Limited not only supports employees throughout their careers but also assists them as they transition into retirement or face unforeseen circumstances. We connect with employees before their retirement date to help plan for their retirement benefits, including Provident Fund (PF), Gratuity, and Superannuation. Additionally, we provide support for continued medical insurance coverage. For those interested in continuing to work, we offer assistance in finding direct consulting assignments.

5. Details on assessment of value chain partners

% of value chain partners (by value of business done with such partners) that were assessed	
Health and safety practices	We ensure 100% of vendors working at our premises are assessed for Health and Safety practices and adhere to working conditions as defined by EHS management systems. Our India operations are 100% ISO 14001:2015 and ISO 45001:2018 certified, and our global operations are assessed based on local compliances. Our EHS management system covers all our locations in India, representing 93% of our global facility area, and assessments are conducted by a third-party with a certificate of conformance issued. Our EHS team evaluates health and safety practices, including working conditions in all facilities, in line with ISO 45001:2018 standards.
Working conditions	Refer EHS policy , ESG Policy Refer to ISO 45001:2018 certificates

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Persistent Systems Limited ensures vendor accountability by requiring adherence to the Vendor Code of Conduct. Vendors must ensure that their employees, agents, subcontractors, and representatives comply with the Code. Any situation that results in a violation of the Code must be reported to Persistent immediately. Vendors are also expected to self-monitor compliance and implement communication, awareness programs, and training on the Code. Compliance acknowledgment is required through an annual or bi-annual submission process. The Persistent Environmental, Health, and Safety (EHS) team conducts regular health and safety audits for high-risk vendors, including housekeeping service providers, security services, food and cafeteria vendors, transport vendors, and drinking water suppliers. Observations from these audits are documented and monitored until resolution.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders.

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Our Stakeholder Relationship and ESG Committee regularly engages with stakeholders through the Management to assess key concerns, identify material topics, and evaluate their impact on our business. By leveraging diverse engagement methods, the Management ensures a comprehensive understanding of stakeholder priorities. Critical insights are presented to the Board twice a year, enabling the creation of a strategic ESG framework that aligns business objectives with measurable key performance indicators, promoting ongoing improvement and sustainable growth. Each year, we implement key initiatives and best practices to strengthen stakeholder relationships, safeguard their interests, and drive mutual growth. Through these efforts, we ensure transparency, ethical engagement, and long-term value creation for all those connected to our business.

As part of our governance framework, our Stakeholder Relationship and ESG Committee regularly reviews and updates our stakeholder engagement initiatives. In every Committee meeting, we evaluate progress, identify material issues, and refine our approach for continuous improvement. These discussions and initiatives are then presented to the Committee for review and , ensuring alignment with our broader ESG commitments and business objectives. For more details refer to [FY 2024-25 ESG report](#).
2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

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
Shareholders	No	Emails, newspapers, website, stock exchange filings, answers to investor grievances, R&T agent communication	Annually / half yearly / quarterly / need basis	We communicate with shareholders for various activities such as sending TDS communication, dividend credit intimations, steps to claim unclaimed dividends, decisions taken at quarterly Board meetings, timelines for transfer of shares and dividend to the Investor Education and Protection Fund Authority (IEPFA) other regulatory requirements, sending Annual Reports, notices of general meetings, postal ballots etc. Investor and analyst calls are conducted regularly
Vendors and Consultants	No	Emails, one-on-one meetings, Annual Report	Ongoing basis	The Company ensured that all vendor payments are within the due date as per the agreed payment terms and there was not a single default. The Company also strives to strengthen the partnership framework further aligning to business and organizational objectives. The Company aims to undertake activities for onboard hiring, training, and knowledge partners with our vendors
Customers and Partners	No	Client visit and meetings, customer satisfaction surveys, social media, e-mails	Ongoing basis	The Company focuses highly on customer satisfaction and feedback from customer in terms of project delivery, timeline commitments, challenges during execution and strives to deliver customer excellence, and help meet business objectives

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
Directors	No	Quarterly meetings, emails, website	Ongoing basis	The Company communicates with Directors of the Company for sending notices, agenda, meeting invites, regulatory updates and other communication and information on an ongoing basis, which helps in decision-making and adopting various control mechanisms.
Government Regulatory Authorities / Government Bodies / Chamber of Commerce	No	Press releases, surveys by the authorities (RBI and MCCIA), quarterly results, annual reports, sustainability / integrated reports, stock exchange and MCA filings, representations	Ongoing basis	The Company engages with Governments and regulatory authorities for various matters, initiatives, filings, and representations
Society at Large	No	In-person meetings, site visits, website, surveys	Ongoing basis	The Company engages with the society at large to understand their needs, and through our CSR activities, Employees volunteer to provide mentoring programs to engage with the community.
Employees	No	Notice board, website, emails	Ongoing basis	The Company engages with employees on a regular basis through employee surveys, townhalls and Focused Group Discussions (FGDs) for providing various benefits such as trainings, providing world-class learning facilities etc.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Company’s relevant departments conduct consultations with stakeholders on various topics as part of their engagement responsibilities. The outcome of these engagements is discussed in Stakeholders and ESG Committee meeting of the Board.
2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the input received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes

We regularly engage with stakeholders to understand their expectations and gather insights, fostering long-term trust and transparency. Our annual materiality assessment aligns us with stakeholder priorities, regulatory requirements, and sustainability trends. By identifying key topics, we develop actionable KPIs that guide strategic decisions, focus on impactful areas, and set measurable ESG targets, shaping our policies and procedures.
3. Provide details of instances of engagement with, and actions taken to address the concerns of vulnerable / marginalized stakeholder groups.

Persistent Foundation supports the underprivileged sections of society, creates opportunities, and strives towards a more equitable society. Please refer to the CSR section in the [FY 2024-25 ESG Report](#).

PRINCIPLE 5: Businesses should respect and promote human rights

At Persistent Systems Limited, we are committed to upholding the highest standards of human rights in our operations and supply chain. We recognize that our responsibilities go beyond our legal obligations and extend to the communities in which we operate and the environment we all share. We will continue to work diligently to ensure that we respect and protect the human rights of all individuals impacted by our business.

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	22,205	21,930	98.76%	21,950	21,904	99%
Other than Permanent	2,389	1,929	80.75%	1,900	1,648	87%
Total Employees	24,594	23,859	97.01%	23,850	23,552	99%
Workers	Not Applicable					

*Note: Our goal is to achieve 100% training coverage. We are implementing several system-level checks to ensure a higher completion rate.

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2024-25					FY 2023-24				
	Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage		
	Total (A)	No. (B)	% (B / A)	No. (C)	% (C / A)	Total (D)	No. (E)	% (E / D)	No. (F)	% (F / D)
Permanent	22,205	0	0%	22,205	100%	21,950	0	0%	21,950	100%
Male	15,482	0	0%	15,482	100%	15,426	0	0%	15,426	100%
Female	6,723	0	0%	6,723	100%	6,524	0	0%	6,524	100%
Other than Permanent	2,389	0	0%	2,389	100%	1,900	0	0%	1,900	100%
Male	1,771	0	0%	1,771	100%	1,397	0	0%	1,397	100%
Female	618	0	0%	618	100%	503	0	0%	503	100%

All employees, regardless of their employment status (Permanent and other than Permanent), have been compensated more than the legal minimum wage requirements of the country where we operate.

3. a. Details of remuneration / salary / wages, in the following format:

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
Board of Directors (BoD)	3	42,000,000	-	-
Key Managerial Personnel	4	33,500,006	-	-
Employees other than BoD and KMP	15,478	2,240,880	6,722	1,599,996
Workers	Not Applicable			

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	22.54%	23.04%*

*FY 2023-24 numbers initially included only Permanent employees but have been corrected according to the SEBI guidance circular dated December 20, 2024, to now include both Permanent and Non-Permanent employees.

4. Do you have a focal point (Individual / Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes / No)

Yes, The Company has a strong Whistleblower policy in place and has also established a Toll-free Whistleblower Helpline Numbers: India:18002100165 USA:18336058476. Employees, contractors and stakeholders have access to multiple channels to report concerns, ensuring transparency and accountability. Our Whistleblower channel is open to both internal and external stakeholders, including employees, customers, suppliers, communities, NGOs and other third parties. The Individual Investigation team address the concerns raised on the Whistleblower channels. The investigation team follows standard procedures and framework approved by the Board. Also, post investigation completion, the Investigation report, reviewed by the Ethics Committee for approval on the recommendation for execution of the recommendation. These reporting mechanisms are actively communicated through internal platforms for all employees and to our stakeholders through website, emails & contractual agreements. All employees and other stakeholders of the Company are encouraged to report either orally or in writing to the Whistleblower Administrator on the following E-mail ID: whistleblower@persistent.com. Please refer to [Whistleblower Policy](#). Upon receipt of complaints, the Whistleblower administrators office shall ensure further investigation as per the Company’s investigation framework.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

All employee/s and contractors can raise grievances through Global Help desk. Upon receipt of complaints, the Whistleblower administrators office shall ensure further investigation as per the Company’s investigation framework.

6. Number of complaints made, by employees and workers, on the following:

	FY 2024-2025			FY 2023-2024		
	Filed during the year	Pending resolution at the end of year		Filed during the year	Pending resolution at the end of the year	
			Remarks			Remarks
Sexual Harassment	4	1	Not Applicable	0	0	Not Applicable
Discrimination at the Workplace	0	0		0	0	
Child Labor	0	0		0	0	
Forced Labor/ Involuntary Labor	0	0		0	0	
Wages	0	0		0	0	
Other Human Rights Related Issues	0	0		0	0	

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format: new question

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	4	0
Complaints on POSH as a % of female employees / workers	0.06%	0
Complaints on POSH upheld	4	0

The above data is for India operations.

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Persistent Systems Limited has a zero-tolerance policy. The Company is committed to providing and maintaining a work environment that is free of harassment based on gender, race, religion, national origin, age, sexual orientation or other protected classifications. The Company expects that all relationships among co-workers in the workplace will be free of bias, prejudice and harassment. The Company will not permit any individual to harass others directly or indirectly with whom he/she has business interactions including but not limited to other employees, contractors, consultants, visitors, customers and vendors, or permit any outsider to harass its employees. The Company conducts training for all employees on discrimination and harassment in the workplace.

Protection of whistleblowers:

Any Whistleblower reporting Improper Activities will be protected against threats of retaliation, discharge, or other types of discrimination including compensation or terms and conditions of employment that are directly related to the disclosure of the report. In addition, no Whistleblower may be adversely affected because the Whistleblower refused to carry out a directive that, in fact, constitutes corporate fraud or is a violation of the law. Any other Employee assisting in the said investigation shall also be protected to the same extent as the Whistleblower. Please refer to [Anti-Harassment Policy, Whistleblower Policy](#)

9. Do human rights requirements form part of your business agreements and contracts? (Yes / No).

Yes, Suppliers must comply with the UN Guiding Principles on Business and Human Rights and respect internationally recognized human rights as part of their contractual obligations. Refer [Human Rights Policy](#)

10. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child Labor	
Forced / Involuntary Labor	
Sexual harassment	Our India operations have been assessed by Persistent Internal Audit Team and are also
Discrimination at the Workplace	100% certified to ISO 45001:2018. Our Internal audit teams Refer Human Rights Policy and HR team conduct internal audits to ensure compliance with the mentioned topics.
Wages	
Others—please specify	

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

These assessments did not report any issues.

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances / complaints.

Persistent Systems Limited and its subsidiaries adhere to high standards of business conduct, integrity, and ethics. The company’s [Human Rights Policy](#) is applicable to all stakeholders, including employees, consultants, contractors, vendors, trainees, apprentices, and interns. The policy encourages the reporting of unethical behavior in a safe and threat-free environment. For further information, please refer to the Ethics Policy. If addressing human rights grievances or complaints necessitates changes to processes or policies, such modifications will be implemented to prevent recurrence.

2. Details of the scope and coverage of any Human Rights due diligence conducted.

At Persistent Systems Limited, we respect and protect human rights, ensuring a discrimination-free environment. Our Human Rights policies guide us, and we use a Compliance Management tool to meet local and global standards. Vendor partners are also assessed for compliance. Our India operations are certified under ISO 14001:2015 and ISO 45001:2018, covering 93% of our global facility area, with third-party assessments. Overseas locations meet local legal requirements for compliance. Refer [Human Rights Policy](#)

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, All Persistent Systems Limited owned premises are accessible to differently abled people including visitors as per the Rights of Persons with Disabilities Act, 2016

4. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Sexual Harassment	
Discrimination at the Workplace	100% of vendors working in our facilities are assessed by our Internal audit teams and HR team to ensure compliance with the mentioned topics.
Child Labour	
Forced Labour / Involuntary Labour	Our vendor partners working on our premises at India locations are assessed to ensure they are complying to the local statutory rules and law of the land.
Wages	Refer Human Rights Policy
Others — please specify	

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

There were no significant risks / concerns reported from the assessments.

This space is intentionally kept blank.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment.

Essential Indicators

1. Details of total energy consumption (in joules or multiples) and energy intensity, in the following format:

Parameter	FY 2024-25 (GJ)	FY 2023-24 (GJ)
From renewable sources		
Total electricity consumption (A) — Wind Energy & Solar Energy	21618.45	23239.58
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	12,497.09	Not Applicable
Total energy consumed from renewable sources (A+B+C)	34,115.54	23,239.58
From non-renewable sources		
Total electricity consumption (D) — Grid Electricity	25,447.76	36,154.23
Total fuel consumption (E) — DG Electricity	324.69	292.62
Energy consumption through other sources (F)	146.82	Not Applicable
Total energy consumed from non-renewable sources (D+E+F)	25,919.28	36,446.85
Total energy consumed (A+B+C+D+E+F)	60,034.82	59,686.43
Energy intensity per rupee of turnover (Total energy consumption / turnover in rupees)	0.000000503	0.000000608
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) in USD (Total energy consumed / revenue from operations adjusted for PPP)	0.000010273	0.000013906
Energy intensity in terms of physical output — per employee	2.44	2.50
Energy intensity (optional) — the relevant metric may be selected by the entity	Not Applicable	Not Applicable

*Boundary — Electricity consumption is reported for Global Location.
As employees resumed work and new offices opened in India, Energy consumption has increased. The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2024 by the [World Bank for India](#) which is 20.43
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency: Yes, our BRSR core disclosures are externally assured by an independent third party DNV Business Assurance India Private Limited (“DNV”).

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y / N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any:
Not Applicable

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kiloliters)		
(i) Surface water	0.00	0
(ii) Groundwater	17,904.39	16,671.00
(iii) Third party water	69,055.52	72,970.27
(iv) Seawater / desalinated water	0.00	Not Applicable
(v) Others — Packed drinking water	373.90	13,253.85
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	87,333.81	102,895.12
Total volume of water consumption (in kiloliters)	77,533.82	87,798.81
Water intensity per rupee of turnover (Water consumed / turnover)	0.00000065	0.00000089
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) in USD (Total water consumption / Revenue from operations adjusted for PPP)	0.0000133	0.0000205
Water intensity in terms of physical output KL/FTE (per year)	3.66	4.24
Water intensity (optional) — the relevant metric may be selected by the entity	Not Applicable	Not Applicable

*Boundary — Water consumption and Withdrawal is reported for India locations.
As employees resumed work and new offices opened in India, Water consumption has increased.
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency: Yes, our BRSR core disclosures are externally assured by an independent third party DNV Business Assurance India Private Limited (“DNV”).

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
No treatment	0.00	0
With treatment — please specify level of treatment	0.00	0
(ii) To Groundwater		
No treatment	0.00	0
With treatment — please specify level of treatment	0.00	0
(iii) To Seawater		
No treatment	0.00	0
With treatment — please specify level of treatment	0.00	0
(iv) Sent to third parties		
No treatment	0.00	
With treatment — send to public sewage treatment plant and the treated water was utilized for irrigation in a public park)	9,799.99	15,096.31
(v) Others		
No treatment	0.00	0
With treatment — please specify level of treatment	0.00	0
Total water discharged (in kilolitres)	9,799.99	15,096.31

*Boundary — Water discharged is reported for India locations.

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency?

(Y / N) If yes, name of the external agency: Yes, our BRSR core disclosures are externally assured by an independent third party DNV Business Assurance India Private Limited (‘DNV’).

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes, wastewater generated from owned locations in India is treated in sewage treatment plants within the facility and common treatment plants within the vicinity.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	Kg	31.95	12.77
SOx	Kg	27.95	15.16
Particulate matter (PM) (PM2.5)	Kg	26.88	34.17
Persistent organic pollutants (POP)	Units	NA	NA
Volatile organic compounds (VOC) CO	mg / m3	<50	<50
Hazardous air pollutants (HAP)	Units	NA	NA
Others — please specify (PM10)	Kg	45.71	58.15

- There are no continuous air emissions from our DG sets present in our owned locations at India. The DG sets are operated only during the power outages and while testing BCP scenarios.
- FY 2023–24 air emissions data has been corrected to report in the appropriate unit of measure, kilograms (Kg).

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Please specify unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO ₂ e	274.51	1,025.51
Total Scope 2 emissions – Location Based (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO ₂ e	4541.04	6,492.66
Total Scope 2 emissions – Market Based (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO ₂ e	0.00	0.00
Total Scope 1 and Scope 2	tCO ₂ e	4815.55	7,518.18
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ e / INR	0.000000040	0.000000077
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) in USD (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e per PPP USD	0.000000824	0.00000175
Total Scope 1 and Scope 2 emission intensity in terms of physical output — per employee	tCO ₂ e / Employee	0.196	0.315
Total Scope 1 and Scope 2 emission intensity (optional) — the relevant metric may be selected by the entity	Units	Not Applicable	Not Applicable

*Boundary — Scope 1 emissions reported for India geo locations with operational control.

*Scope 1 emissions increased due to breakdown of ageing assets and release of refrigerant gases.

*Scope 2 emissions (Electricity consumption) reported for global locations. As employees resumed work and new offices opened in India, energy consumption has increased as a result of which Scope 2 is increased.

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency?

(Y / N) If yes, name of the external agency: Yes, our BRSR core disclosures are externally assured by an independent third party DNV Business Assurance India Private Limited (‘DNV’).

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

Yes

Our climate action goals include:

- Maintain Carbon Neutrality for Scope 1 and Scope 2 emissions every year
- Sourcing of 100% Renewable energy across owned locations by FY2026
- Achieve Net-zero greenhouse gas emissions across the value chain by FY2050

To achieve the above goals, the following initiatives are taken to reduce GHG emissions. Refer [FY 2024-25 ESG Report](#) for more details.

- Green Building Initiatives
- Energy Efficiency Initiatives
- Operational Efficiency
- Lighting Efficiency Adoption of Renewable Energy

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2024-25	FY 2023-24
Total waste generated in MT		
Plastic waste (A)	4.6	22.98
E-waste (B)	8.4	16.45
Bio-medical waste (C)	0.6	Not Applicable
Construction and demolition waste (D)	0.0	0
Battery waste (E)	0.5	6.28
Radioactive waste (F)	Not Applicable	Not Applicable
Hazardous waste. Please specify, if any. (G)	0.89	1.34
Other non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	107.2	83.12
• Miscellaneous Waste	28.3	27.49
• Glass Waste	1.0	0.06
• Metal Waste	18.7	24.62
• Wood Waste	1.5	2.05
• Organic waste	57.8	28.90
Total (A + B + C + D + E + F + G + H)	122.1	130.17
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000000010	0.0000000013
Waste intensity per rupee in USD of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0000000021	0.0000000030
Waste intensity in terms of physical output	0.0050	Not Applicable

Parameter	FY 2024-25	FY 2023-24
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	121.20	99.93
(ii) Re-used	0.0	28.90
(iii) Other recovery operations	0.0	-
Total	121.20	128.83
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0.89	1.3
(ii) Landfilling	0.0	0
(iii) Other disposal operations	0.0	-
Total	0.89	1.3

*Boundary — Waste generated in operations is reported for Global location.

As employees resumed work and new offices opened in India, waste generation has risen.

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) **If yes, name of the external agency:** Yes, our BRSR core disclosures are externally assured by an independent third party DNV Business Assurance India Private Limited (‘DNV’).

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.
Not applicable.
11. If the entity has operations / offices in / around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:
Not applicable. We don't operate in close proximity to ecologically sensitive areas.
12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:
Not applicable
13. Is the entity compliant with the applicable environmental law / regulations / guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and Rules thereunder (Y / N). If not, provide details of all such non-compliances, in the following format:
Yes, Persistent Systems Limited is in adherence to all the applicable environmental laws / regulations / guidelines in India and has not incurred any fines / penalties.

Leadership Indicators

1. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information:
i. Name of the area
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

- ii. Nature of operations:
IT Services

iii. Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) To Surface water	0.00	0
(ii) To Groundwater	16,924.39	16,671.00
(iii) Third party water	62,872.38	72,970.27
(iv) Seawater / desalinated water	0.00	0
(v) Others — Packed drinking water	280.71	13,253.85
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	80,077.48	102,895.12
Total volume of water consumption (in kilolitres)	70,277.49	87,798.81
Water intensity per rupee of turnover (Water consumed / turnover)	0.00000059	0.00000091
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) in INR (Total water consumption / Revenue from operations adjusted for PPP) in USD	0.0000120	0.0000205
Water intensity (per employee)	3.31	4.32

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To surface water		
No treatment	0.0	0
With treatment — please specify level of treatment	0.0	0
(ii) To Groundwater		
No treatment	0.0	0
With treatment — please specify level of treatment	0.0	0
(iii) To Seawater		
No treatment	0.0	0
With treatment — please specify level of treatment	0.0	0
(iv) Sent to third parties	9,799.99	15,096.31
No treatment	0.0	0
With treatment — please specify level of treatment	9,799.99	15,096.31
(v) Others		
No treatment	0.0	0
With treatment — please specify level of treatment	0.0	0
Total water discharged (in kiloliters)	9,799.99	15,096.31

* The Water consumption data for FY 2023–24 has been revised.

*Boundary — Water discharged is reported for India owned locations.

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) **If yes, name of the external agency:** Yes, our BRSR core disclosures are externally assured by an independent third party DNV Business Assurance India Private Limited (‘DNV’).

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	3105.59	9492.40
Total Scope 3 emissions per rupee of turnover	MT per INR	0.000000026	0.000000097
Total Scope 3 emission intensity (optional) — the relevant metric may be selected by the entity	MT per PPP USD	0.000000053	0.00000022
Total Scope 3 emission intensity in terms of physical output	tCO2e per FTE	0.125	0.398

- Boundary — Global locations: Purchase of Goods and Services, Capital Goods, Business Travel, Fuel & other energy related activities; Upstream Transport related emissions were considered for Scope 3 emission calculation.
India location: Waste generated from operations — Associate commute related emissions were considered for Scope 3 emission calculation.
- Scope 3 emissions are estimated in few categories.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y / N) **If yes, name of the external agency:** Yes, our BRSR core disclosures are externally assured by an independent third party DNV Business Assurance India Private Limited (‘DNV’).

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.
Not applicable.
4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Refurbishing old end-of-life	As part of our commitment to promote sustainability, we have initiated a program to refurbish end-of-life (EOL) laptops and donate them to NGOs and educational institutes. This initiative not only helps in reduction of e-waste but also creates employment opportunities for people who need it.	Reduction in e-waste generation
2	No Plastic Days	We have taken several steps in reducing plastic waste generation. We are minimizing the use of plastic bags and encouraging the use of cloth or paper bags. To promote awareness on the harmful effects of plastic, we encourage our employees to adopt eco-friendly practices.	Reduction in plastic waste generation in Persistent Systems Limited facilities
3	Green Energy	1. Green Energy (solar + wind) generation of 64,55,439kWh in FY2023-24 for our own use 2. Purchase of EAC Certificates to convert our power consumption through grid into renewable energy 3. Persistent Systems Limited uses 100% eco-certified furniture. All the furniture including sofas, chairs, tables etc., are BIFMA certified in their upcoming projects 4. Persistent Systems Limited “Bhageerath” facility from Pune is an IGBC Platinum certified building 5. Optimum usage of daylight: 54% of the total regularly occupied areas achieve natural daylight of 300 lux or more 6. Ramanujan facility from Pune “LEED V4 Gold Certified” under the category “Interior Design and Construction: Commercial Interior”.	Increase of renewable energy usage

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
4	AC replacement	1. ACs of 662 TR capacity in a 1500+ seating capacity building which were installed 15 years before were replaced with energy efficient all Inverter VRV AC system.(10% reduction in electricity consumption of air conditioning compared to earlier installation) at Veda complex, Pune 2. Eco-friendly Refrigerants & Halons: Split & Ductable ACs of 67 TR which were based on R-22 gas were replaced with energy efficient inverter based ACs with environment friendly R-32/R-410a gas. (10 % reduction in electricity consumption of air conditioning) at Veda complex, Pune 3. ACs of 176 TR capacity in a 300+ seating capacity building which were installed 12 years before were replaced with energy efficient all Inverter VRV AC system.(10% reduction in electricity consumption of air conditioning compared to earlier installation) at Bhaskar building, Goa 4. Eco-friendly Refrigerants & Halons: Split & Ductable ACs of 50 TR which were based on R-22 gas were replaced with energy efficient inverter based ACs with environment friendly R-32/R-410a gas. (10 % reduction in electricity consumption of air conditioning) at Bhaskar building, Goa	10 % reduction in electricity consumption of air conditioning Emission reduction due to replacement of low emission refrigerant gas
5	Use of LED lights	Replacement of Old LED lights with new LED. 100% of Persistent locations is converted to LED light fixtures	Energy Saving through LED lights

5. **Does the entity have a business continuity and disaster management plan? Give details in 100 words / web link.**
Persistent Systems Limited is certified for ISO 22301:2019 and maintains a comprehensive Business Continuity Management System. This includes business continuity and disaster recovery plans designed to minimize impact on business and operations during emergencies or disasters. Regular tests, such as call tree tests, data restoration tests, and DR drills, are conducted to ensure a high level of preparedness for business continuity events.

The governance risk and compliance services from Persistent Systems Limited feature a structured BCP-DRP framework and methodology. This framework helps enterprises tackle challenges by analyzing business impact, defining recovery strategies, and documenting plans for BCP / DRP. Additionally, we also test the BCP / DRP to ensure it is up-to-date and meets the RTO / RPO requirements.
<https://www.persistent.com/services/enterprise-it-security/governance-risk-and-compliance/business-continuity-and-disaster-recovery/>
6. **Disclose any significant adverse impact to the environment arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**
Persistent Systems Limited is an IT / ITES Company with no involvement in the supply, distribution, manufacturing, or transportation of physical goods. Our focus is on maintaining a sustainable value chain that fosters a positive global impact. The only negative impact from our value chain is the generation of electronic waste. We implement measures to encourage our suppliers to minimize e-waste, adhere to global standards for vendors, and work exclusively with authorized vendors. There is no significant environmental impact resulting from our value chain.
7. **Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**
No significant adverse impact to the environment arising from our value chain.
8. **Green Credits:** As part of our commitment to climate action, PSL has undertaken the voluntary purchase of carbon credits to offset a portion of our greenhouse gas emissions. During the reporting period, PSL procured 6978 International Renewable Energy Certificates (IRECs), to support renewable energy generation. Additionally, we purchased 1082 Carbon credit sourced from Nature based solution of verified carbon credits (VERRA) to offset Scope 1 & 3 emissions. We have also purchased 2298 Carbon Credits generated from renewable energy sources. These efforts reflect PSL’s proactive approach towards achieving its decarbonization goals and contributing to a low-carbon economy. In the current reporting period, PSL has relied on internationally recognized market-based instruments, while closely monitoring developments under the MoEFCC’s Green Credit Program (GCP) for potential future alignment.

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators

1a. Number of affiliations with trade and industry chambers / associations:
8

1b. List the top 10 trade and industry chambers / associations (detered based on the total members of such body) the entity is a member of / affiliated to.

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers / associations (State / National)
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

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Not Applicable

Persistent Systems Limited did not receive any complaints or registered for issues related to anti-competitive conduct from regulatory authorities for year FY 24. Persistent Systems Limited is unwavering in its commitment to integrity and ethical business conduct. “Anti-trust” and “Anti-Competition” refers to actions that provide an unfair advantage in the marketplace and other practices which would monopolise competition in the market.

All employees are expected to adhere to all applicable anti-trust laws and to deal fairly with each other, and with the Company’s customers, suppliers, competitors and third parties. Employees should not take undue advantage of anyone through collusion, price-fixing, market manipulation or any other practices that may compromise fair competition.

Please refer to [Code of Conduct Policy](#)

Name of authority	Brief of the case	Corrective action taken
None		

Leadership Indicators

1. Details of public policy positions advocated by the entity:

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes / No)	Frequency of Review by Board (Annually / Half yearly / Quarterly / Others – please specify)	Web Link, if available
Our active participation in trade and industry associations allows us to stay informed about industry developments, contribute to policy discussions, share our perspectives and insights to research undertaken and foster collaboration within the business community. Refer to Lobbying policy					

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No	Date of Notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	Name of Project for which R&R is Ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
None						

3. Describe the mechanisms to receive and redress grievances of the community.

The Company has a strong Whistleblower policy in place and has also established a Toll-free Whistleblower Helpline Numbers: India:18002100165 USA:18336058476. Employees, contractors and stakeholders have access to multiple channels to report concerns, ensuring transparency and accountability. Our Whistleblower channel is open to both internal and external stakeholders, including employees, customers, suppliers, communities, NGOs and other third parties. The Individual Investigation team address the concerns raised on the Whistleblower channels. The investigation team follows standard procedures and framework approved by the Board. Also, post investigation completion, the Investigation report, reviewed by the Ethics Committee for approval on the recommendation for execution of the recommendation. These reporting mechanisms are actively communicated through internal platforms for all employees and to our stakeholders through website, emails & contractual agreements All employees and other stakeholders of the Company are encouraged to report either orally or in writing to the Whistleblower Administrator on the following E-mail ID: whistleblower@persistent.com. Please refer to [Whistleblower Policy](#) Upon receipt of complaints, the Whistleblower administrators office shall ensure further investigation as per the Company’s investigation framework.

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directly sourced from MSMEs / small producers	1.86%	2.4%
Sourced directly from within India	49.74%	73.5%

The above data is applicable to India Locations. In FY 2023-24, we accounted for net remuneration and payroll payables. For FY 2024-25, we have eliminated these expenses.

5. Job creation in smaller towns — Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

Location	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Rural	0%	0%
Semi-urban	1.13%	0.95%
Urban	5.00%	4.88%
Metropolitan	93.87%	94.17%

The above data is applicable to India Locations. Classification is based on the RBI Guidelines and Census 2011. As per the latest census all urban would be classified as Metropolitan based on the population index.

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impact identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):
None

Details of negative social impact identified	Corrective action taken
None	

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

State	Aspirational District	Amount spent (In INR)
None		

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes / No):
Yes, for Micro, Small & Medium Enterprises (MSME) suppliers we follow statutory requirements for making on-time payments as per the law of the land.
- (b) From which marginalized / vulnerable groups do you procure?
MSMEs certified by Indian government.
- (c) What percentage of total procurement (by value) does it constitute?
1.86% is from MSME.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Intellectual Property based on traditional knowledge	Owned/Acquired (Yes /No)	Benefit shared (Yes /No)	Basis of calculating benefit share
Not Applicable			

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes where in usage of traditional knowledge is involved.

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S.No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Projects implemented to improve the quality of education and infrastructure development, skill development, and support for higher education	21579	100%
2	Projects implemented in the area of curative health care focusing on geriatric and pediatric age group	6748	100%
3	Tree plantation — 25,000 trees	13 farmers	100%
4	Support for livelihood	1281	100%
5	Compressive watershed development program	18 villages in Pune and Goa, impacting 3960 farmers	100%
6	Support for drinking water	3 open wells, 2,096 villagers	100%
7	Support for printing Kolami language book	3,000 students	100%
8	Support for procurement of translocation vehicle, animal ambulance and patrolling — 4 Vehicles	Not Applicable	Not applicable

Note: Women, children and people who are differently-abled are the main vulnerable groups identified.

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner.

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
- (a) **Client complaints:** We have a robust mechanism to handle client complaints and escalations received through our dedicated client partners and delivery heads. These complaints are logged into our delivery governance platform, Persistent Integrated Quality (PiQ), to go through a formal client complaints and escalation redressal process. The basic steps of the client escalation process are outlined below.
- (b) **Analyze and Plan Actions:** The Delivery Partner & SQA will assess the business impact of the situation to identify the root causes of the escalation to prepare a Corrective and Preventive Action (CAPA) plan. We are also ensuring customer confirmation on CAPA as part of alignment.
- (c) **Implement and Track CAPA:** The CAPA plan will be implemented by the Project Manager, with support from the Delivery Excellence team. The progress of the CAPA will be tracked and periodically updated.
- (d) **Closure of Escalation:** Delivery Partner will get customer representative acknowledgement (any form) on the closure of customer escalation and will inform the Delivery Head and SQA. SQA will review the overall completion, result and close the escalation in PiQ.
2. Turnover of products and / services as a percentage of turnover from all products / service that carry information about:

Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	
Recycling and / or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)	
	Received during the year	Pending resolution at end of year	Remarks		Remarks
Data privacy	0	0	There were no complaints registered under these heads during FY2025	0	0
Advertising	0	0		0	0
Cyber-security	0	0		0	0
Delivery of essential services	0	0		0	0
Restrictive trade practices	0	0		0	0
Unfair trade practices	0	0		0	0

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	Not Applicable	
Forced recalls	Not Applicable	

5. Does the entity have a framework / policy on cyber security and risks related to data privacy? (Yes / No) If available, provide a web-link of the policy.

Yes, Persistent Systems Limited (PSL) operates across multiple business verticals, each catering to distinct customer requirements. With a diverse portfolio spanning industries such as healthcare, financial services, technology, and manufacturing, PSL encounters a wide range of customer needs and expectations. From developing custom software solutions to providing consulting services, PSL's business activities are tailored to meet the unique demands of each vertical. This diversity in business verticals and customer requirements underscores the complexity of PSL's operations and highlights the need for agile and adaptable strategies to effectively serve its diverse clientele. Through a combination of innovative technologies and industry expertise, PSL strives to deliver tailored solutions that address the specific challenges and opportunities faced by its customers in various sectors.

Persistent Systems Limited is certified for ISO 27001, ISO 27017, ISO 27018 for Information Security, ISO 27701 for Data Privacy, and ISO 22301 for Business Continuity. [Information Security at Persistent Systems](#)
6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Not applicable
7. Provide the following information relating to data breaches:

(a) Number of instances of data breaches.

None

(b) Percentage of data breaches involving personally identifiable information of customers.

0%

(c) Impact, if any, of the data breaches

None.

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

We provide Digital Engineering and Enterprise Modernization services, combining technical expertise and industry experience to assist our clients in preparing for future challenges. Our offerings aim to give clients a competitive edge by helping them foresee and address potential issues.

<https://www.persistent.com/services/>
2. Steps taken to inform and educate consumers about safe and responsible usage of products and / or services.

Not Applicable
3. Mechanisms in place to inform consumers of any risk of disruption / discontinuation of essential services.

We maintain a structured governance and escalation process to inform customers of any potential risks of service disruption or termination.

Each project is assessed for delivery risks with the customer on a monthly basis, and mitigation plans are developed, reviewed, and approved by senior delivery leaders and customers.

Risks are evaluated based on the risk priority number (RPN) and aggregated by risk index at the project level.

Projects exceeding a certain threshold are classified as “high risk” or “critical risk”. These projects undergo specific discussions for mitigations and actions with senior delivery leadership and client relationship owners every two weeks.

We use multiple forums and channels to communicate these risks of disruption or termination to our customers:

- Weekly Status Reports
 - Monthly Business Reviews
 - Quarterly Business reviews
 - CXO to CXO leadership connections
 - Business continuity plans

Our clients rated us highly in delivery and project management in our recent annual client satisfaction (CSAT) survey.

Besides formal channels, we have designated contacts for each program on the consumer side for necessary escalations.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes / No / Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes / No)

Not Applicable

This space is intentionally kept blank.

Independent Assurance Statement – Reasonable level of Assurance BRSR 9 core attributes

INDEPENDENT VERIFICATION STATEMENT to the Management of Persistent Systems Limited

Persistent Systems Limited (Corporate Identity Number L72300PN1990PLC056696, hereafter mentioned as 'PSL' or 'the Company') commissioned DNV Business Assurance India Private Limited ("DNV", "us" or "we") to conduct a reasonable level of verification for its Scope 1 & 2 GHG emissions and a limited level of verification for the Scope 3 GHG emissions (Categories 1, 2, 3, 4, 5, 6, 7) for the period 01/04/2024 to 31/03/2025.



Our Conclusion - Reasonable level of verification (Scope 1 & 2 GHG emissions): Based on our review and procedures followed for reasonable level of verification, DNV is of the opinion that, in all material aspects, Scope 1, Scope 2 GHG emissions of PSL's GHG Inventory calculated in line with the GHG Protocol, for the reporting period FY 2024-25.

Limited Level of verification (Scope 3 GHG emissions): On the basis of our verification methodology and scope of work agreed upon, nothing has come to our attention to suggest that the GHG emissions are not materially correct and is not a fair representation of the Scope 3 GHG emissions of PSL attributes (as listed in Annexure I of this statement) for the reporting period FY 2024-25.

In both cases, some data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors and the errors have been corrected.

Scope details	Total GHG Emissions (tCO ₂ e)
Scope 1 Direct GHG emissions ¹	274.51
Scope 2 Indirect GHG emissions ²	4,541.04
Scope 3 other Indirect GHG emissions ³	3,105.59
Total Scope 1, Scope 2 & Scope 3 emissions	7,921.14

Scope of Work and Boundary

The scope of work agreed includes a reasonable level of assurance for the GHG scope 1 & 2 emissions and a limited level of verification for the Scope 3 emissions data for the FY 2024-25 from the Company's operations, comprising of:

- **Direct GHG emissions (Scope 1):** Covering combustion of fossil fuels and other emissions, such as Combustion of coal, High-Speed Diesel (HSD), furnace oil, natural gas, Liquefied Petroleum Gas (LPG), HFC leakages from air conditioners and CO₂ released due to use of CO₂-based fire extinguishers.
- **Indirect GHG emissions (Scope 2):** Covering the GHG emissions on account of purchased electricity from national grids in India and other countries grid sources.
- **Indirect GHG emissions (Scope 3):** Other Indirect GHG emissions (Scope 3 emissions) arising from value chain covering seven categories as per the Greenhouse Gas Protocol's Corporate Value Chain (Scope 3) Accounting. Categories reported are-

- Category 1: Purchased Goods and Services
- Category 2: Capital Goods
- Category 3: Fuel- and Energy-Related Activities
- Category 4: Upstream Transportation and Distribution
- Category 5: Waste Generated in Operations
- Category 6: Business Travel
- Category 7: Employee Commuting

1. Calculation of Scope 1 GHG emissions are based on conversion factors, emission factors considered in 2006 IPCC Guidelines for National Greenhouse Gas Inventories, IPCC sixth assessment report, The UK Department for Environment, Food and Rural Affairs (Defra) 2024 and GHG protocol cross sector emission factors.
2. Scope 2 GHG emissions for Indian operations are calculated based on emission factors in Central Electricity Authority, Govt. of India (CEA Version_20.0): Grid Emission Factors - Weighted Average Emission Rate (Incl RES) including cross-border electricity transfers which is 0.727 kgCO₂ per kWh. Scope 2 GHG emissions for USA operations are calculated based on emission factors in US Environmental Protection Agency (EPA). Scope 2 GHG emissions for rest of the countries (other than India and USA) operations are calculated based on emission factors in International Energy Agency (IEA).
3. Calculation of Scope 3 GHG emissions are calculated based on emission factors considered in The UK Department for Environment, Food and Rural Affairs (Defra), US Environmental Protection Agency (EPA), India GHG Program, and International Energy Agency (IEA).
4. Emission factors used and their references, assumptions considered are mentioned in the 'ESG -SOP for GHG FY2025 - V01_28th Jan 2025', prepared by PSL.

DNV Headquarters, Veritasveien 1, P.O.Box 300, 1322 Høvik, Norway. Tel: +47 67 57 99 00. www.dnv.com

DNV Business Assurance India Private Limited

Our competence, and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO/IEC 17029:2019- Conformity Assessment - General principles and requirements for validation and verification bodies and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. DNV has complied with the Code of Conduct during the verification engagement. DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements.

This engagement work was carried out by an independent team of sustainability and GHG verification professionals. During the reporting period i.e. FY 2024-25, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data except for this Verification Statement. DNV maintains complete impartiality toward stakeholders interviewed during the verification process.

Statement Number: DNV-2025-ASR-761953

Verification was carried out at the PSL's corporate office and selected sites in India as listed out in Annexure II for as part of the process of reviewing the Company's internal protocols, processes, and controls related to the collection and collation of its GHG emissions assertions.

Based on the agreed scope with the Company, the boundary for GHG emissions verification covers the operations of PSL across all global locations, unless otherwise stated in the table, GHG emissions calculations are done by PSL using 'operational control' approach.

Parameter	Boundary
Scope 1 emissions	All Global locations*
Scope 2 emissions	All Global locations
Scope 3 Category 1: Purchased Goods and Services	All Global locations
Scope 3 Category 2: Capital Goods	All Global locations
Scope 3 Category 3: Fuel- and Energy-Related Activities	All Global locations
Scope 3 Category 4: Upstream Transportation and Distribution	All Global locations
Scope 3 Category 5: Waste Generated in Operations	All Global locations
Scope 3 Category 6: Business Travel	All Global locations
Scope 3 Category 7: Employee Commuting	India Locations

*Note: Scope 1 emissions from PSL's international sites have not been accounted for, as the company does not have direct operational control over these leased facilities.

Basis of our conclusion

DNV planned and performed the verification assessment to obtain the necessary evidence to provide a limited/ reasonable level of verification, adopting a risk-based approach in selecting samples to assess the robustness of the underlying data management system, information flow, controls, quality verification, and check procedures. DNV carried out the following activities:

- **Desk review** of the Scope 1, 2, and 3 emissions for the period from 01/04/2024 to 31/03/2025. Sampling of activity data for verification in line with the requirements for verification.
- **Understanding the GHG management procedures**, including formats, assumptions, emission factors, and calculation methodologies, as well as the Company's GHG data management processes used to generate, aggregate, and report the GHG data, assessing completeness, accuracy, and reliability.
- **Site verifications involving** on-site visits to corporate office and selected sites in India as listed out in Annexure II for verifying the identified activities and GHG emission sources and related evidence at the site level on a sample basis.
- **Interactions with key managers and data owners** to review data consolidation systems related to the GHG inventory, including reviews of emission factors and assumptions used in the calculation methodology.
- **Evaluation of GHG emissions data** using the reliability principle in conjunction with PSL's methodologies (which are based on GHG Protocol) on data analysis, aggregation, measurement, and reporting.
- **Verification of the calibration status** of equipment being used to monitor and generate activity data on a sample basis.

Reporting Criteria and Verification Standards

PSL has prepared its GHG data in reference to the requirements of the below,

- ✓ GHG Protocol: A Corporate Accounting and Reporting Standard, 2015,
- ✓ ISO 14064-1: Specification with Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals

DNV has carried out this customized engagement in accordance with the verification principles and requirements as per ISO 14064-3:2019. This provides a limited/ reasonable level of verification on PSL's GHG performance data based on the principles of Relevance, Completeness, Consistency, Transparency, and Accuracy applying a ±5% materiality threshold for errors and omissions.

DNV Headquarters, Veritasveien 1, P.O.Box 300, 1322 Høvik, Norway. Tel: +47 67 57 99 00. www.dnv.com

DNV Business Assurance India Private Limited

Inherent Limitations

DNV's verification engagements assume that the data and information provided by the Company to us as part of our review have been provided in good faith, is true, complete, sufficient, and authentic, and is free from material misstatements. The verification scope has the following limitations:

- DNV has not been involved in the evaluation or assessment of any financial data/performance of the company. DNV's opinion on specific categories relies on the third party audited financial data of the Company.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of verification.
- Data outside the operations specified in the verification boundary is excluded from the verification, unless explicitly mentioned otherwise in this statement.
- The verification engagement assumes that the data and information provided by the Company are complete, sufficient and authentic.
- No external stakeholders were interviewed as part of this verification engagement
- The verification engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this verification, and the Company is responsible for ensuring adherence to relevant laws.

Responsibility of the Company

PSL is responsible for the collection, analysis, aggregation, calculations and presentation of data and information related to GHG emission data assertions (based on methodologies defined in frameworks and Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard) by adopting the ‘operational control’ model as a performance data consolidation approach.

DNV’s Responsibility

Our responsibility for performing this work is to the management of PSL only and in accordance with the scope of work agreed with the Company; however, this statement represents our independent opinion. The verification engagement assumes that the data and information provided to us are complete, sufficient, and true. DNV disclaims any liability or co-responsibility for any decision a person or entity would make based on this verification statement.

Use and distribution of Verification statement

This verification statement, including our conclusion has been prepared solely for the exclusive use and benefit of management of the company and solely for the purpose for which it is provided. To the fullest extent permitted by law, DNV does not assume responsibility to anyone other than company for DNV’s work or this verification statement.

The use of this verification statement shall be governed by the terms and conditions of the contract between DNV and the PSL. DNV does not accept any liability if this verification statement is used for any purpose other than its intended use, nor does it accept liability to any third party in respect of this verification statement.

For DNV Business Assurance India Private Limited,	
Chandan Sarkar Lead Verifier	Anjana Sharma Technical Reviewer
Verifiers: Roshni Sarage, Goutam Banik, Shilpa Swarnim, Poornachander Maratha, Sudharshan K	

05/06/2025, Bangalore, India

Annexure I - Scope 3 emissions (Other Indirect GHG emissions)

Category	Scope 3 Emissions (tCO ₂ e)
Category 1: Purchased Goods and Services	220.32
Category 2: Capital Goods	80.23
Category 3: Fuel- and Energy-Related Activities	761.99
Category 4: Upstream Transportation and Distribution	0.74
Category 5: Waste Generated in Operations	0.92
Category 6: Business Travel	1777.03
Category 7: Employee Commuting	264.35
Total Scope 3 Emissions	3,105.59

Annexure II - Sites selected for audit

S.no	Site	Location
1.	Corporate Office	Pune-Bhageerath
2.	India offices (onsite audits)	Pune-Hinjawadi Pune-Bhageerath Pune- Ramanujan Hyderabad - Argus-Sattva Bengaluru - RMZ, PRITECH PARK, The Cube
3.	India offices (remote audits)	Nagpur-Gargi Maitreyi Goa-Charak Bhaskar Noida - Logix Cyber Park Indore - Brilliant Centre
4.	International Sites (remote audit)	UK - London, Level 1

INDEPENDENT ASSURANCE STATEMENT

to the Management of Persistent Systems Limited

Persistent Systems Limited (Corporate Identity Number L72300PN1990PLC056696, hereafter referred to as 'PSL' or 'the Company') has commissioned DNV Business Assurance India Private Limited ('DNV', 'us' or 'we') to undertake an independent of assurance of the Company's disclosures in Business Responsibility and Sustainability Report (hereafter referred as 'BRSR'). The disclosures include BRSR Core as per Annexure 17A and the non-financial disclosures as per Annexure 16 of the Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155, dated November 11, 2024.



Our Conclusion:

Reasonable level of Assurance- BRSR Core

Based on our review and procedures followed for reasonable level of assurance, DNV is of the opinion that, in all material aspects, the BRSR Core Key Performance Indicators (KPIs) under 9 ESG attributes (as listed in Annexure I of this statement) for FY 2024-25 are reported in accordance with reporting requirements outlined in Industry Standard on Reporting of BRSR Core.

Limited Level of Assurance- BRSR Disclosures

On the basis of the assessment undertaken, nothing has come to our attention to suggest that the non-financial disclosures (as listed in Annexure I of this statement) in BRSR do not properly adhere to the reporting requirements as per BRSR reporting guidelines in Annexure 16 of SEBI's Master Circular.

Scope of Work and Boundary

The scope of our engagement includes a reasonable level of assurance for the 'BRSR Core' attributes and a limited level of assurance for the non-financial disclosures, for the Financial Year (FY) 2024-25.

Reasonable assurance of BRSR Core: Boundary covers the performance of PSL operations that fall under the direct operational control of the Company's legal structure. Based on the agreed scope with the Company, the boundary of reasonable assurance covers the operations of PSL as stated in the table below.

BRSR Core Attribute	Boundary for Reasonable Assurance
Attribute 1 GHG footprint: Scope 1 emissions	All Global locations*
Attribute 1 GHG footprint: Scope 2 emissions	All Global locations
Attribute 2 Water footprint	India locations**
Attribute 3 Energy footprint	All Global locations
Attribute 4 Waste Management	All Global locations
Attribute 5 Enhancing Employee Wellbeing and Safety	All Global locations
Attribute 6 Gross wages paid to females as % of wages paid	All Global locations
Attribute 6 POSh	India locations
Attribute 7 Enabling Inclusive Development	India locations
Attribute 8 Fairness in Engaging with Customers and Suppliers	All Global locations
Attribute 9 Openness of business	All Global locations

*Scope 1 emissions from PSL's international sites have not been accounted for, as the company does not have direct operational control over these leased facilities.

**Water consumption data is reported only for India operations, as PSL does not have the operational control required to accurately measure or manage water usage across international locations.

Limited assurance of rest non-financial disclosures in BRSR: Boundary for limited assurance of rest non-financial disclosures in BRSR covers the operations of PSL across all global locations, unless otherwise specified in the report.

This boundary for limited assurance also applies to the BRSR Core attribute-related disclosures as mentioned in the table above and cross-references, except where the BRSR report explicitly specifies that certain disclosures are applicable only to India operations.

Our competence, and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO/IEC 17029:2019- Conformity Assessment - General principles and requirements for validation and verification bodies and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. DNV has complied with the Code of Conduct during the assurance engagement. DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements.

This engagement work was carried out by an independent team of sustainability assurance professionals. During the reporting period i.e FY 2024-25, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process.

Reporting Criteria and Standards

The disclosures have been prepared by PSL in reference to:

- Industry Standard on Reporting of BRSR Core, Circular No.: SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated Dec 20, 2024.
- BRSR Core (Annexure 17A) and BRSR reporting guidelines (Annexure 16) as per Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155, dated November 11, 2024.
- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard.
- ISO 14064-1:2018 - Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals.

Assurance Methodology/Standard and Level of Assurance

This assurance engagement has been carried out in accordance with DNV's VeriSustain™ protocol, V6.0, which is based on our professional experience and international assurance practice, and the international standard in Assurance Engagements, ISAE 3000 (revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information. DNV's VeriSustain™ Protocol, V6.0 has been developed in accordance with the most widely accepted reporting and assurance standards. DNV conducted Reasonable level of assurance for the BRSR Core KPIs under 9 ESG attributes; and a Limited level of assurance for the rest non-financial disclosures of BRSR.

Basis of our conclusion

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of PSL. We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company's business and its key stakeholders. We carried out the following activities:

BRSR Core Indicators - Reasonable level of Assurance	Rest non-financial disclosures in BRSR - Limited Level of Assurance
Reviewed the disclosures under BRSR Core, encompassing the framework for assurance consisting of a set of Key Performance Indicators (KPIs) under 9 ESG attributes. The Industry Standard on Reporting of BRSR Core used a basis of reasonable level of assurance.	Reviewed the disclosures under BRSR reporting guidelines. Our focus included general disclosures, management processes, principle wise performance (essential indicators, and leadership indicators) and any other key metrics specified under the reporting framework. The BRSR reporting format used a basis of limited level of assurance.
Evaluation of the design and implementation of key systems, processes and controls for collecting, managing and reporting the BRSR Core indicators. Assessment of operational control and reporting boundaries	Understanding the key systems, processes and controls for collecting, managing and reporting the non-financial disclosures in BRSR. Understand and test, on a sample basis, to evaluate adherence to the reporting principles.
Seek extensive evidence across all relevant areas, ensuring a detailed examination of BRSR Core indicators. Engaged directly with stakeholders to gather insights and corroborative evidence for each disclosed indicator.	Collect and evaluate documentary evidence and management representations supporting adherence to the reporting principles. We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company's business and its key stakeholders.
DNV audit team conducted on-site audits for data testing and also, to assess the uniformity in reporting processes and also, quality checks at different locations of the Company. Sites for data testing and reporting system checks were selected based on the percentage contribution each site makes to the reported indicator, complexity of operations at each location (high/low/medium) and reporting system within the organization. Sites selected for audits are listed in Annexure II.	DNV audit team conducted on-site audits for corporate offices and sites. Sample based assessment of site-specific data disclosures was carried out. We were free to choose sites for conducting our assessment.

In both the cases, DNV teams conducted the:

- Interviews with selected senior managers responsible for management of disclosures and review of selected evidence to support environmental KPIs and metrics disclosed the Report. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.
- Verification of the consolidated reported performance disclosures in context to the Principle of Completeness as per VeriSustain™ Protocol, V6.0 for both reasonable level and limited level of assurance for the disclosures.

Inherent Limitations

DNV's assurance engagement assume that the data and information provided by the Company to us as part of our review have been provided in good faith, is true, complete, sufficient, and authentic, and is free from material misstatements. The assurance scope has the following limitations:

- The assurance engagement considers an uncertainty of ±5% based on materiality threshold for estimation/measurement

- errors and omissions.
- DNV has not been involved in evaluation or assessment of any financial data/performance of the company. DNV's opinion on specific BRSR Core Attribute 8 on "Number of days of accounts payable", Attribute 9 "Open-ness of business" and all sections of BRSR indicators where currency or INR has been applied relies on the third party audited financial reports of the Company. DNV does not take any responsibility of the financial data reported in the audited financial reports of the Company.
 - The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of assurance.
 - Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.
 - The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
 - The assessment does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.
 - The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.
 - Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.
 - The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.

Responsibility of the Company

PSL has the sole responsibility for the preparation of the BRSR and is responsible for all information disclosed in the BRSR Core and BRSR. The company is responsible for maintaining processes and procedures for collecting, analyzing and reporting the information and also, ensuring the quality and consistency of the information presented in the Report. PSL is also responsible for ensuring the maintenance and integrity of its website and any referenced BRSR disclosures on their website.

DNV's Responsibility

In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company. DNV disclaims any liability or co-responsibility for any decision a person or entity would make based on this assurance statement.

Use and distribution of Assurance statement	
	This assurance statement, including our conclusion has been prepared solely for the exclusive use and benefit of management of the company and solely for the purpose for which it is provided. To the fullest extent permitted by law, DNV does not assume responsibility to anyone other than company for DNV's work or this assurance statement. We have not performed any work, and do not express any conclusion, on any other information that may be published outside of the Report and/or on Company's website for the current reporting period.
	The use of this assurance statement shall be governed by the terms and conditions of the contract between DNV and the PSL. DNV does not accept any liability if this assurance statement is used for any purpose other than its intended use, nor does it accept liability to any third party in respect of this assurance statement.

For DNV Business Assurance India Private Limited,	
Chandan Sarkar Lead Verifier	Anjana Sharma Assurance Reviewer
Assurance Team: Roshni Sarage, Goutam Banik, Shilpa Swarnim, Poornachander Maratha	

05/06/2025, Bengaluru, India.

Annexure I

1. BRSR Core Verified Data- for reasonable level of assurance

Stipulated as per BRSR Core provided by the company.

Sr. No.	Attribute	BRSR Core Parameter	Unit	Verified Value for FY 2024-25
1	Green-house gas (GHG) footprint	Total Scope 1 emissions	MT of CO ₂ e	274.51
		Total Scope 2 emissions	MT of CO ₂ e	4,541.04
		Total Scope 1 and Scope 2 emission intensity per rupee of turnover	tCO ₂ e/Total Revenue from operations in INR	0.000000040
		Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	tCO ₂ e / Total Revenue from operations adjusted for PPP in USD	0.000000824
		Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e / Full Time Equivalent	0.196
2	Water footprint	Total water consumption	KL	77,533.82
		Water consumption intensity	Total water consumption in KL / Total Revenue from operations in INR	0.00000065
			Total water consumption in KL / Revenue from operations adjusted for PPP in USD	0.0000133
		Water intensity in terms of physical output	Total water consumption in KL/ Full Time Equivalent	3.66
		Water Discharge by destination and levels of Treatment	KL	9,799.99
3	Energy footprint	Total energy consumed	Gigajoules (GJ)	60,034.82
		% of energy consumed from renewable sources	In % terms	56.83%
		Energy intensity	GJ/ Total Revenue from operations in INR	0.000000503
			GJ/ Total Revenue from operations adjusted for PPP in USD	0.000010273
			GJ/ Full Time Equivalent	2.44
4	Embracing circularity - details related to waste management by the entity	Plastic waste (A)	MT	4.6
		E-waste (B)	MT	8.4
		Bio-medical waste (C)	MT	0.6
		Construction and demolition waste (D)	MT	0.00
		Battery waste (E)	MT	0.5
		Radioactive waste (F)	MT	NA
		Other Hazardous Waste (G)	MT	0.89
		Other Non-Hazardous Waste (H)	MT	107.2
		Total (A+B + C + D + E + F + G+ H)	MT	122.1
		Waste intensity per rupee of turnover from operations	MT /Total Revenue from operations in INR	0.000000010
		Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	Total waste generated in MT/ Revenue from operations adjusted for PPP in USD	0.000000021
		Waste intensity in terms of physical output	MT/ Full Time Equivalent	0.0050
		Total waste recovered through recycling, re-using or other recovery operations		
		(i) Recycled	MT	121.20
		(ii) Re-used	MT	0
		Total	MT	121.20
		Waste Recycled, Recovered /Total Waste generated	%	99.27%
		Total waste disposed by nature of disposal method		
		(i) Incineration	MT	0.89
		(ii) Landfilling	MT	0
		(iii) Other disposal options	MT	0
		Total	MT	0.89
		Waste disposed /Total Waste generated	%	0.73%
5	Enhancing Employee Wellbeing and Safety	Spending on measures towards well-being of employees and workers - cost incurred as a % of total revenue of the company	In % terms	1.72%
		Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites)	Total recordable work-related injuries	0
			Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	0
			No. of fatalities	0
6	Enabling Gender Diversity in Business	Gross wages paid to females as % of wages paid	In % terms	22.54%
		Complaints on PoSH	Total Complaints on Sexual Harassment (POSH) reported	4
			Complaints on PoSH as a % of female employees / workers	0.06%
			Complaints on PoSH upheld	4
7	Enabling Development Inclusive	Input material sourced from following sources as % of total purchases and from within India	Directly sourced from MSMEs/ small producers	1.86%
			Sourced directly from within India	49.74%
			Location	

Page 5 of 5

		Job creation in smaller towns - Wages paid to persons employed in smaller towns (permanent or non-permanent /on contract) as % of total wage cost	Rural	0.00%
			Semi-urban	1.13%
			Urban	5.00%
			Metropolitan	93.87%
8	Fairness in Engaging with Customers and Suppliers	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events	In % terms	0
		Number of days of accounts payable	(Accounts payable *365) / Cost of goods/services procured	32
9	Open-ness of business	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties	Purchases from trading houses as % of total purchases	0%
			Number of trading houses where purchases are made from	0
			Purchases from top 10 trading houses as % of total purchases from trading houses	0%
			Sales to dealers / distributors as % of total sales	0%
			Number of dealers / distributors to whom sales are made	0
			Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0%
			Share of RPTs (as respective %age) in	
			Purchases	0%
			Sales	0%
			Loans & advances	0%
			Investments	0%

2. BRSR Disclosures- Limited level of assurance

- Section A: General Disclosures- 20-a, b, 21, 22, 25
- Section C: Principle Wise Performance Disclosure-
- Principle 1: Essential Indicator 1, Leadership Indicator 1
- Principle 2: Leadership Indicator 4, 5
- Principle 3: Essential Indicator 1-a, b, 2, 5, 7, 8, 9, 13, 14; Leadership Indicator 3, 5
- Principle 5: Essential Indicator 1, 2, 6, 10; Leadership Indicator 4
- Principle 6: Essential Indicator 6, Leadership Indicator 1, 2, 7
- Principle 8: Leadership Indicator 6
- Principle 9: Essential Indicator 2, 3, 4

This space is intentionally kept blank.

Annexure II – Sites selected for audits

S.no	Site	Location
1.	Corporate Office	Pune- Bhageerath
2.	India offices (onsite audits)	Pune- Hinjawadi Pune- Bhageerath Pune- Ramanujan Hyderabad - Argus-Sattva Bengaluru - RMZ, PRITECH PARK, The Cube
3.	India offices (remote audits)	Nagpur-Gargi Maitreyi Goa-Charak Bhaskar Noida - Logix Cyber Park Indore - Brilliant Centre
4.	International Sites (remote audit)	UK - London, Level 1